



1. Purpose

- a) Both the University of Strathclyde and the University of Strathclyde Students' Association believe in the need for an effective Class Representation System in order to ensure that the learner voice is distinctive and strong.
- b) This document sets out the joint commitment of the University of Strathclyde and the University of Strathclyde Students' Association to promote an effective system of student representation to enhance the student experience.

2. Principles

- a) The University of Strathclyde is committed to engaging with student feedback in order to monitor and enhance the quality of the student experience.
- b) The objective is to maintain the existing positive culture, in which the institution makes explicit its commitment to receiving and responding to students' views and to discussing current learning and teaching issues with them.
- c) The term "Student-Staff Liaison Committee (SSLC)" is used to describe the various bodies which provide a formal opportunity for Class Representatives to give feedback on their courses and their constituent elements (i.e., classes, labs, placements, dissertations, etc.).
- d) Whilst the importance and value of SSLCs is recognised across the institution, it is also necessary that alternative and additional avenues exist to enable student feedback.
- e) The training of Class Representatives is fundamental to the successful operation of SSLCs and effective Class Reps; responsibility for providing this training rests with USSA, with input from the University.
- f) Every class or group of students in the University should have at least one representative, and this should include access programmes, part-time programmes, postgraduate taught programmes and postgraduate research students.

3. Departmental Responsibilities

- a) Heads of Department/School are responsible for ensuring that there is an appropriate mechanism to facilitate the election of Class Representatives and for tasking a member of the academic or administrative staff with responsibility for liaising with USSA regarding training.
- b) Departments/Schools are responsible for reporting the names, e-mail addresses of Class Reps via the Myplace rep reporting system to USSA by the beginning of Week 3 of each class.
- c) Information about the student representation system and the students association should be included in the course handbook. SSLC members' contact details should be made available to students via Myplace.
- d) Departments/Schools should ensure they have at least one rep for every 50 students, up to a maximum of 4 reps in any one class.

- e) Departments/Schools should make sure that reps are given reasonable opportunities and time to communicate with students via Myplace and during classes.
- f) It is the responsibility of Departments/Schools to respond to issues raised by the SSLCs.
- g) Draft minutes should be prepared promptly and circulated to all student and staff members of the SSLC. Approved minutes should be provided in a standard format that is accessible to all students who may wish to view them on Myplace.
- h) In addition, the Department/School must submit Minutes to USSA and the relevant Faculty academic quality office by the end of each semester. Departments should also retain minutes for review purposes.
- i) Departments/Schools should provide incoming Class Representatives with copies of the SSLC minutes from the previous academic session in order to provide information and continuity.
- j) A summary report of significant or persistent issues reported through SSLCs in each Faculty will be included within the QAC annual schedule of business. USSA will also submit its own report to QAC on matters arising from SSLCs.

4. Election/Appointment of Student Representatives

- a) Information about the student representation system should be provided to students by Departments/Schools/Faculties as part of the Year 1 induction process, with available USSA Faculty reps being invited to speak at induction events.
- b) Departments/Schools must provide opportunities for the election of Class Representatives. If an election is not possible, volunteers may be appointed to the role of Class Representative with the agreement of the group of students that they will represent.
- c) All registered students have the right to stand for election to the SSLC and Departments/Schools should ensure that part-time students are afforded the same opportunity as full-time students.
- d) Where elections are held, Departments/Schools should ensure that all candidates are invited to present their case for election.
- e) Course Teams should prompt students about the election process in Week 1 of each class, remind them in Week 2, and complete the appointments by Week 3.

5. Remit and Membership of the Staff-Student Committee

- a) SSLCs will operate according to an agreed University-wide remit which should be jointly reviewed annually by USSA and QAC, to ensure that it provides sufficient opportunity for discussing and responding to current learning and teaching issues.
- b) SSLCs should be chaired by a student; if no student is willing, an academic or administrative member of staff may act as chair.
- c) If a student chairs the SSLC, a member of staff should be designated to support and advise them and produce the minutes, which should be approved by the chair before circulation.
- d) In order to provide an overview of the student experience in a Department/School and facilitate a discussion between the year groups, all undergraduate years must be present in the SSLC together.

- e) If desirable, separate undergraduate and postgraduate SSLCs can be held; for example, if the numbers of student reps entailed would impede the effective work of the committee.
- f) The chair and minutes secretary should consult students and agree an agenda for each meeting. Student and Staff SSLC members can ask for items to be included on the agenda. The agenda should be published on Myplace at least 5 days in advance of the meeting.

6. Frequency of Staff-Student Liaison Committee Meetings

- a) A minimum of one SSLC meeting per semester is required. Departments/Schools and Class Representatives may agree to meet more frequently, if necessary.
- b) Meetings should take place at mutually convenient times, should not coincide with timetabled learning commitments of Class Representatives, and be cognisant of the needs of certain groups, such as part-time and distance learners.

7. Conduct of the Meeting

- a) SSLCs exist for the mutual benefit of students and staff, and members of the Committee are encouraged to engage in a constructive dialogue and to offer possible solutions and useful feedback.
- b) The Committee should agree action in response to issues raised and receive reports on action taken in a timely manner.
- c) The Committee should not discuss personal matters relating to individual students or members of staff.

8. Provision for Class Representatives

- a) Training for Class Representatives is provided by USSA. Training will be offered in Weeks 4 and 5 of each semester.
- b) A Class Representative Handbook, detailing the role and responsibility of Class representatives is available, and should be provided to students by USSA following their election.
- c) Class Representatives should be allowed access to lectures to make a short uninterrupted presentation about items to be discussed by the Staff-Student Liaison Committee, consult on any other issues to be raised and report back, if necessary.

9. Responsibilities of Class Representatives and Staff Members of SSLCs

- a) Class Representatives are responsible for gathering and representing clearly the views of those they represent to SSLCs and for reporting the outcomes to them.
- b) Students should endeavour to attend all SSLCs, conduct themselves in an appropriate fashion, and raise points in a constructive manner.
- c) Relevant staff are expected to attend SSLCs, or brief attending colleagues regarding issues on the agenda; during meetings, attending staff should respond fully to points raised by class reps or undertake to investigate them further, and undertake appropriate steps to address students' questions or concerns.

- d) Class Representatives are expected to attend meetings convened by USSA to review the year and raise any queries or concerns they may have; primarily Student Congress and Student Parliament.

10. Responsibilities of USSA

- a) USSA is responsible for providing training for Class Representatives.
- b) USSA is responsible for providing Departments/Schools with text about the services that it offers for inclusion in student course handbooks.
- c) USSA is responsible for the provision of a Handbook for Class Representatives.
- d) USSA is responsible for providing administrative support of the Class Rep Database
- e) USSA is responsible for organising annual meetings and providing opportunities for Class Reps to engage in other areas
- f) USSA will analyse SSLC minutes and report trends annually to QAC, and may contact at any time the relevant Vice Dean (Academic) concerning urgent issues that are identified by a SSLC.