Why do we have Class Reps?

Every Higher Education Institution is obliged to make sure that academic provision is of the highest possible quality. At the University of Cumbria, this obligation is met largely through the Class Rep system. This is based around Student Staff Forums, formal meetings organised by the University where Class Reps and the staff who teach them come together to discuss students' experiences and how they can be improved. UCSU acts as an independent source of training, support and guidance for Class Reps and can step in to help when they feel issues are not being resolved.

What do Class Reps do?

As a Class Rep, you will make improvements to the learning experience by actively collecting the views of other students on your course. You discuss these, and possible solutions and improvements, with academic staff.

You need to commit to attending two formal Student Staff Forums and two Institute Forums each academic year, although it is possible to send feedback in advance if necessary. You may also need to meet informally with staff if students raise issues with you outside these times as well. It's important to let students know what has happened as a result of your activity too.

Class Reps are focused on the teaching and learning experience, but you may find that students approach you with queries outside of this. In this case, you may need to signpost them to appropriate sources of support.

What can you expect from UCSU?

UCSU are committed to supporting Class Reps to successfully fulfil their roles. You can expect the following from us:

- A relevant and useful package of training. You can choose the mode of delivery and the content is modular so, for further developmental training, you can choose what is most relevant to you.
- A Blackboard site which acts as the central hub for your Rep activity, contains useful resources and a way to connect with other Class Reps.
- Support from an accessible Student Voice team. This ranges in scope from answering queries to supporting you to escalate issues that haven't been resolved.