

## ROLES AND RESPONSIBILITIES PROGRAMME REPRESENTATIVE (POSTGRADUATE)<sup>1</sup>

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- 1.1. This document outlines the typical duties expected of the post-holder. The descriptions of the post cannot be exhaustive and the post-holder may be required to undertake other duties, normally these will be broadly in line with the listed key responsibilities. Roles and responsibilities may also be subject to change.
2. **Summary of Role:**
  - 2.1. At least one Programme Representative exists for each Master's programme, or cluster of interconnected programmes. They are responsible for receiving and collating student feedback relating to their academic programme and student experience as well as passing this information to relevant staff or volunteers as appropriate. They are expected to proactively pursue improvements to their programme and seek to maintain areas of excellence.
3. **Duties and Key Responsibilities:**
  - 3.1. **Communication:**
    - Attend Staff-Student Committees (SSC) which are typically held once a term.
    - Proactively communicate with constituents to ensure feedback is gathered on a regular basis. This must be done as a minimum prior to each SSC and adequate time must be given for students to send representatives information.
    - Collate feedback from students to pass on to the committee.
    - Ensure information for the attention of constituent students is forwarded on in good time.
    - Listen to and encourage feedback from students on an ad-hoc basis.
    - Ensure they are known to their constituents and are approachable to students who wish to provide opinions.
    - Contribute to discussions within SSC meetings which affect their constituents and raise issues where necessary.

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<sup>1</sup> Previously termed "Course Representative" and covers Master's level programmes of studies. See "Group Representative" for research students.

- Ensure updates are communicated to constituents and/or relevant parties within a reasonable time-frame. This includes when an issue is passed to another representative, when an issue is passed to a staff member or when a response is received. Where significant changes have been made or where an issue affects a number of students this information must be disseminated to all constituents.
- Produce clear written communication in the form of e-mails, website copy or as otherwise appropriate to disseminate information to constituents.
- Communicate any issues, queries or suggestions to improve the representation system to the Representation Coordinator to ensure the system's efficiency is maintained.
- Refer urgent issues directly to departmental staff, the departmental representative, Academic & Welfare Officer (AWO) or Deputy President (Education).
- Ensure student confidentiality is maintained at all times unless otherwise agreed.
- Submit items to discuss to meeting agendas.
- Reps may be asked to contribute to and/or take part in review panels for the annual monitoring of programmes of study and/or the periodic review of departments.

### 3.2. **Knowledge:**

- Awareness of the representation system structure and a good understanding of College's workings as a whole.
- Use discretion to determine whether an issue requires the attention of the representation system or College staff or whether it can be solved through alternative means.
- Where applicable refer issues beyond the representation system.
- Complete relevant training courses as required by Imperial College Union.
- Understanding of the Union's [Student Consultation Framework](#)
- Familiarity with the [Staff-Student Committee good practice guidelines](#)
- Familiarity with the [QAA Quality Code of Higher Education](#), in particular expectations and practices regarding student engagement

### 3.3. **Collaboration:**

- Collaborate with other representatives within the same programme and department (if applicable) to collate feedback and/or suggestions.
- Encourage promotion of Union, College and national surveys (such as the Union Survey, PTES, PG SOLE module/lecturer evaluations, etc) and assist with the dissemination of results.
- Give and proactively solicit feedback on new programmes of study and other departmental/College initiatives
- Liaise with programme administrators and other staff members to ensure information is disseminated to relevant constituents.
- Liaise with departmental representatives or Academic & Welfare Officers as appropriate on a regular basis to ensure student feedback is communicated to the relevant staff members.
- Establish and maintain good relationships with relevant staff members, regularly communicating relevant information provided by students.
- Proactively pursue specific goals and aims as outlined by constituents and as outlined in the representatives' election manifesto.
- At the beginning of their term in office gather information from their predecessor about on-going projects and good practice.
- At the end of their term in office ensure knowledge relating to the role and any on-going projects are passed on to Imperial College Union, which can include a handover document for their successor.

### 3.4. **Experience:**

- None required, although experience of participating in meetings may be beneficial.

### 3.5. **Availability:**

- Students should expect to attend at least one meeting a term. These are usually held at the campus where the bulk of their programme is administered so should require no more travel than would be expected on a day to day basis. Meetings typically last one to two hours.
- Work relating to this position should take on average no more than a few hours a week. Work volumes will vary during the course of an academic term and will be term time only. Meetings and other work commitments during examinations will be avoided wherever possible.
- Representatives should expect to be available to constituents by e-mail and to reply within a reasonable timeframe. In person

representatives should reasonably be expected to be approached or meet for a short time with constituents before or after lectures, workshops, etc., as required.

- It is recognised that students are first and foremost at Imperial to study or research and that this must be prioritised. Students who feel their studies are being compromised, are struggling or feel they are spending too much time filling the role should speak to the Representation Coordinator.

Approved by QAEC  
March 2013

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