

ROLES AND RESPONSIBILITIES YEAR REPRESENTATIVES (UNDERGRADUATE)

- 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. Academic Year Representatives are elected members of their current student cohort. At least one representative per programme per academic year exists. They are responsible for receiving and collating student feedback relating to their academic programme and student experience and passing this information to relevant staff or volunteers as appropriate. They are expected to proactively pursue improvements to their programme of study and seek to maintain standards.
3. **Duties and Key Responsibilities**
 - 3.1. **Communication:**
 - Ensure feedback from constituents is gathered on a regular basis. This must be done as a minimum prior to each Staff-Student Committee (SSC) and adequate time must be given for students to send representatives information. When significant changes are proposed by College, student opinion must also be sought.
 - Communicate updates to constituents and/or relevant parties within a reasonable timeframe. 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.
 - Listen to and encourage feedback from students on an ad-hoc basis.
 - Contribute to discussions within SSC meetings which affect their constituents raising issues where necessary.
 - Produce clear written communication in the form of e-mails, website copy or as otherwise appropriate to disseminate information to constituents.
 - Refer urgent issues directly to departmental staff, the departmental representative or Deputy President (Education).

- Ensure student confidentiality is maintained at all times unless explicitly agreed otherwise.

3.2. **Collaboration:**

- Collaborate with other year representatives within the same course and academic year (if applicable) to collate feedback and/or suggestions.
- Encourage promotion of Union, College and national surveys (such as the Union Survey, NSS, UG 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 as required.
- Liaise with departmental representatives or Academic Affairs Officers (AAO) as appropriate on a regular basis to ensure student feedback is communicated to relevant staff members.
- Proactively pursue specific goals and aims as outlined by constituents and as outlined in the representatives' election manifesto.
- Gather information from predecessor(s) about on-going projects and good practice at the beginning of their time in the role.
- Contact their successor or departmental representative to ensure good practice is shared and on-going projects passed on.
- Communicate any issues, queries or suggestions to improve the representation system to the Representation Coordinator to ensure the system's efficiency is maintained.
- Signpost students to services within or external to College relevant to their needs. Representatives should not attempt to deal with non-academic issues such as welfare concerns and should instead contact trained staff members.

3.3. **Organisation:**

- Attend Staff-Student Committees which are typically held five times a year.
- Collate feedback from students to pass on to the SSC and staff.
- Forward information for the attention of constituent students in good time.

- Ensure representatives are known to their constituents and are approachable.
- Submit relevant items to discuss to meeting agendas.
- Strive to complete SMART goals agreed with departmental representatives.
- 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.

3.4. **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.
- 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

3.5. **Experience:**

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

3.6. **Availability:**

- Students should expect to attend in the region of five meetings per academic year. These are usually held at the campus where the bulk of their course is administered so should require no more travel than would be expected on a day to day basis. Meetings typically last 1-1.5 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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