



Process for Course Representation

2025/26

This process applies to staff involved in the delivery of higher education provision at Boomsatsuma.

Course Representation

1. Purpose

1.1 This document defines the procedure for establishing, conducting and actioning the outcomes of course rep meetings. It includes processes for:

- Recruiting Course Representatives
- Collecting feedback from students
- Conducting course rep meetings
- Responding to meeting outcomes

2. Aim

2.1 The aim of course rep meetings is to gather, interpret, and respond to feedback from student cohorts across courses and levels. This is done, in combination with other processes, for the purposes of amplifying good practice in course delivery and reviewing areas for development. Course rep meetings are also an opportunity for student cohorts to highlight various aspects of the student experience including opportunities and concerns.

3. Frequency

3.1 There are two rounds of course rep meetings per year - one per teaching period (i.e. semester or teaching block). The meetings take place approximately 7 weeks into each teaching period to allow time for modules to establish and for Course Representatives to gather feedback from cohorts.

4. Representation

4.1 Where possible, each course should be represented by one individual for each level of study (i.e. three per course in total). Additional members may be

invited to represent courses in exceptional circumstances (e.g. if a course is particularly large), however the maximum number of representatives per course must not exceed six.

5. Quorum

- 5.1 For a course with three active levels of study, the minimum number of Course Representatives required for a course rep meeting to be conducted is normally two (at different levels of study). For newer courses, the meeting must be attended by at least one Course Representative per active level of study. If a quorum is not met, then the Chair may decide to reschedule the meeting.

6. Chair and Staff Attendance

- 6.1 Course rep meetings are chaired by the Head of Higher Education or a nominated member of staff.
- 6.2 A representative of the academic staff for the course under review will be present at their respective Course Rep meeting(s). The intention here is to facilitate productive conversations between students and teaching teams. Attendance by a relevant member of academic staff also supports contextualisation of the conversation, which can be difficult to achieve if meetings are conducted by staff that are not directly involved in the course. In all cases, there will be an opportunity during course rep meetings where Course Representatives can provide feedback to the Chair without the academic staff representative being present.

7. Recruiting Course Representatives

- 7.1 Course Representatives are recruited based via an expression of interest via a Google Form.

- 7.2 There is no requirement to engage a voting mechanism or application process to recruit Course Representatives. However, to ensure equality of opportunity, one of these methods must however be adopted for a given course if interest in the role exceeds one individual per level of study.
- 7.3 To encourage a range of voices and perspectives to contribute to course rep meetings, it is preferable to renew the pool of Course Representative each academic year. However, students that acted as Course Representatives in a previous academic year are permitted to continue the role if there are vacant positions following the recruitment process.
- 7.4 The process and timings for recruiting Course Representatives is shown in Table 1.

What	When
<p>The Course Representative role is advertised via posters and the Student Info Portal (Google Classroom).</p> <p>Guidance on the course representation process is published on the Student Info Portal.</p> <p>Teaching teams encourage students in class to consider nominating themselves as a Course Representative.</p>	Teaching week 1
Students express their interest in becoming a Course Representative via a Google Form.	Teaching weeks 1 and 2
A voting mechanism or application process is utilised to support the recruitment process if required.	Teaching week 3

<p>Course Representatives are in place and names are published on the Student Info Portal.</p> <p>Course Representatives are encouraged to review published guidance and offered an opportunity to meet with Anya Hollowood or Dr Lee Scott for further information and advice.</p> <p>A Google Chat group is established that includes all Course Representatives. This is used to arrange meetings and for general communications.</p>	<p>Teaching week 4</p>
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Table 1. Process and timings for recruiting Course Representatives

8. Meeting Agenda

8.1 Course rep meetings cover the following areas. Course Representatives are asked to focus on these areas when gathering feedback from cohorts, are to organise their comments accordingly:

- Feedback Gathering. How feedback was gathered from the cohort and how many people participated.
- Teaching. This covers the quality and effectiveness of teaching, as well as the resources made available to students to support their studies.
- Learning Opportunities. This covers activities, both within and outside of the classroom that support student learning - e.g. projects, trips, visiting speakers
- Assessment and Feedback. How useful feedback is on your course, how you receive feedback, clarity of assessment briefs and processes.
- Support. This covers areas such as academic support, wellbeing support, access to key information, social activities, and so on.
- Organisation and Management. This covers the management of modules and the course as whole, including communication, timetabling and related areas.
- Learning Resources. Access to spaces and equipment.

- Future Skills (if applicable). This covers the experience and perceived value of Future Skills creative workshops, Personal Development Plans, and personal tutorial meetings.
- Miscellaneous and AOB. Any additional themes that arise during collection of feedback from students.

9. Before the Meeting

- 9.1 Information on the course representation process will be made available on the Student Info Portal as per the timings shown in Table 1. This includes guidance for Course Representatives on suggested methods for gathering feedback from cohorts.
- 9.2 Course Representatives will be given no less than two weeks notice of an upcoming course rep meeting.
- 9.3 Posters and digital communications that encourage students to provide feedback to Course Representatives will be issued no less than two weeks prior to course rep meetings. At this point, Course Representatives will be reminded to review published guidance to ensure that a range of student voices are invited to offer feedback.

10. During the Meeting

- 10.1 Course rep meetings will proceed as follows:
- The Chair outlines the meeting agenda.
 - The Chair guides course representatives through a discussion on the areas outlined above (see 'Meeting Agenda').
 - Academic staff will join the meeting part way through to ensure that Course Representatives have the opportunity to highlight any matters that they may not wish to discuss in an open forum.

- The Chair may request that the discussion is recorded using a digital device or software. The recording would be used only for the purpose of capturing the details of the conversation accurately, and will not be published.

11. After the Meeting

- 11.1 Following the meeting, the Chair produces a record of the discussion. This is shared with Course Leaders / Heads of Subject for review who will (where applicable) respond to feedback and set actions that amplify successes and address challenges.
- 11.2 The process and timings for sharing the outcomes of course rep meetings is shown in Table 2.

What	When (per semester)
Course rep meetings take place and student feedback is shared with Course Leaders / Heads of Subject	Teaching week 7
Course Leaders / Heads of Subject discuss student feedback with relevant staff and define actions.	Teaching week 8
Actions and additional responses from Course Leaders / Heads of Subject are collated Actions and responses are shared to Course Representatives and published on the Student Info Portal (Google Classroom).	Teaching week 9

Table 2. Process and timings for sharing the outcomes of course rep meetings

12. Follow up Meeting

- 12.1 In some cases it is beneficial to arrange a follow up meeting. This is useful, for example, if there are particular challenges where it is useful to define actions in collaboration with students. If a follow-up is required, Course Representatives will be contacted directly and provided with an agenda one week prior to the arranged meeting.

13. Queries, Concerns and Suggestions

- 13.1 All students, regardless of whether or not they are engaged as Course Representatives, may contact Anya Hollowood (Admissions and HE Administrator) at anya.hollowood@boomsatsuma.com or Dr Lee Scott (Head of Higher Education) at lee@boomsatsuma.com. Alternatively, students can approach their Head of Subject or email studenthelp@boomsatsuma.com.