



Student Representation Policy and Procedure

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1. Purpose

The purpose of this policy is to ensure that all students at the University Access Centre (UAC) have a formal, effective, and transparent mechanism to express their views, contribute to institutional decision-making, and influence the continuous enhancement of their learning experience. This aligns with good practice as observed within UK Higher Education Institutions and NCUK's quality assurance expectations.

2. Scope

This policy applies to:

- All enrolled students at UAC (Foundation, Pre-Sessional, and English Language programmes)
- All teaching and administrative departments of UAC
- All meetings, boards, and committees where student representation is required

3. Aims

The aims of student representation at UAC are to:

- Ensure students have a collective voice in shaping the quality of teaching, learning, and student life
- Provide an effective communication channel between students and UAC management
- Encourage student participation in institutional governance, feedback, and quality enhancement
- Develop leadership, communication, and civic engagement skills among student representatives

4. Principles

- Inclusivity: All students shall have an equal opportunity to stand for election and participate in representative activities
- Transparency: All elections and council decisions will be open, fair, and documented.
- Accountability: Representatives must report back to their peers on discussions and decisions.
- Constructive Partnership: The student body and UAC staff will work collaboratively to improve the student experience.

5. Structure of Representation

UAC shall establish a formal Student Representative Council (SRC), hereafter referred to as the Student Union.

Composition:

- Class Representatives: Each class (e.g., EAP, Business, Computing, Engineering) shall elect one representative by simple majority vote at the start of each academic term.
- Programme Representatives: Where applicable, elected from among class representatives within each programme pathway
- Student Union Chairperson: Elected annually from among the representatives by the SRC members
- Vice-Chairperson and Secretary: Elected internally by the SRC during its first official meeting

- Staff Liaison Officer: The Quality and Student Experience Lead (non-voting member) will serve as the liaison between the Student Union and UAC management.

Eligibility:

All enrolled students in good academic and disciplinary standing are eligible to stand for election.

Term of Office:

Representatives shall serve for one academic year, renewable by re-election.

6. Roles and Responsibilities

Class Representatives:

- Collect feedback from their classmates regarding teaching, learning, and student services
- Represent student concerns and suggestions at the SRC meetings
- Communicate SRC updates and decisions to their peers

Student Union Chairperson:

- Chair all Student Union meetings
- Serve as the official student spokesperson to UAC management
- Present reports to the Centre Director and Quality Committee
- Coordinate student participation in events, outreach, and community initiatives

Vice-Chairperson:

- Support the Chairperson and assume their duties when absent
- Lead subcommittees or focus groups as assigned

Secretary:

- Record and circulate meeting minutes within five working days
- Maintain records of elections, meetings, and action points

Staff Liaison Officer:

- Facilitate communication between students and management
- Ensure feedback is addressed and outcomes communicated back to students
- Support the training and development of student representatives

7. Election Procedure

1. Announcement: UAC shall announce the call for nominations at the start of each academic year or term.
2. Nominations: Students may self-nominate or be nominated by a peer. Nominees must submit a short statement (max. 150 words) outlining their interest.
3. Voting: Elections will be conducted anonymously (online or paper-based). Results shall be validated by the Staff Liaison Officer.
4. Training: Elected representatives will receive induction training covering communication, confidentiality, and institutional structure.

5. Certification: All elected members will receive a certificate of appointment acknowledging their contribution to student governance.

8. Meetings and Communication

- The Student Union shall meet at least once per month during the academic term.
- The Chairperson will attend the Student–Staff Consultative Committee (SSCC) meetings, which will include academic and administrative staff.
- Summary reports from SRC meetings will be submitted to the Quality and Academic Standards Committee for review and action.
- Urgent or sensitive issues raised by the Student Union will be escalated directly to the Centre Director.

9. Feedback and Reporting

- Class Representatives must gather student opinions through surveys, focus groups, or informal meetings.
- Feedback outcomes and institutional responses will be displayed on the “Student Voice” noticeboard and in digital communication channels.
- The Staff Liaison Officer will ensure all feedback loops are closed (students are informed of actions taken).

10. Relationship with NCUK

UAC recognises its affiliation with NCUK and commits to ensuring student representation practices are consistent with NCUK’s Quality Assurance Framework and Student Voice principles. Where appropriate, feedback from the Student Union will inform NCUK’s annual review processes, ensuring the continuous improvement of programme delivery.

11. Monitoring and Review

- This policy will be reviewed annually by the Quality and Academic Standards Committee.
- The Student Union Chairperson will be invited to contribute to the review.
- Updates will be published to the student body and included in the Student Handbook.

12. Related Documents

- UAC Student Handbook
- NCUK Quality Assurance Framework
- UAC Code of Conduct
- Complaints and Appeals Policy