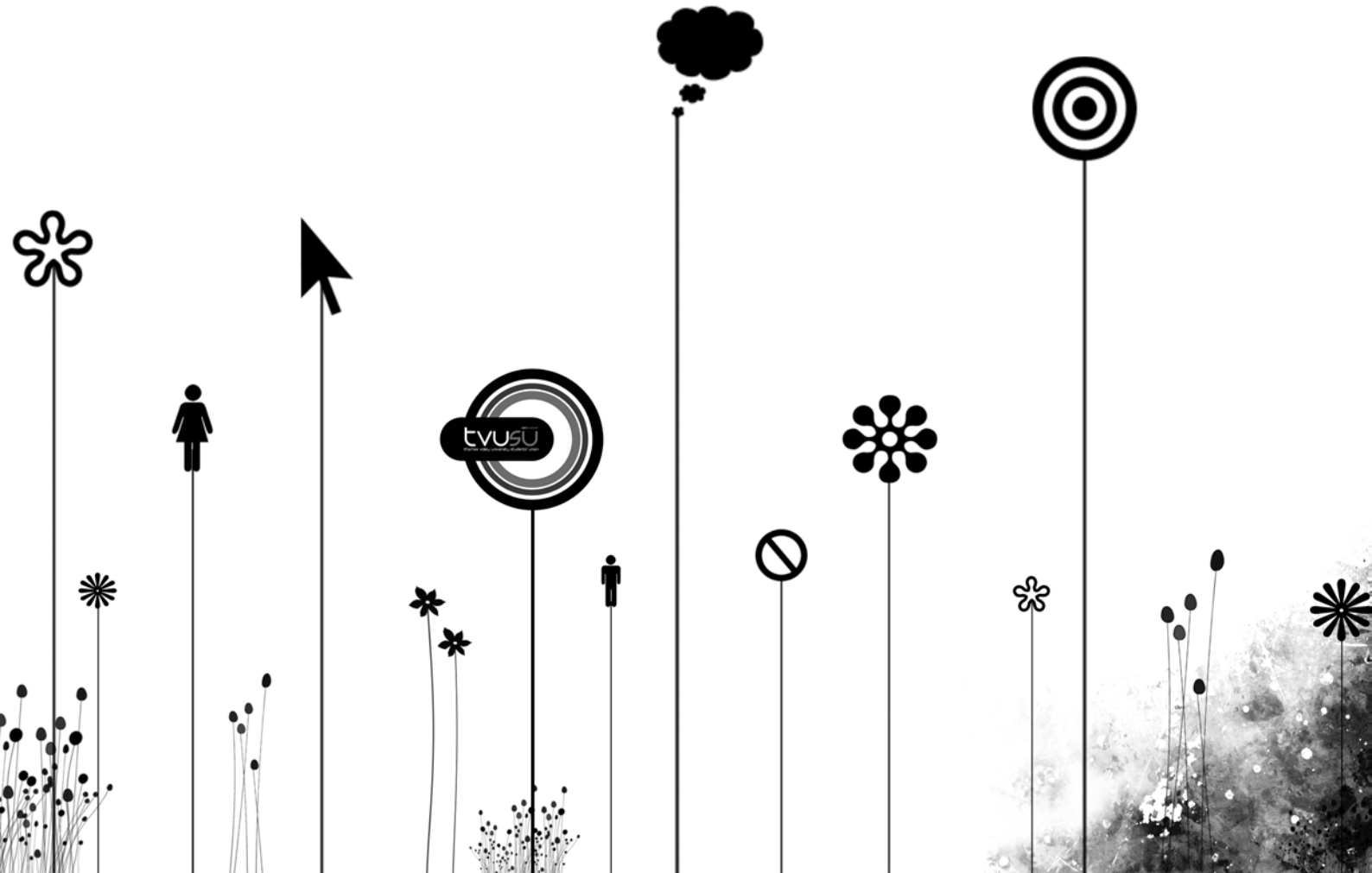


TVUSU
**STUDENT
REPRESENTATIVES
HANDBOOK**
2009/10

GetInvolved!





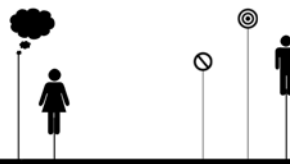
foreword

“I have been a student representative since my first year at TVU. As an international student it gave me the opportunity to make new friends and learn about time and project management. It was really a great experience to be a student representative; I really enjoyed and valued my time as one. The role of the Student Rep is critical to the democratic system of the University. It gives voice to the students’ views and gives opportunity for a better student experience. Thank you for your time and hope you get the most out of being Student Rep.”

Nishaant Kumar
Vice-President Education 2009-2010



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introduction

Introduction

Congratulations on becoming a student representative. We hope that you will all enjoy your new role and will aid us in our work on behalf of the students at TVU. This Handbook, we hope, is laid out in a clear understandable fashion so that you won't feel like we've thrown you in at the deep end! But remember if you have any questions or queries or you just simply need help getting your heads around something our contact details are inside, do not hesitate to ask! It has been put together to help you in this important role as a vital link between university staff and students. Student representatives are an essential part of the University Committee structure and have three main areas of responsibility:

- REPRESENTATION
- FEEDBACK
- COMMUNICATION

Each year we evaluate the student representative scheme and ask reps for their views. Here are some of the things that previous student representatives have had to say about their role and about training.

"Being a student representative, really opened my eyes to what union does! As before I had a vague idea but nothing solid, it made me realise that the university does in fact care about our opinions and were not powerless, and unimportant in fact quite the opposite. Being trained as a student rep' I couldn't of ask for a better introduction everything was clear and presented well, and knowing that I was part of a group felt like I could do my duty as a student rep and still focus primarily on my studies. I would urge students to get involved in becoming a student rep' you really do gain a great insight into A) what the union is and how it operates, and B) The self assurance that my opinion does matter and can change things!"

All the dates of the student rep training are on the attached letter. The training will tell you all the information you need to know for your year in office and give you the opportunity to meet up with representatives from different areas of the University. The Students' Union has put together this handbook to guide you through the year but you can also contact elected officers or members of Union staff on the numbers below with any questions you may have.

*Nishaant Kumar – V.P Education –
su.education@tvu.ac.uk*

Good luck! And enjoy your year as a student representative



what is a student representative?

Student representatives are the key link between University staff, students and the Students' Union in Voicing the views and concerns of students. Student Representation takes a number of forms at TVU:

1. Programme Representatives

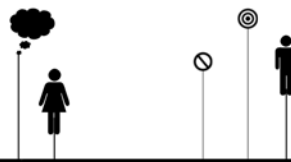
These students are members of committees that deal with issues affecting the Programme as a whole, such as time-tabling, accommodation and administrative issues. Programme representatives deal mainly with academic issues; however they can also get involved in planning review and development of their Programme of study. Programme reps also give an opinion on the quality of the programme in order to inform the programme leaders of both the positives and negatives of the course.

2. Faculty Board Representatives/Student Councillors

There are three faculties across the University, plus the Technology Subject Area, the 14 – 19 Academy at Reading, and the Graduate School, each of which is formed from a collection of related subject areas or there to support a particular area of the University's academic provision. The Faculty Boards receive reports from programmes and schools. Each of the Faculty Boards has a number of student representatives who are elected from across each of the faculties. The Faculty Board representatives are also members of the Students' Union Student Council, which is one of the major policy making forums of the Students' Union.

3. The Executive Committee of the Students' Union

The Executive Committee of the Students' Union is made up of full-time elected Sabbatical Officers and part-time elected Executive Officers. Sabbatical Officers put themselves up for an election where all students are entitled to vote. These officers take a year out of study, or stay on for a year after their course to carry out their elected duties in the Students' Union and represent the student community. The four sabbatical posts are President, Vice-President Education, Vice-President Recreation and Vice-President Further Education. These officers are given an allowance in order to live whilst they carry out their duties. There are up to ten part-time officers; they are currently as follows, Media Officer, International Officer, Women's Student Officer, Activities Officer, Cultural Diversity Officer, Entertainments Officer, Students' with Disabilities officer, LGBT Officer, Environmental Officer and Post Graduate Students Officer. The Executive Committee is accountable to Student Council, and general meetings of the Union. Sabbatical Officers are members of a number of major University committees to represent the interests of students. The President is a member of the Board of Governors and both the President and the Vice-President Education are members of the Academic Board, which are the principal committees of the University.



Student representatives are there to take up issues affecting students and to be proactive. You can make positive changes and have an active role in ensuring that the University is a student driven institution. University staffs value your input and courses are enhanced by the ideas that come from students.

Your main responsibilities as a student representative are to:

- Identify student issues and needs
- Consult with and feedback to students
- Attend and participate in relevant University and Students' Union meetings
- Keep a record of minutes, decisions made and any action taken
- Liaise with the Students' Union and relevant university staff
- Represent student views to staff
- Attend student representative training
- Commit time to carry out the role of a student representative effectively

Notice Boards

The programme or faculty notice board is your opportunity to relay to the students the outcome and actions of any meetings you have attended. The minutes of the meetings you have attended can appear along with any outcome progression or issues you need help or input on. To keep an up to date notice board with your contact details on will ensure that students' know who their student representative is and how to contact them with any issues they may have.

How do we communicate with you?

The Students' Union will email you regularly to arrange student reps forums and feedback sessions but you can also call in to any of the offices by appointment or contact anyone of the names on the list above. It is essential that the Union has an active email address for you to make sure you do not miss out on anything as although you will get the meeting dates for your diary, feedback to the Union is important. Email also gives you a way of talking to other student reps about their experience and helping each other out on any awkward issues.

Talking and listening are simple but valuable skills for all student representatives and you will often find that issues can be resolved after an informal chat. There are however, University Regulations that should be followed in the case of mitigation, academic appeals, complaints procedures and disciplinary procedures this is if the University believe a student has breached the Code of Conduct. It is also important that students are represented through this process by professional Students' Union staff. You can find further information regarding University Regulations on:

http://www.tvu.ac.uk/handbooks/student_handbook.pdf

University regulations can often be difficult to understand therefore please refer any student who needs support to the Students' Union in order that the student receives the most accurate professional advice and representation.



Passing on Information

Each course should have a designated notice board that will accommodate student representative and Students' Union notices. Details of meetings and their outcomes, excluding those that are confidential, such as Assessment Boards should be made available to students via this board. It is your responsibility to make sure the students whom you represent are kept informed. You should also make yourself accessible to the students you represent. You are the voice of your peers and they need to be assured that their interests are being upheld.

The Students' Union would suggest that you use your University student email, which is activated as soon as you are enrolled. Your email account will be your University Student Number @ex.tvu.ac.uk.

How do we communicate with you?

Throughout the year there will be a number of issues that the Students' Union will need to communicate to you or ask your views on. It is important that you set up an email account and that we have your email address. Please check your mail regularly. The Students' Union will email you regularly during term time with information on issues affecting students in post-16 education both locally and nationally. The Students' Union will further keep you up to date with what is happening on the various University committees and within the Students' Union. This will help you to become more effective at representing your peers. You can email us at: su.education@tvu.ac.uk

Meetings

Meetings can feel uncomfortable when you first step into a room of people who seem to really know what they are doing and are very confident. Don't let these initial fears stop you from voicing your opinions and those of the students'. Knowing how should behave will stand you in good stead but you will soon understand how you fit in to the process.

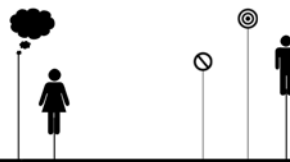
Preparation - GET TO KNOW THE RULES

- How does the committee fit into the universities structure?
- How often does the committee meet?
- How can you get things on to agenda?
- Does the committee have formal motions and votes?
- How far in advance do the papers go out?
- Are you receiving the papers?
- What do people think the committee does?
- Who sits on the committee? If it is a University committee, can you contact the other student representatives to meet with them prior to the committee in order to have a common view of the students?

Read the agenda and any papers attached before the meeting, highlighting areas that affect you and the students you represent or issues of interest to students. Seek the views of your students, pass round the agenda and find out how they feel about the subjects that are up for discussion. Follow up any action points for students from the previous meeting.

Don't be alarmed by confusing language and new terms during the meeting - you will soon get used to it. If you don't understand what is being said, then ask the Chair. There is no point you being at the meeting if you don't understand what's going on. Take this handbook to meetings with you; there is a list of abbreviations (jargon) at the back of this book that you can use as a source of reference if things get difficult or confusing.

If there is not a specific slot on the agenda for student matters, ask for one - after all the University exists for students. This way you can be prepared to present your item(s) at the same point in every meeting. It is important to represent the views of all the students on your course. At times you may not agree with the opinions you are representing, however you are there to represent your course as a whole. By representing all views you will gain more respect and credibility from staff and the students you represent.



During the Meeting

Meetings are organised around an agenda that is prepared prior to the event. The format of each meeting is very similar - the agenda below is an example of those used:

Course Board Meeting
4pm, 22nd March 2008, TC 999 Ealing

Agenda

1. Apologies
2. Minutes of last Meeting
 - 2.1 For accuracy
 - 2.2 Matters Arising
3. Report one
4. Report two
5. Student matters
6. Any other business
7. Date of next meeting

Apologies:

If you are unable to attend a meeting, you should send your apologies to the Chair or the Clerk/Secretary in advance, this is not only good practice, it also shows that you are genuinely unable to attend and not just that you've forgotten about the meeting. It is further good practice to send someone in your place. Often meetings are arranged a year in advance so please ask the Chair or Secretary of the meeting to give you the dates of the meetings in order that you can either put them in your diary or arrange for another student to take your place.

Minutes:

Minutes of a meeting are the record of what happened. You should have been sent the draft minutes of the previous meeting for your inspection prior to the meeting. The committee will assess whether they are an accurate record of the previous meeting. If you believe that the minutes are wrong or there was an important point missed out it is your duty to raise this at the meeting. If you believe that the minutes are not a true reflection of the discussion or the decisions made at the meeting it is worth you offering the meeting an alternative draft minute to reflect how you perceived the discussion. This section of the agenda is often confused with matters arising.

Matters Arising:

If any matters arise from the previous minutes, i.e. questions raised or action taken, they are discussed at this point. However there may be an agenda item anyway in which case the Chair will usually indicate this

Any Other Business (A.O.B.):

Here you have the opportunity to raise any points that have not yet been raised at the meeting. It is good practice to say to the Chair of the meeting that you have an item(s) of Any Other Business at the beginning of the meeting. This helps the Chair to time items of business in order that your item(s) can be given justice and that the meeting does not run over. However you should really put your business as part of the main agenda. It is not good practice to raise a whole number of items as Any Other Business when you have had the opportunity to place items of the agenda.



Date of the Next meeting:

Here the group decides or confirms when and where it will next meet.

How to Be a Helpful Committee Member:

- Don't be afraid to speak or ask questions
- Speak clearly and concisely
- Ask others for their views
- Encourage others to speak
- Listen actively
- If in doubt, ask questions or ask for further explanation
- Remember that you are there to represent the range of views on your Course.
- Take notes of anything that you have agreed to do so that you can make a start on any action before the unconfirmed minutes are published.

After the meeting-

- Follow up with any action you agreed to do at the meeting.
- Feedback to the students on your programme the decisions made or the issues that were raised
- Let students know that their viewpoint is important, taken seriously and can achieve results.
- If you need help, further information or advice as to how to go about any action you have agreed to, come and talk it through with the Students' Union.
- Keep the Students' Union informed of any significant events. The Union may be able to put you in contact with other student representatives who have had similar experiences. The Union may also include this information in its email bulletins to student representatives, in order to share experiences.

Negotiation Skills

During your time as a student representative there may be some issues, which will need negotiation. To present an effective argument it is essential that you prepare first and chart the possible discussion so you can argue your point well.

Such preparations include knowing your arguments and making notes before the meeting on the points you wish to raise. Ensure that the information you are presenting is fact and not gossip or hearsay. The wording of an argument is crucial; try to present your comments positively, always be aware of the implications your suggestion may have.

The presentation of your case is important, so be confident.

When in negotiations, if any new information comes to light then it is perfectly reasonable to request an adjournment so that you can collect your thoughts or consult with colleagues. You also have the option of asking for the issue to be deferred in order for you to discuss any new information with the students whom you represent.

Make notes of key points so that you can refer to them later.

If necessary, make compromises. Again, remember not to deviate too far from your primary goals that you set at the beginning without conferring with the students you are representing in these talks. Student representatives are fundamental to Thames Valley University in order for it to achieve its mission, so student representatives have an extremely positive role to play. Constructive criticism leads to more informed university staff and enhances your education.



The Students' Union

The Students' Union is the collective voice of all the Thames Valley University students and is affiliated to the National Union of Students (NUS). The Students' Union is run for students by students. It is a democratic organisation governed by General Meetings of the Union and a Student Council. All students are entitled to attend these meeting. An elected Executive Committee carries out the day-to-day representation of the student community by the Students' Union supported by permanent Union staff. Each year the Union receives a Block Grant from the University in order to provide a range of facilities from individual and collective representation to Clubs & Societies. The Students' Union is governed by a constitution that is approved by the students and which by law has to be approved by the University's Board of Governors. This document is available to all students; you can obtain your copy from any Students' Union office or via www.tvusu.co.uk.

The Students' Union have offices across the University:

St. Mary's Road London, the Students' Union occupies the ground floor of the North Building is open Monday to Friday.

The Paragon: The Union has an Office on the 1st Floor Room 107

Kings Road, Reading: The Office, located down the corridor past the cafeteria, is open Mondays to Fridays with drop in advice surgeries on a Monday 12 – 2 pm.

All offices can be contacted via the Union's main reception on 020 8231 2276

Trustees Board

The Trustee Board of the Union is responsible for the overall management and administration of the Union and ensures that all resource allocation and activity carried out is in accordance with the charitable objectives of the Union.

The Membership of the Trustee Board of the Union are The Sabbatical Officers of the Union that is President, Vice President Education, Vice President Recreation, Vice President Further Education, two external lay trustees appointed through co-option by the Trustee Board and approved by Student Council, Senior managers of the Union in an advisory non - voting capacity, an observer from the University in an advisory non - voting capacity and 2 student trustees. The chair is the President or nominee.

The core function of the Trustee Board is to ensure the Union's resources, structures and activity are arranged to deliver the objectives as expressed by the Unions' Executive Committee and Student Council. It ensures that the Union finances operate efficiently and effectively, devise the Union budget, to include the annual Block Grant application, which is submitted to Student Council, to note. The Trustee Board prepares the Union's annual report detailing the activities of the Union in relation to its strategic plan, the union finances, including any donations made to external organisations, affiliations and any other information required under legislation, submit the Union Budget, Annual report and any other information required under legislation to the University, to approve, amend and ultimately intertemperate the Constitution and schedules, consider any legal and compliance aspects relating of the Union's activities.



Student Council

Student Council is an Electoral College composed of different aspects of representation at Thames Valley University. The components are as follows:

- The Executive Committee of the Union
- Three representatives from each academic unit of the University
- Six non-portfolio student councillors elected by cross campus election
- A Representative of the Societies Committee
- A Representative of the Sports Association
- The Students' Union Manager as Secretary to Student Council and the Finance Manager in attendance who may offer advice to Student Council but not vote. There will also usually be another member of Students' Union staff there to take minutes.

Student Council Chaired by the President and is primarily there to hold the Executive Committee accountable. However it will also develop Union policy and give direction to the Executive Committee, as well as considering applications for Clubs & Societies to be affiliated to the Union.

Executive Committee

The Executive Committee members work to ensure that the Students' Union provides effective representation, facilities and services for all students according to policies laid down by Student Council and general meetings of the Union. The Executive Committee is accountable to Student Council and General Meetings of the Union.

Amongst many responsibilities the Executive Committee:

- Carry out the day-to-day representation of the student community as the voice of the Students' Union, with the support of Students' Union staff
- Co-ordinate representation of students
- Implement Student Council decisions
- Represent students at senior university committees
- Receive and act upon monthly management accounts, working with the Students' Union permanent staff in preparation of budget proposals to Trustee Board.

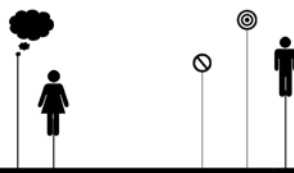
Campus Executive Committees

The members of the Union based at such Campuses of the University, as shall be determined by Student Council, elects a Campus Executive Committee of the Union to promote and co-ordinate the activities of the Union on their site.

The membership of each Campus Executive Committee is:

- A Convenor, Deputy Convenor and five others elected by and from the members of the Union based at the Campus
- The Sabbatical Officers of the Union
- A Senior Manager of the Students' Union, or his/her nominee, in a non-voting capacity.
- The quorum for meetings of the Campus Executive Committee
- Shall be a majority of the site elected members plus one Sabbatical Officer.

Each Campus Executive Committee is responsible for the Internal Union affairs of their site and for promoting with the Executive Committee, the Union's policies and campaigns. They shall act as a conduit for the views and concerns of the members of the Union at their Campus, bringing such views and concerns to the attention of the Sabbatical Officers, Executive Committee and Student Council.



Rough Guide

A Rough Guide to University Committees where students are represented (Governance and Quality Assurance adapted from the TVU quality handbook)

The quality strategy operates within the University's arrangements for governance. The policies, plans and activities of the university are governed by four inter linked factors:

- The executive structure of the University
- The committee structure of the University
- The regulatory framework of the University

The academic organisation of the University

Each Faculty operates a faculty executive, led by a Dean. The executive group includes Associate Dean(s), the Faculty Registrar, Head & Deputy Head of Schools and Field Heads.

The executive (management) structure:

Vice-Chancellor's Executive Group (VCE)

Purpose: to advise the Vice-Chancellor on all matters of strategic planning and academic focus for the University.

Membership: comprising of the Vice Chancellor, the Deputy Vice Chancellors, the University Secretary and Registrar, the Director of Finance, Director of Estates & Facilities and PVC/ Deans The Faculty.

Strategic Management Group

This group is responsible for the strategic alignment of the University.

Membership: The Vice Chancellors Executives plus the Directors of Central Services.

Who is who in the University:

Vice Chancellor	Peter John
Deputy Vice Chancellors:	
Academic	Monika Thomas
External Affairs & Provost of Berkshire Campuses	Dr. Ian Tunbridge
Executive Director Reading Campus	Lee Nicholls
Director of H.E (Reading)	Richard Leach
Registrar of H.E (Reading)	John Morton
University Secretary & Registrar	Ann Marie Dalton
Director of Academic Audit Enhancement	Lawrie Walker
PVC/Director of Strategic Enterprise and Business Unit	Chris Birch
Dean of Students	Dr Kathryn Mitchell
Head of Student Services	Jayne Aldridge
Director of International Education	John Mountford



Faculty of Arts
Dean of the Faculty of the Arts
Registrar

Rosy Crehan
Maureen Skinner

School:
London College of Music
Head of School
Deputy

Christopher Bachelor
Sara Raybould

School of Art & Design
Head of School
Deputy

Ian Grant

School of Media
Head of School
Deputy

Angela Devas
Steve Taylor

Faculty of Health and Human Sciences
Dean of the Faculty of Health and Human Sciences
Registrar

Kate Guyon
Will Bannister

School:
Community Health and Social Care
Head of School

Debby Price

Human and Psychological Sciences
Head of School

Deborah Sawyer

Nursing and Midwifery
Head of School

Ian Peate

Faculty of Professional Studies
PVC/Dean of the Faculty of Professional Studies
Registrar

David Jones
Ranjit Sahota

School:
Business School
Head of School
Deputy

Andreas Kyriacou
Peter Still

Ealing Law School
Head of School

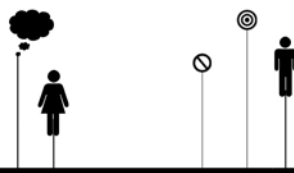
Malcolm Davies

School of Hospitality and Tourism
Head of School
Deputy

David Foskett
Terry Webb

School of Computing
Head of School

Andy Smith



The committee structure

The following outline shows the main University committees and indicates the key terms of reference for each group. Full details of the committee structure, with complete terms of reference and membership of committees, can be found in the University Website.

BOARD OF GOVERNORS

- Determines the educational character and mission of the University and for oversight of its activities;
- Responsible for the effective and efficient use of resources, the solvency of the University and the Corporation and for safeguarding of their assets;
- The appointment, grading, suspension, dismissal and determination of the pay and conditions of service of the holders of senior posts as determined by the Board of Governors;
- Setting the framework for the pay and conditions of service of all other staff
- The assignment and appraisal of the Principal

FINANCE COMMITTEE

- Advises the Governing Body on its financial responsibilities – Overall financial strategy and forecasting; Capital Plan; block grant to SU; Estates Strategy; Information Technology Strategy, etc.

AUDIT & RISK COMMITTEE

- Advises the Governing Body on the appointment, remuneration, performance and resignation/dismissal of the internal and the external (financial) audit services, and on problems or reservations arising from internal and external audit (financial) reports

GOVERNANCE AND NOMINATIONS COMMITTEE

- Advises the Governing Body on:
The appointment of Governors and matters relating to terms of appointment; all matters of governance and the conduct of Governing Body Business; the appointment of Chancellor and Pro-Chancellor; the appointment of Chair of The Board of Governors

STUDENT LIAISON COMMITTEE

- Advises the Governing Body on its statutory obligations with regard to the Students' Unions; in particular all matters concerning the SU constitution, finance and TVU/SU Code of Practice
- Receives reports from Academic Board on University processes for monitoring & reviewing student experience, and on issues and actions arising
- Considers unresolved matters raised by student representatives; advises the student body of important policy matters, discusses matters of common interest between the student body and Governing Body

FURTHER EDUCATION COMMITTEE

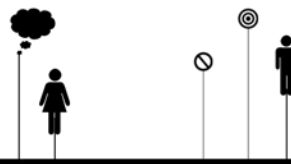
- Advises Governors on FE strategy, quality & standards, resources
- Advises Academic Board on FE academic profile, academic plan, monitoring of quality & standards

REMUNERATION COMMITTEE

The purpose of the Committee is to determine and review the salaries, terms and conditions (and, where appropriate, severance payments) of the head of the institution and such other members of staff as the governing body deems appropriate (CUC Guide, 2004).

ACADEMIC BOARD

- Overall responsibility for academic affairs, including:
 - academic policy
 - academic standards
 - research & scholarship
 - curriculum
 - teaching, learning & assessment



FACULTY BOARD

- Responsible for implementation of academic matters within Faculties including:
 - admissions
 - curriculum
 - teaching & learning
 - assessment & examination
 - research & scholarship

ACADEMIC QUALITY AND STANDARDS COMMITTEE

Over views quality assurance & improvement processes for University, including:

- external examiners
- annual monitoring
- validation & reviews

- Formulates policy on academic matters
- Approves regulatory framework
- Considers student experience

LEARNING, TEACHING & ASSESSMENT COMMITTEE

- Formulates new policy and initiatives re LTA
- Develops, monitors and evaluates the University's LTA strategy
- Coordinates applications for external funding for teaching innovation & excellence
- Coordinates the allocation of internal funding to support initiatives for enhancement of LTA

RESEARCH & SCHOLARSHIP COMMITTEE

- Is responsible for registration, supervision, transfer, suspension and extension of registration of research students
- Approves examination arrangements, decides upon recommendations of examiners, reviews examination decisions

ENTERPRISE & EMPLOYER ENGAGEMENT COMMITTEE

This committee is a committee set up to engage with employers. This is so as TVU is at the for front of Work Based Learning. Recommend a strategy to the Academic Board for the development of Enterprise & Employer Engagement across the University.

- Oversee the planning and co-ordination of the University's external income generation activity.
- Oversees the development of Future Skills and the University's overall employer engagement activity.
- Evaluates the resources and planning required to underpin the delivery of the Enterprise & Employer Engagement agenda, including assessing the University's capacity, capability and flexibility to deliver.

HONORARY AWARDS COMMITTEE

- Considers nominations for the award of an Honorary Degree, Honorary Professorship or other Honorary Award on a personal basis.
- Advises the Academic Board on matters relating to Honorary Awards.

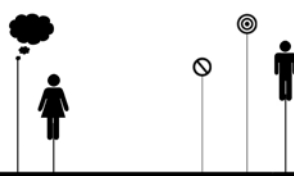
Other Committees

There are also a number of other academic and non-academic committees and working parties where students are represented. Usually a member of the Students' Union Executive Committee will represent students however there will be times when student councillors and other students will be asked for their views by members of the University or other professional bodies.

Members of Students' Union permanent staff are also often asked to attend different University Committees for their knowledge and experiences.

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Members of Students' Union permanent staff are also often asked to attend different University Committees for their knowledge and experiences.



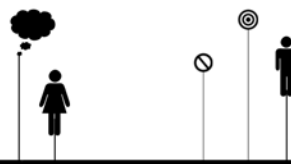
ACADEMIC QUALITY AND STANDARDS OFFICE

The Academic Quality and Standards Office is responsible for supporting the development of the University's academic provision, including:

- Advising on the strategic direction of the University's curriculum offer
 - Facilitating policy development relating to research, scholarship; teaching, learning and assessment; student experience, learning support and Key Skills
 - Developing, monitoring and reviewing the University's regulatory framework, including Credit Accumulation & Transfer, The Modular Scheme, University Awards, APL & APEL, Student Discipline, complaints and appeals procedures
 - Advising on and overseeing the development of new courses and implementing final approval events and reviews
 - Advising on and overseeing accreditation of courses from outside the University
 - Identifying strategic academic staff development needs, monitoring and evaluating staff development activity; providing, facilitating and contributing to strategic staff development support for research and scholarship; teaching, learning and assessment; course development and validation; subject and institutional reviews
- Support the mission and culture of the University,
 - Are in line with the national codes of practice agreed by the QAA,
 - Assure the quality of academic standards and awards,
 - Contribute to the improvement of teaching, learning, and university services
 - Facilitate external subject area and institutional audits, and internal reviews.

Universities need to assure themselves and their students that all their academic programmes are of an acceptable standard. They also need to monitor the quality of the student experience. All academic and administrative staff in the University have a responsibility to look after quality and standards. The University has committees which are devoted exclusively to that end – for example, the Academic Standards Committee and the Faculty Academic Standards Committees.

As a student you have a role to play. You will be regularly asked to evaluate the modules you have taken and your course of study. You may be asked to complete questionnaires or join focus groups designed to find out how you feel about particular aspects of University life. Such information is extremely important to the University in order to make improvements in your course. If you want to know more about quality assurance speak to Nishaant Kumar, Vice President Education 020 8231 2969.



Institutional Audit by the QAA

During the academic year 2010 – 2011 Thames Valley University will be having a quality audit by the Quality Assurance Agency for Higher Education, the QAA. The QAA is an agency funded by universities which audits the quality of higher education across the UK. All universities and institutes of higher education are subject to quality audits every six years and in the spring of 2011 it will be the turn of TVU.

In preparation for the audit the University will prepare a Self Evaluation Document which represents a commentary as to how the University maintains its quality and standards. Alongside this the Students' Union is invited to submit a Student Written Submission, SWS. In preparing the SWS this year student representatives will play an important role in helping the Union gather data as to the views of students as to their experiences at TVU and the quality of educational provision.

As a student rep please help us in developing a document that we can be proud to submit to the QAA.

University Procedures and Regulations

The procedures and regulations for mitigation, complaints and appeals, as well as the regulations as to the procedures the University must follow if they believe a student is in breach of University Code of Conduct can be found in the Student Handbook given to every student during enrolment. Copies of the Student Handbook held by the faculty offices can be found on the University Web site. If a student approaches you with a problem that you feel constitutes an appeal, or complaint, or they are requested to attend a disciplinary hearing then refer them to the Students' Union as soon as possible to see one of the following:

Education Representation Caseworker 020 8231 2276

People You Can Approach

What if a student comes to see you and their problem or query is more than you can handle? The golden rule is to refer. Where do you send them?

Academic:

Personal Tutor

Programme Leader

Head of School

Dean of Faculty

Education Representation Caseworker 020 8231 2276

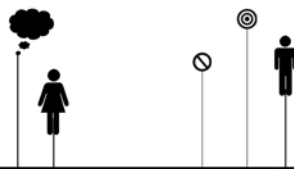
Personal:

Personal Tutor

Education Representation Caseworker 020 8231 2276

Student Advice Team, Student Services 020 8231 2573

Counsellors, Health Unit 020 8231 2218

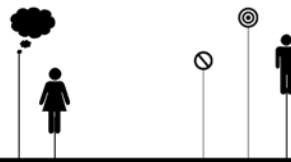


Getting to know the Jargon

There is a lot of jargon in post-16 education. This list of abbreviations has been compiled as a guide which is not exhaustive, however it may help you in meetings of the University.

APC	Academic Planning Committee
Anonymous Marking	Is a system of assessment where the identity of the student is not known to the marker, in order to minimise the risk of subconscious discrimination on the part of the marker
AP (E) L	Accreditation of Prior (Experiential) Learning
AQSC	Academic Quality Standards Committee
Block Grant	The total amount of funding provided by the Higher Education Funding Council for England (HEFCE) to an institution for teaching and research. This does not include payments for equipment and buildings (capital expenditure). The term Block Grant is also used to describe the funding the Students' Union receives from the University
CATS	Credit Accumulation and Transfer Scheme
Core Executive University	The Vice Chancellor and the senior management of the
CR	Crescent Road
DTI	Department of Trade and Industry
ELE	English Language Education
ERASMUS	European Community Action Scheme for Mobility of
University Students Executive Committee	See page 14
FOTA	Faculty of the Arts
FE	Further Education
FH&HS	Faculty of Health & Human Sciences
FPS	Faculty of Professional Studies
FT	Full time
FTE	Full time equivalent
GH	Grove House
GNVQ	General National Vocational Qualification
HE	Higher Education
HEFCE	Higher Education Funding Council for England
HESA	Higher Education Statistics Agency.
HNC/D	Higher National Certificate/Diploma
KR	Kings Road
LDC	Learning Development Centre
LEA	Local Education Authority
LTAC	Learning & Teaching Assessment Committee
LTSN	Learning & Teaching Subject Network
LSC	Learning & Skills Council is responsible for funding and planning education and training for over 16 year olds further education in England
LSDS	Learning Skills Development Scheme
LRC	Learning Resource Centre
MASN	Mean Average Student Numbers
NMC	Nursing & Midwifery Council
NPC	National Postgraduates Committee
NUS	National Union of Students
NVQ	National Vocational Qualification
PG	Postgraduate
PT	Part Time

Continued>>>>



PVC/ Dean	Pro Vice Chancellor/ Dean
QAA	Quality Assurance Agency for Higher Education
QCA	Qualifications & Curriculum Authority
RBL	Resource Based Learning
SCOP	Standing Conference of Principals
SS	Student Services
SSR	Student to Staff Ratio
SU	Students' Union
TC	Teaching Centre
THL	Tourism, Hospitality & Leisure
TVU	Thames Valley University
UCAS	University and Colleges Admissions Service
UG	Undergraduate
UNISON	Public Sector Union for Administrative and Manual Workers
UUK	Universities UK
UWS	University Wide Service
VP	Vice President
WH	Walpole House

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Other useful sources:

TVU Quality Handbook
TVU Calendar
TVU Student Handbook
TVUSU Constitution

Web sites:

www.tvu.ac.uk
http://www.tvu.ac.uk/files/The_University/Governance_and_legal_framework/Governance/Governance_Structure_08.pdf

www.tvusu.co.uk

http://www.tvu.ac.uk/handbooks/student_handbook.pdf

*Please note
The information given in this publication is accurate at the time of going to press*

