Student-Staff Liaison Committees – Roles and Responsibilities

Student representatives should…

- Be any QMUL student elected to be a Course Representative for their given course.
- Be elected through the Students' Union election processes.
- Attend the SU training on how to be an effective course rep and any other training needed (such as Student Co-Chair training), or online training if they are unable to attend a schedule session.
- Make themselves known to the students on their course at the earliest opportunity after they are elected.
- Ensure they prepare for, attend and follow up issues for SSLC meetings.
- Gather feedback on items to ensure they are representing the views of the students on their course.
- Be expected to be in office for the full academic year when they are elected.
- Feedback to fellow students on issues/changes discussed at SSLCs.
- Respect any confidential issues that may be discussed at SSLCs and not provide sensitive details to people outside of the SSLC membership.
- Raise issues with relevant staff members in the school if an issue can be easily resolved quickly, rather than waiting for the SSLC.
- Carry out any additional duties or responsibilities if they so wish. This is set out in the role descriptions and the Students' Union Bye-Laws.

Student representatives should not…

- Present personal opinions or those which are unrepresentative of the cohort to the SSLC or School for personal gain.
- Get involved in disputes between individual students or between a student and a staff member.
- Be assisting individual students with concerns such as financial or personal issues.
- Be assigned sole responsibility for resolving issues and concerns that have been discussed during the SSLC.
- Act against GDPR guidelines and/or breach confidentiality.

Schools and Institutes should…

- Promote the role of Course Representatives and publicise Course Rep Elections.
- Allow Course Reps the opportunity to speak before or after scheduled lectures and seminars to gather feedback from the cohort.
- Provide assistance to Course Reps/School Reps wishing to contact the cohort by means of email, QMplus or other online platforms endorsed by the School.
- Ensure they are using the approved SSLC agenda and minutes template to ensure all required issues are discussed and completing the action table for all meetings.
- Organise SSLC meetings when a majority of the committee members are available.
- Publicise SSLC meeting dates to all students and ensure minutes are made available to all students afterwards.
- Send minutes to ARCS and the Students' Union by the latest four weeks following the meeting date.
- Publish SSLC minutes on the School Homepage on QMplus, ensuring SSLC minutes are updated regularly.
- Ensure that student concerns are fed into other committees as appropriate

- Ensure that they feedback to students any actions the school/institute is undertaking to address issues raised e.g. in the format of 'You said, we did…'
- Complete the SSLC report on an annual basis.

Schools and Institutes should not…

- Co-opt students to fill vacant roles without informing the Students' Union of their name and contact details.
- Omit required agenda items such as external examiner reports or module evaluation reports from the agenda.
- Rearrange meetings last minute or cancel meetings (except due to extraordinary circumstances).

SSLC staff chairs should…

- Ensure that course reps are briefed on how the meetings run either via a pre-meeting or at the start of the first meeting of the academic year.
- Allow reps adequate time in the meeting to raise issues and for these to be discussed.
- Ensure that conversations are conducted in a manner that respects the views and beliefs of all representatives and members of the meeting.
- Ensure there is a secretary for the meeting and that actions are followed up as appropriate. Encourage reps to take a greater role through contributing items to the agenda, taking on actions and, if appropriate, having the opportunity to chair part or all of the meeting.
- Provide student representatives with an explanation of all acronyms that will be used in the meetings.
- Assist the student co-chair in carrying out their duties.

SSLC staff chairs should not…

- Assume that students will understand technical or pedagogical language, abbreviations or acronyms without explanation or context.
- Allow a person or group to dominate the meeting and stifle other people's input.

SSLC minute takers should…

- Ensure that agendas and papers are circulated **at least** a week in advance of the meeting so there is time for students to review items and gather feedback.
- Take accurate minutes that reflect discussions in the meetings and ensure all actions are assigned to a specific person.
- Circulate minutes to the full membership and note corrections as necessary.
- Send minutes on to ARCS and the Students' Union within the four-week deadline after the meeting, and ensure they are available to students online, on the ARCS website or QMplus.

The Students' Union will…

- Run course rep elections for all posts in line with the arrangements set out in the memorandum for this purpose.
- Provide initial and follow-up training to course reps as needed.
- Support course reps in raising issues and gathering feedback.
- Consult with course reps and campaign on issues affecting departments or cohorts.
- Recognise and reward the work of reps at the annual Students' Union Education Awards, through the Course Rep of the Month scheme and as appropriate throughout the year.

- Provide guidance on the SSLC procedure and provide the templates for agendas and minutes in partnership with ARCS.
- Uphold Bye-Law 10 when dealing with Course Representatives, including the election and dismissal of Course Reps.
- Provide support and guidance from the Faculty VPs to all elected student representatives.

ARCS will…

- Work with the Students' Union to review minutes and identify issues that arise from SSLCs.
- Refer issues that need discussion at a faculty or university level to the appropriate QMUL committee.
- Provide guidance on the SSLC procedure and provide the templates for agendas and minutes in partnership with the Students' Union.
- Consult the Students' Union and Schools and Institutes on possible methods to improve the function of the SSLC system.