



ACADEMIC REP HANDBOOK

For Students

This handbook will provide you with everything you need to know and help you to be successful in your role. If you do need any help throughout the year, please contact the Student

Voice team: suvoice@aber.ac.uk

Welcome to the Academic Rep family everyone!

Massive Congratulations on being successful being recruited as an Academic Rep for the coming academic year.

Being an Academic Rep is a hugely beneficial role for boosting your experience, employability and networking. To be an Academic Rep is to be a champion of the student voice in your cohort. We will be here to support you to thrive, every step of the way. We deeply appreciate all of you deciding to represent your cohort, you are essential to ensuring students are listened to. I am eager to assist you in leading a fulfilling student experience and being the best you.

This handbook has been carefully crafted to assist you as an Academic Rep. The Student Voice team, the Officer Team, and I are looking forward to watching you all grow as people and become important figures in the academic community.

Ready to make 2026 - 2027 an unforgettable year for you and your classmates?

Laura Young
Llywydd Academic



Contents

Undeb Aber – Your Students’ Union.....	4-5
Student Ideas and Decision Making	6-7
Your Role.....	8
Expectations.....	9-10
Top Tips.....	11
Collecting Feedback	12
Feedback Methods.....	13
The Feedback Loop.....	14
Feedback Examples.....	15-16
Unitu.....	16
Student Staff Consultative Committees (SSCCs).....	17
Making the most of SSCCs.....	18
Student Chairing	19
Faculty Officers.....	20
Signposting.....	21
Academic Societies.....	22
Further Opportunities and Volunteering	23-24
Recognition	25-26
Key Contacts	27-28



Undeb Aber

Your Students' Union

Undeb Aber operates as an independent charity with a mission to ensure all Aber students **love student life**. We envision Aber students who are happy, healthy and empowered, with lasting friendships and promising futures.

All students at Aberystwyth University are automatically members of Undeb Aber.

As a Students' Union, our promises to students are:

- We will provide opportunities to find your Aber community
- We will be a positive influence for students
- We will support you to be happy and healthy
- We will help to grow your skills and experiences

As a Students' Union, our organisational values are:

- We are shaped by students - Your voice matters most
- We are a community - We want you involved
- We are transparent - We are always honest and open
- We are ambitious - We develop for the future
- We caru Cymraeg - We champion Welsh language and culture

These commitments are fulfilled by providing students with a range of benefits and opportunities to get involved including:

- Helping students to meet new people, make friends and build communities.
- 130 student led Sport Clubs, Societies & Volunteering Projects– or a chance to start your own group.
- Supporting, training and working with over 250 Academic Reps to have a positive impact for students at course level.
- Free, confidential and impartial advice and information through our Advice Service
- A representative voice for all Aberystwyth University students.
- Opportunities for students to campaign on the issues they care about.
- Spaces to study, meet and socialise.

For more information visit:

<https://www.abersu.co.uk/aboutaber/>





Student Ideas and Decision Making

Undeb Aber is completely student led, from the officers who are elected to shape our work, to the feedback and ideas from students that grow to form our core policies, campaigns, and commitments.

Whilst you can just email or talk to Officers, there are other structured ways you provide feedback to your Faculty Officers and Full Time Officers.

Forums

These are discussion forums that give you a chance to share ideas and feedback, and feed into the work of the Full Time Officers.

Read more here : <https://www.abersu.co.uk/changeaber/forums/>

Senedd

Senedd is the regular decision making body at Undeb Aberystwyth, it is designed to represent all students, and sets what Undeb Aberystwyth believes in and works on.

Debate is led by an elected student chairperson.

All students can submit ideas and speak at any Senedd. If an idea is passed through Senedd it becomes Union Policy for three years, forming part of our work.

Read more here : <https://www.abersu.co.uk/changeaber/senedd/>

Advisory Boards

Undeb Aberystwyth has 3 active Advisory Boards run by students to develop key areas of the Students' Union and student life. We have:

- International Advisory Board
- Disabled Students Advisory Board
- Club, Society, and Volunteering Advisory Board

Read more here : <https://www.abersu.co.uk/changeaber/advisoryboards/>

Submitting an Idea

Any student can submit an idea to the SU to suggest changes and help improve the student experience.

Submitting an idea is easy! Go to - <https://www.abersu.co.uk/changeaber/yourideas/>

Aisleen Sturrock
Campaigns and Democracy Coordinator
suvoice@aber.ac.uk | ais13@aber.ac.uk





Your Role

As a representative you are someone who has been chosen to speak on behalf of other students. Your role as an Academic Representative is vital to ensure that students' views are represented and fed-back as part of decision-making processes within your department, and across the University.

By working with your department to raise issues and put actions into place, you can help to influence positive change that will improve the education and experience for both current and future students!

Your role is very much collaborative, through taking on the role, you will build positive relationships between staff, students, and other Academic Reps.

Remember to be reactive, as well as proactive! Not only are you acting as the voice of students to raise issues as and when they arise; but you also need to find solutions to problems and continually be aware and ready to improve things by talking with staff and students throughout the year.

The role of reps is taken seriously at Undeb Aberystwyth, and you can find out more by reading the [Student Representation Policy](#).

Expectations

As an Academic Representative, you will be expected to...

- Work professionally and collaboratively, maintain regular communication with the Students' Union, be approachable and inclusive, represent feedback fairly, respect confidentiality, and show commitment through active engagement.
- Attend training sessions held by the Undeb Aberystwyth.
- Introduce yourself to students, lecturers, and other reps in your department.
- Gather balanced feedback (both positive and negative) about the student experience in your course/department.
- Present feedback at SSCC meetings and, if unable to attend, send apologies with written feedback to the convenor.
- Report back to students and the Students' Union on outcomes or actions taken.
- Signpost students to the right staff member or support service for personal or non-course-related issues.

Not your responsibility

It is not your responsibility as an Academic Representative to...

- Mediate disputes between students and academic staff or individual students, including allegations of harassment, discrimination, or victimisation.
- Organise formal procedures including extensions, special circumstances, allegation of unacceptable academic practice, academic appeals, individual complaints, or disciplinary procedures etc.
- Answer financial and funding queries including student finance and debt etc.
- Handle personal problems including health issues, whether related to housing, employment, immigration, or wellbeing.

How we support you

In return, Undeb Aber will...

- Be a source of support and advice where needed.
- Set-up your Academic Rep email, add your role to 'Find my Rep' on the Students' Union Website and your Student Record
- Provide you with access to additional training and networking opportunities, such as the Academic Rep Forums and the Academic Societies and Representatives Conference, and any additional training.
- Give you adequate notice of any meetings we would like you to attend.
- Keep you in the loop with regular updates during term-time.
- Ensure your contribution to the academic experience is recognised.

Esperanza Bizama Monnier
Academic Representation Coordinator
suvoice@aber.ac.uk | esb34@aber.ac.uk



Laura Young
Llywydd Academic
suacademic@aber.ac.uk

Top tips for being an effective Academic Rep



Speak up early

Don't wait for the next SSCC.

Raise issues ASAP.



Mix feedback

Try social media polls, emails, quick chats before/after lectures



Share dates

Let students know when they can give feedback/SSCCs are.



Celebrate wins

Share positive changes you've influenced.



Team up

Share ideas, collab, compare notes with other Reps.



Track progress

Keep a record of issues raised and updates on them.



Stay alert

Look out for issues all year round; be creative in keeping students engaged.



Get support

Ask for help anytime during the year if unsure about anything



Collecting Feedback

A key skill to being an effective Academic Rep is your ability to collect and communicate feedback and information to variety of audiences, often in varying levels of detail.

Here are just some ways in which you can collect feedback and communicate who you are and what your role entails, but remember, don't be afraid to use your own ideas.

Feedback Methods

Lecture shout-outs

Simply asking your lecturer for 5 minutes at the start or end of your lecture is a simple way to speak with those you represent. You could also circulate post-it notes prior to the start or place a ballot box near the front for anonymous written feedback.

Social media

Most students already use these spaces as a source to find information and communicate with other people. It's possible that your course/department already utilise a page, if not, create one with your fellow reps.

Online surveys and polls

These are useful ways to gather evidence and statistics about a specific issue and demonstrate what students think.

Emails

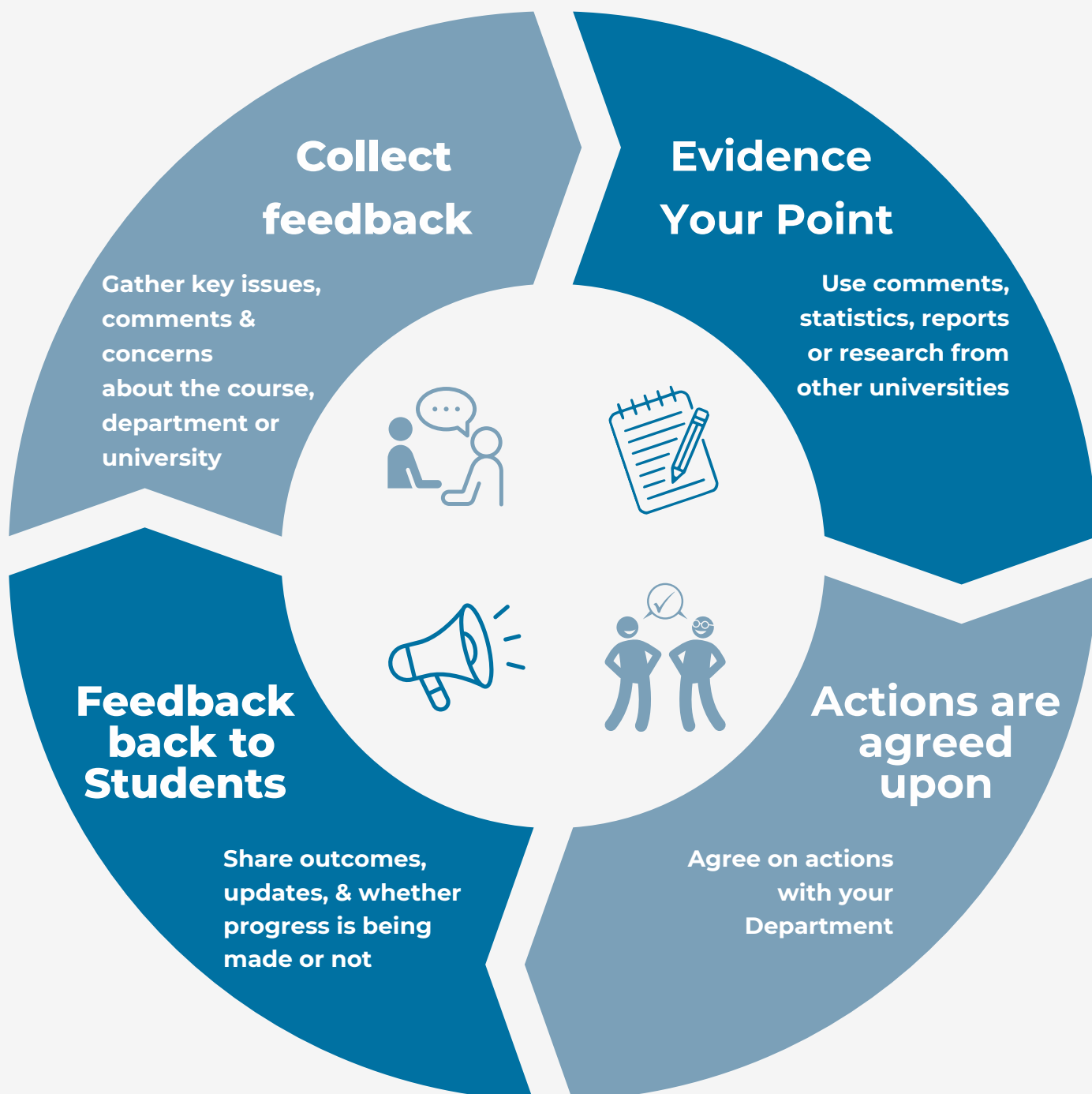
We can set up an Academic Rep email for you to directly contact the students you represent; you just need to sign the email agreement.

Traffic light System

You can use any of the above to implement this method, and by using the traffic light system and asking students what they want to see stop, start, or continue; you can help yourself to gain a range of positive and negative feedback, as well as ideas and solutions.

13

The Feedback Loop



Feedback Examples

We know gathering feedback can be tricky so to help we've provided some useful prompts. These are not considered a checklist to be ticked off one by one, but instead they are there to help you have better understanding of the key areas you should focus on.

Teaching on my course

- What do you think of teaching quality on your course?
- How do expectations of students, the learning outcomes and course content match up?
- Are teaching and learning methods appropriate, challenging, and inspiring?

Learning Resources

- Are your reading lists clear?
- Are course texts and related resources readily available to use?
- Are IT facilities and available resources suitable for your course?
- Are teaching and practice spaces suitable for your needs?

Learning

Opportunities/Community

- Do course activities enhance your knowledge and skills?
- Are there any opportunities for professional accreditation?
- Are there opportunities for group work?
- Are options available for practical or vocational experience?
- Are placements well organised with proper notice, mentoring and guidance?
-

Organisation and

Management

- Is your timetable clear?
- Is there clear communication between students and staff in your department?
- Are any additional course costs clearly advertised and explained?
- Does the department make students aware of the role of Academic Reps?
- Do you receive information about how your department responds to student feedback?

Assessment and Feedback

- Are criteria for assessment and the methods used understood?
- Is feedback timely and comprehensive enough to be helpful?
- Do assessment methods reflect skills used in common career paths for the subject?
- Is information given on how to avoid unacceptable academic practice? How useful is it?

Academic Support

- How effective is your Personal Tutor support?
- Are you comfortable and able to contact staff when needed?
- Do students know how to access advice and support on personal issues?
- Is information relating to extensions and special circumstances easy to find?



Student Staff Consultative Committees (SSCCs)

Staff Student Consultative Committees (SSCC) are the formal mechanism for Academic Reps to raise feedback with staff, find solutions to problems and tell your department what is working well.

All meetings will have a Convenor, Chair (which in some cases is a student) and minute taker. Some departments have separate meetings for undergraduate and postgraduate groups.

It's your responsibility to attend your SSCC on behalf of your cohort. If you can't attend, make sure you submit in advance of the meeting your apologies and feedback to the Chair or Convenor.

After the meeting, you will usually receive draft minutes within two weeks, if not don't be afraid to contact the Convenor or Chair. Once you've received them, read over to make sure they're accurate, and feedback if you believe changes need to be made.

Making the most of SSCCs

Speak to Students

Gather essential feedback to support your points.

Prepare

Know when and where the meeting is, review any paperwork, and share feedback beforehand if possible.

Stay positive

Give constructive feedback using the “start, stop, continue” approach.

Ask questions

Clarify anything unclear—no one expects you to have all the answers.

Be professional

Keep feedback clear, objective, and respectful. Accept differing opinions without taking them personally.

Represent all students

Reflect the views of the entire course, not just your own.

Keep your Faculty Officer updated

Share the feedback you’re raising so they can support you at higher levels.

Student Chairing

Every SSCC will have a person who Chairs discussion; in some cases, an Academic Rep may be invited to take on this role.

Undeb Aber encourages student chairing of SSCC's, although recognises it's a role best fulfilled by someone who can remain impartial, moderate the debate, and facilitate clear decision making.

Top Tips for Effective Chairing of Meetings

Prepare

Agree the agenda with the convenor/secretary and consult other reps to prioritise issues.

Be Assertive and Confident

Manage the meeting so no one dominates and everyone gets a chance to speak.

Balance the Conversation

Encourage all reps to contribute, making it easier for those who find speaking daunting.

Stay on Topic

Redirect off-topic feedback to other channels like Tell Us Now.

Clarify Actions

Summarise key points during the meeting and assign clear, specific actions with deadlines.



Faculty of Humanities

Megan Taki
mmt13@aber.ac.uk

Faculty of Sciences

Tia Narayana
tsn2@aber.ac.uk

Faculty Officers

The University is organised into two Academic Faculties, the Faculty of Humanities and the Faculty of Sciences, each headed by a Pro-Vice Chancellor.

Each Faculty has one Faculty Officer. These are students elected by fellow students within their Faculty to represent their views to the Faculty, the University, and Undeb Aberystwyth

Faculty Officers are the first point of contact for raising feedback and finding solutions at Faculty level.

The role of a Faculty Officer includes...

Gathering feedback about the educational experiences of students in their faculty.

Signposting students to an appropriate staff member, officer, or service when appropriate.

Leading activities and campaigns where appropriate.

Reporting back on the outcomes of feedback to students in their Faculty and the SU.

Attending the Academic Rep Forums and other meetings to present feedback to fellow reps and staff.

Signposting

While collecting feedback you may encounter a situation where you need to signpost a student, here are some of the places we recommend you to signpost to.

Undeb Aber Advice Service

The Undeb Aber Advice Service provides free advice in a professional but friendly environment with our advisors experienced in dealing with University procedures and processes. We won't judge you; we are here to help you as much as we can, regardless of your issues.

Because we are independent from the University we are able to represent you without any conflict of interest. All enquiries are dealt with in the strictest confidence, which means that we do not disclose anything that you have told us unless you have given us permission to do so.



Contact an advisor:

<https://www.abersu.co.uk/advice/contactanadvisor/>

University Services

The university also provides advice and support on various aspects of student life.

Accessibility Service

Email: accessibility@aber.ac.uk

Phone: 01970 621761

Visa Support & Advice Service

Email: visaadvice@aber.ac.uk

Phone: +44 (0)1970 621548

Advice, Information and Money Service

Email: student-adviser@aber.ac.uk

Phone: 01970 621761

Wellbeing Service

Email: studentwellbeing@aber.ac.uk

Phone: 01970 621761

Careers & Employability Service

Email: careers@aber.ac.uk

Phone: 01970 622378

Academic Societies

Academic Representatives are encouraged to work closely with the academic societies related to their subject area. This collaboration can help create a stronger sense of community, increase student engagement, and provide more opportunities for events, discussions, and networking within the discipline.

For example, Psychology Representatives could connect with the Psychology Society to co-host events, share academic opportunities, and gather feedback from members. Similar links can be made across all subject areas, ensuring representatives and societies work hand-in-hand to support and enhance the student experience.

More information on societies can be found here
<https://www.abersu.co.uk/teamaber/societies/>



Further Opportunities and Volunteering

Additional Training

We want all our volunteers to feel confident in the role which is why we provide opportunities to develop valuable skills throughout the year, from campaign planning to student charring.

Conferences and Events

There are a variety of conferences and events held each year that allow reps to network as well as develop their skills and knowledge. You will have the opportunity to attend although be warned places are often limited.

Undeb Aber Celebrates

We organise the Staff and Students awards annually to recognise individuals who go above and beyond to have positive impact on your time at Aber. You will have the opportunity to both nominate and assist in the judging of winners in term two.

More info : <https://www.abersu.co.uk/aboutaber/celebrates>

Creating Change

We support numerous student-led campaigns each year designed to create positive change whether its improving library access or highlighting the need for additional sports funding. Therefore, if you have an idea come and speak to us or get in touch!

More info: <https://www.abersu.co.uk/changeaber/>

There are further opportunities to get involved with Undeb Aberystwyth through student volunteering. The type of volunteering and the amount of time you give up outside of your studies is completely up to you. We have on-going and one-off (Action Day) volunteering opportunities.

To find out more go to www.abersu.co.uk/volunteering
www.abersu.co.uk/teamaber/volunteering/currentopportunities/





Recognition

As part of completing the role you will receive a certificate of recognition and be in the chance to be nominated for the Academic Rep of the Year Award at the Undeb Celebrates Teaching, Learning and Student Experience Awards.

Aber Award

You can also work towards one of our Aber Award certificates which celebrate all student volunteers by recording your volunteering hours and skills.

Everyone who reaches a milestone award will be invited to our end of year event and you will be presented with a printed certificate of the highest award you achieve.



Bronze

**30-59 hours of
volunteering**



Silver

**60-119 hours of
volunteering**

Log 4 skills



Gold

**120-499 hours of
volunteering**

Log 8 skills



Platinum

**500 hours of
volunteering**

Log 8 Skills

Almost anything you do as a Academic Rep counts as volunteering hours, e.g. collecting feedback, attending training, contacting students and attending SSCCs.

Only social events and travel do not count towards your hours.

Skills Award

We are working closely with the University's Careers & Employability Service to introduce the Skills Award which recognises and celebrates everything you do beyond your course, whether it's part-time work, volunteering in the community or through clubs and societies. This is your chance to celebrate your growth, recognise the skills you've developed, and support you with showcasing your skills to future employers.

To find out more about the Aber Award and the Skills Award go to www.abersu.co.uk/teamaber/volunteering/volunteeryourhours/



You can log your hours from 1st June 2025 to 31st May 2026 for 25-26 Academic year.



Key Contacts



Full-Time officers

- Llywydd Academic Laura Young | suacademic@aber.ac.uk
- Llywydd Opportunities Francesco Lanzi | suopportunities@aber.ac.uk
- Llywydd UMCA Gwenno Roberts | suwelsh@aber.ac.uk
- Llywydd Wellbeing & Liberation Alice Leroy | suwellbeing@aber.ac.uk

Student Voice Team: suvoice@aber.ac.uk

- Head of Student Voice Jaye Webb
- Academic Representation Coordinator Esperanza Bizama Monnier
- Campaigns & Democracy Coordinator Aisleen Sturrock

All Undeb Aber staff:

<https://www.abersu.co.uk/aboutaber/abersustaff/>

