

# Cycle of Student Representation

School Reps appointed and trained by LUU

Course Reps appointed by School, trained by LUU

Reps gather and analyse feedback

Issues are individual: refer to Student Support in School, or LUU Help and Support

Issues are isolated to a specific course

Issues shared across courses

Reps approach members of School staff - are actions/resolutions possible?

Reps and/or staff work to put issue on the SSPF Agenda as appropriate

Student Staff Partnership Forum

School Rep raises issue as appropriate in School meetings. If no further resolution can be reached it is escalated to Faculty level or LUU/ the Education Officer as appropriate

No/limited resolutions or actions can be reached

SSPF resolves the issue or reaches an outcome or action

CLOSE THE FEEDBACK LOOP by reporting actions and outcomes to students