

Course Rep Handbook

2026-27



please recycle
me!

Contents

- Welcome
- What Does a Course Rep Do?
- Why Become a Course Rep?
- Volunteering Hours
- Dealing With Feedback
- What is Unitu?
- Course Rep Training
- Common Scenarios
- FAQs
- Useful Contacts



Welcome

Here you will find all the information on how to be an effective Course Rep to make positive change for students at Wrexham University. By being a Course Rep, you are at the core of what the Students' Union does, representing the voice of the students. Student voice is key to making change. We want to hear what you and your peers have to say. It is important to be honest and say what you think, giving clear and respectful feedback. I look forward to meeting you all and working with you throughout the year, seeing all the positive change you will make.



Josh Darlington
Student Voice Coordinator

By taking on this role, you're helping make sure students have a voice and that their feedback helps shape positive changes across the University. Your views and the views of your classmates matter, and we're here to support you throughout the year. This handbook will guide you through your role and tell you everything you need to know to get started. Thank you for getting involved, I look forward to working with you and seeing your success.



Abimbola Caleb
SU President

As a course rep, you are the bridge between students and staff at Wrexham University. Whether you're new or returning, this handbook is your toolkit. Being a Course Rep is about more than meetings, it's about providing a platform to ensure every student voice is heard. On behalf of your Students' Union, thank you for choosing to champion the student voice for your peers, and I'm genuinely excited to see what we achieve together. Here's to a year that counts!



Omeya Chinemerem
SU Vice President

What Does a Course Rep Do?

Work towards the goal of improving the student experience by being active campaigning members of the Students' Union

Engage with and monitor Unitu, a safe online space for feedback and discussion

Takes part in validations, becoming a Faculty Rep, running in the SU Elections

Attend Student Voice Forums (SVFs) where they will be required to give feedback

Work closely with Faculty Reps to deliver feedback. Faculty reps are elected by the student body and link faculties to the Students' Union

Promote and support academic staff with any formal feedback surveys such as the National Student Survey (NSS)

Close the feedback loop by updating the cohort and peers on any changes that are made

Gather opinions and feedback from your peers - either written, verbally or via Unitu.

Attend Course Rep training at the start of the academic year to gain the skills you will need and to build connections with the SU and other course reps

Signpost students with questions to the relevant department or staff member. If you're unsure, speak to a member of Students' Union or University staff



Sometimes course reps may be required to express a view that they do not necessarily agree with, but if it is the view of the students, it is still their job to articulate it.

Why Become a Course Rep?

Course Rep of the Month

The team from Student Voice wanted to show Course Reps the recognition they truly deserve. From October to April there will be Course Reps chosen as the Course Rep of the Month. This could be a rep who has engaged with Unitu and answered feedback posts, attended training or a workshop, attended Student Voice Forums, or worked collaboratively with their peers, cohorts, or programme team. To nominate yourself or another Rep that you think is deserving on recognition, please contact Joshua.Darlington@wrexham.ac.uk.

CV Enhancements

Through doing the role of a Course Rep, you will develop all kinds of transferable skills such as confidence, team building, research skills, leadership, public speaking, volunteering, organisation, etc. All of these skills look really good to future employers on your CV.

Building a Network

Being a Course Rep allows you to build a connection with the Students' Union and other Course Reps, making it easier to do things in the future like take part in validations, becoming a Faculty Rep, running in the elections or any other opportunities help by the SU.

It's a Rewarding Role!

It is a role where you are able to help people and ensure that University life is as best as it can be for everyone. In being a Course Rep, you have the opportunity to make real change for the better. What is more rewarding than that?

Volunteering Hours

By keeping a log of your volunteering hours, you keep evidence of your volunteering and also put yourself in the running for a Volunteering award in the SU awards at the end of the year. There are bronze, silver and gold awards to be won at the awards based on how many hours of volunteering you complete:

15 Hours- Bronze Award
20 Hours- Silver Award
30 Hours- Gold Award

Keep a log of your hours throughout the year and send your timesheets to Joshua.Darlington@wrexham.ac.uk.



Volunteering Hours

This year you can input your volunteering hours for all the hard work that you put in to being a Course Rep. This will make sure that you are appreciated and rewarded for all of your time and hard work throughout the year.

Logging your hours

To log your hours, you need to download the Volunteering Time Sheet and log each time you do an activity that is Course Rep related.

When you log your hours, make sure you log everything from Student Voice Forums, to creating questionnaires, going through feedback and time spent monitoring Unitu.

We want you to use the time sheet like a diary. Make sure you log how much time you spent on the activity and then describe the activity that you have done.

Make sure all your hours are reasonable for the amount of work completed.

You will need to submit your time sheets at the end of each semester to show your progress and keep track of the work you have done. You will need to submit the first one before Christmas and the second one before the WSU awards.

To submit your timesheets, send them to Joshua.Darlington@wrexham.ac.uk.

Volunteering Awards

There are three different Volunteering Awards you could win if you submit your time sheets and these are dependent on how much time you volunteer.

Bronze Award- 15 hours of volunteering throughout the year

Silver Award- 20 hours of volunteering throughout the year

Gold Award- 30 hours of volunteering throughout the year

Volunteering Time Sheets					
Course Reps 2026-27					
Semester 1					
Course Rep: <u>John Smith</u>				Total Hours <u>11.5</u>	
DATE	START TIME	END TIME	ACTIVITY	TOTAL HOURS	Hours Awarded (Admin Use Only)
20/09/2026	2pm	4pm	Attended Course Rep training	2.00	2
15/10/2026	12:30pm	2pm	Attended Lunch and Listen	1.50	1.5
01/11/2026	2:30pm	3:30pm	Made and distributed a questionnaire to course mates	1.00	1
07/11/2026	2pm	4pm	Went through feedback, categorised, made graphs, etc.	2.00	2
09/11/2026	1pm	2pm	Student Voice Forum	1.00	1
15/10/2026	1pm	2:30pm	Attended Lunch and Listen	1.50	1.5
17/10/2026	1pm	1:30pm	Updated canon with changes that will be made following SVF	0.50	0.5
10/12/2026	12:30pm	2pm	Attended Lunch and Listen	1.50	1.5
13/12/2026	2pm	3pm	Monitored unitu and answered question about Exams	1.00	0.5 (Didn't take 1 hour to complete)



Dealing With Feedback



Gathering Feedback

There is no right way to gather feedback, in fact, there are lots of different ways to gather useful feedback that can help improve your course for you and everyone else. Here are a few examples:

UNITU

You can use the feedback platform to ask questions, gather feedback and see what other people are thinking. The platform is also useful when it comes to closing the feedback link.

Word of mouth

Speak to your friends on your course, see what they think about the teaching and course content. Then go around and speak to some other students to find out if they feel the same. Just be careful not to ask leading questions.

Questionnaires and Surveys

You can also create your own questionnaires and surveys to distribute to your course mates. Just ensure every question is appropriate to send out. Email: Joshua.Darlington@wrexham.ac.uk if you would like me to go through your questions and offer advice.

Focus Groups

You could arrange a time and place for you and your course mates to meet up in order to discuss the course and gain real, in the moment feedback.

Delivering Feedback

Delivering feedback directly to the academic staff can be challenging. It is important that you make sure everyone's voice is heard while also ensuring that academic staff are welcoming to the feedback. There are a few things you should always do when it comes to delivering feedback to academic staff effectively.

The Feedback Sandwich Method

This is where you give negative feedback in-between two pieces of positive feedback to soften the blow. When it is your turn to speak, deliver the feedback in this structure: "this is working really well... this could be improved... but that being said, this is really good..."

Give Constructive Criticism

It is important to be honest when delivering feedback, but it is also important not to just be negative. When giving negative feedback, try suggesting how that problem could be fixed. You can do this by using this structure "This really isn't working... but have you considered trying this instead..." This shows that you have thought about the problems arising and have put yourself in the academic's place to try and find a solution.

Focus on the issue, not on the person

If you get negative feedback about an individual person or lecturer, try and frame your feedback around the issue. For example, if you get feedback that a lecturer talks too fast, instead of saying that, maybe say "some students find it hard to keep up with the pace in lectures."

Always make it clear that this is feedback from the majority

Make sure you say "students feel..." rather than using words like "I" or "Me" as it will show that it is the opinion of the majority, not just your opinion.

Unitu

What is Unitu?

Unitu is an online platform where students can share feedback on their experiences whether it is academic or operational.

This feedback and discussion can be a:

Praise 🙏
Issue 🤔
Question ?
Idea 💡

What is a Feedback Board?

A feedback board is a central space where students, reps and staff interact with feedback raised by students. It is split into two sections:

Private: Where students and Reps can discuss, raise, resolve or escalate feedback to the public area.

Public: Where staff can open feedback, review, comment and update students through commenting on the post or moving to 'In Progress' or 'Closed'.

Role of the Course Rep on Unitu

Course Reps review the feedback posts and respond where it is appropriate to do so. Reps can share the feedback with staff in the department by moving it to the next level, 'opened'. Here, staff can see the content of the feedback and provide a response, explaining how change will be made in response to the feedback. Staff can then move the feedback to the next level 'In Progress' or the final level 'Closed' depending on their response. Notable changes will be recorded in the 'Together we Changed' section of the Unitu board to close the feedback loop.

Unitu Training

You can find a comprehensive introduction to how Unitu works on the [Course Rep Training section](#).

More information

For more information about Unitu, [watch this short video](#)



Course Rep Training

Course Rep training is held towards the start of the academic year to give Course Reps all the skills they will need throughout the position.

There will be a mix of both in-person and online training along with fast-track training for returning Course Reps acting as a refresher of the role to keep you up to date with new information, and longer in-depth training for new Course Reps.

It is encouraged for Course Reps to join the in-person training, as we want to build a Course Rep community.



Why Should I Attend Course Rep Training?



- It will help you start to build a rapport with the Students' Union and open you up to any opportunities held by the SU in the future.
- It is mandatory for all Course Reps to complete the training.
- It will help you develop new skills such as communication, confidence and leadership skills, all of which look great on a CV.
- It will give you all the skills you will need to be a course rep and how to handle any situation you might be faced with.
- It will give you the chance to meet other course reps and build a network and community to help, support and collaborate with each other.
- You can log the hours you attended at training as volunteering hours and win an award at the SU Awards- this looks good on your CV!
- Every month we award 2 Course Reps of the month, and you need to be an outstanding Course Rep to win this award. The easiest way to do this is through completing the training.

Common Scenarios

Here are a few scenarios that you could face while being a Course Rep and how you should respond to them.

#	Scenario	Action
1	A student approaches you, anxious because their work has been flagged for AI use and is worried that they are going to fail a module.	Comfort them and tell them to try not to worry and then signpost them to the student advisors in the SU.
2	Feedback on course work is delayed beyond the expected time frame.	Approach the module leader and explain that the marks are taking longer than usual to be released. If there is a valid excuse for this, close the feedback loop and let your course mates know why it is taking so long. If there is not a valid excuse, ask your lecturer for a date that you should expect marks to be released and then let the cohort know by closing the feedback loop.
3	You have two lecturers teaching on the same module and they are both giving different information about the same assignment, confusing the cohort.	Go to the module leader for clarification. Usually, the module leader will know everything about the module and will have final word about how it works and the assessments. If you are still having trouble, explain the feedback that you have received from the cohort and ask the programme leader for final guidance.
4	Half of the students on your course feel that the course content is boring and doesn't relate to your assignments, but the other half of the students disagree and believe the content is perfect for the module and the course.	Feedback these findings to the academic staff at the Student Voice Forum (SVF) and explain that the opinion of the cohort is split. Don't be biased and side with your opinion. Remain unbiased and share the full argument and opinions of the cohort.
5	A student approaches you and tells you that they are feeling quite isolated and alone and they don't know what to do.	Offer them support, tell them that there are lots of ways to meet new people at university. Show them the list of clubs and societies at the university and then signpost them to the Ask desk.
6	A group of students have made a complaint on UNITU and it is escalating and quickly getting out of hand.	If the Student Voice Coordinator has not seen the posts, assign the issue to the relevant member of staff and notify the Student Voice Coordinator. Wait for the issue to be fully resolved, and when it has been, make sure to close the loop.

FAQs

What DOESN'T a Course Rep Do?

A Course Rep does NOT deal with individual academic complaints, appeals, personal circumstances or grading decisions. If you get any students talking to you about any of these topics, signpost them to the advice team at the Students' Union.

What Should I Do If Students Disagree?

You should present both sides of the argument rather than just taking one side. Make it clear that the opinion was split. Don't just present one perspective. if there is disagreement.

How Much Time Does Being a Course Rep Take?

This is a voluntary role so you can put in as much or as little time as you want as long as you are able to attend the training and the two Student Voice Forums. I will say, the more you put into the role, the more you will get out of it.

What if I Don't Know the Answer to a Student's Question?

It is OK not to know everything. If you are unsure about how to answer a question, either tell the student that you will find out the answer for them and then follow up within a couple of days or signpost them to the department that will have the answer.

What Should I Do if a Lecturer Disagrees with the Feedback?

Remain professional and focus on the evidence you have collected. The aim is to have a constructive discussion. Just explain that it is the way that students feel.

What Should I Do After a Meeting?

Share a summary of what happened in the meeting with the rest of the students as well as any comments that were made in response to their feedback. Close the loop by letting them know how the feedback will be resolved.

How Do I Gather Feedback?

You can collect feedback through many ways such as surveys, word of mouth, focus groups, and by using UNITU.

How Often Will I Attend a Meeting?

Student Voice Forums take place twice a year, but you might be asked to attend smaller, informal meetings with staff members or other students to discuss any issues or feedback that arise.



If you have any other questions, feel free to send them to:

joshua.darlington@wrexham.ac.uk

Useful Contacts

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