

Frequently Asked Questions for Student Voice Representatives

1. What is a Student Voice Representative?

A Student Voice Representative (or Rep) is a student selected to represent their peers ensuring that students' opinions, needs, and concerns are heard by staff. Reps are vital in promoting communication between students and the University.

2. What are the main responsibilities of a Student Voice Rep?

- Representing the interests of students in meetings, forums, and decision-making processes.
- Collecting feedback from other students and sharing it with the relevant staff team.
- Raising awareness of issues that affect students and working toward solutions.
- Organising and facilitating discussions or consultations with peers.
- Collaborating with other student leaders to promote positive changes.

3. How do I become a Student Voice Rep?

You can become a Student Voice Rep by accessing the application form available on the [BPP Students' Association website](#). Your application will be reviewed by Student Association staff, and you may be invited to interview. Although no guarantee of success can be made feedback is available on request.

4. How often do Student Voice Reps meet?

Reps meet at least once a month, although there are frequently many more opportunities to meet both online and in-person. Some of the meetings include a meeting with the Student President, meeting with the Vice-Chancellor, various focus groups and University committees. Attendance is not mandatory at any of these, and you must prioritise your studies.

5. What is expected of me as a Student Voice Rep?

- Active Participation: Attend meetings (at least once a month) and engage in discussions.
- Listening to Peers: Collect opinions and feedback from fellow students.
- Advocacy: Represent the concerns and ideas of your peers in a constructive and respectful manner.
- Problem-Solving: Help identify possible solutions to student-related issues.
- Communication: Keep students informed about the outcomes of meetings and any actions taken.

6. How do I gather feedback from students?

You can gather feedback through:

- Surveys or polls.
- Informal conversations with fellow students.
- Class meetings or focus groups.
- Social media or email platforms.
- [Student Voice feedback form](#).

7. How can I ensure that student feedback is heard?

- Be clear and organised when presenting feedback.
- Ensure you are consistent in following up on issues.
- Work with staff who can help address concerns.
- Advocate for the issues that matter most to your peers.

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8. What if I don't know how to address a specific issue?

It's okay if you don't have all the answers. As a Student Voice Rep, you can:

- Seek guidance from the *Student Voice Team*.
- Work with other student reps to discuss solutions.
- Direct students to appropriate resources or support services.

9. Do Student Voice Reps receive any training or support?

Yes, the students' association provide training for Student Voice Reps. Training will cover:

- Effective communication and leadership.
- Conflict resolution.
- Understanding BPP structures and decision-making processes.
- How to represent students ethically and effectively.

10. Can I make a difference as a Student Voice Rep?

Absolutely! As a Student Voice Rep, you have the power to influence positive change in your programme. Your input can shape policies, improve the student experience, and contribute to a better learning environment.

11. How long do I serve as a Student Voice Rep?

The duration of your role will depend on your programme end date. Typically, a Rep serves for one academic year, but you can extend your term.

12. What happens if I can't fulfil my responsibilities?

If you are unable to fulfil your duties, it's important to communicate this to the Students' Association and your fellow peers. In some cases, a replacement may be found. Transparency and honesty are key.

13. Can I work with other Student Voice Reps?

Collaboration is encouraged. Working with other Reps can strengthen your impact and ensure that a wide variety of voices are represented.

14. How do I know if I'm doing a good job as a Student Voice Rep?

You're doing a good job when:

- Students feel that their voices are being heard.
- You see positive changes or improvements based on student feedback.
- You're actively engaging with your peers and encouraging open communication.
- You receive feedback from students or faculty that your work is making a difference.

15. What happens after I finish my term as a Student Voice Rep?

After your term ends, you will receive an appreciation certificate. You can also get in contact with the Students' Association to provide you with a reference.

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Signposting Queries

Working full- time after completing course?

You will need a completion letter to work full time you can do this by raising a query on the BPP Hub and requesting a completion letter.

Not received your timetable or any issues related to your timetable.

You will need to raise a query on the BPP Hub or visit your nearest Student Support desk.

Student Finance queries

Call the Student Finance Team on +44 (0) 330 603 100 and select option 2. You can find further information [here](#).

Any queries regarding university services e.g. water dispenser, vending machines and heating.

You will need to alert the Customer Service Team at the campus reception desk.

IT related query

Raise a ticket on the IT portal or call 03300 603 850