

**THE STUDENTS'
UNION**
AT UWE



STUDENT REP HANDBOOK

The Students' Union at UWE





CONGRATS!

Our message to you:

Thank you for putting yourself forward to be a Student Representative and congratulations on being successfully elected.

You are joining a community of over 800 students that span the entire University and represent every course that UWE offers. Together, as a team, you have the potential to help make significant changes at your University and important changes on your course. Never underestimate the impact of your work - we continually hear about 'quick fixes' Student Reps achieve that students are immensely grateful for. Seemingly small changes can make a huge impact to the lives of students.

This handbook has been made to support you on the journey and in the role. It contains key information and should act as a reference document that you can refer to during your time as a Student Rep. We've filled it with lots of useful information that we hope you find helpful.

So, keep it somewhere handy, refer to it often, and get in touch whenever you have questions.

Good luck!

Best wishes,

VP Education & The Representation Team
(The Students' Union at UWE)



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THE

BASICS





The Students' Union: VICE PRESIDENT OF EDUCATION

VPEducation@uwe.ac.uk

The Vice President (VP) Education at The Students' Union at UWE plays a crucial role in representing and advocating for students' academic interests. Here are some key responsibilities:

Academic Representation: Ensuring that students' voices are heard on all matters related to their academic experience. This includes working closely with university staff and attending various academic committees

Campaigns and Initiatives: Leading and supporting campaigns that aim to improve the quality of education and academic resources available to students

Feedback and Improvement: Collecting and acting on student feedback to drive continuous improvement in teaching and learning environments.



The Students' Union: REPRESENTATION TEAM

SUrepresentation@uwe.ac.uk

Who are we?

The Students' Union Representation Team are run by Representation Coordinators who oversee all the Reps here at UWE, such as Student Reps and Lead School Reps, and work with the university to ensure that academic representation is as effective as possible. We also run The Student Elections that occur every March, and The Student Experience Awards at the end of every academic year. We are here to train and support you during your role as a Student Rep, so if you ever have any queries regarding your role, from support on writing a survey and knowing where to signpost students, to struggling to work effectively with an academic member of staff - we are here for you.

Come and chat to us!

You can find us at Union 1 (upstairs), Frenchay Campus, or send us an email (SUrepresentation@uwe.ac.uk) and a member of our team will get back to you.

Alternatively, we travel to Frenchay, Glenside and Bower each week, so pop us an email to book a face to face chat with us!



WHAT'S IN IT FOR YOU?

- **Communication & Negotiation Skills**
To put across your point of view effectively and actively listen in order to fully understand a situation.
- **Confidence**
To put yourself forward, to speak to people on your course and raise issues with staff.
- **Time Management & Organisational Skills**
To be able to fit your Course Rep commitments around your degree.
- **Teamwork**
To work with other Reps in order to solve issues.
- **A Sense of Achievement!**
To know you'll leave university having made positive changes to your course for the students in your year, and future students to come!



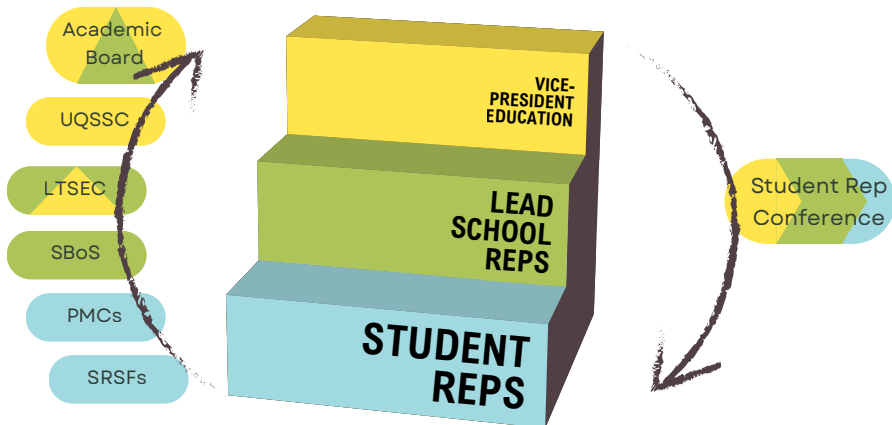
ROLES & RESPONSIBILITIES

- 1 Representing the academic concerns of students on your course
- 2 Attending regular meetings with university staff to raise students' concerns & ideas
- 3 Promoting Education for Sustainable Development & EDI
- 4 Work with other Student Reps, Lead School Reps & VP Education

WHAT IS NOT A REP?

- 1 **Giving specific advice to students/fixing issues yourself.**
Instead, signpost to the relevant person
- 2 **Being a wellbeing and mental health support for your peers.**
Instead, signpost to the Rep Coordinators, or appropriate service
- 3 **Anything not related to student education.**

THE REPRESENTATION STRUCTURE



To give you a visual overview, here's the Representation System Structure. There are around 800 - 1000 of you! Student Reps act as a bridge between staff and students. They collect feedback directly from the students and amplify the student voice to academic staff in meetings and catchups. This feedback then gets passed up the structure to Lead School Reps when you go to your Lead School Rep (LSR) meetups. LSRs will be working closely with our VP Education, where they will be able to pass any feedback trends onto them. LSRs also attend School-level meetings with academic staff.

At the top of the representation system is our Vice President of Education. They attend the highest-level academic meetings, such as Academic Board and their role is to represent the academic interests of all 39,000 students here at UWE.

But they can't do without you.

Your feedback truly matters and has a significant impact. As Student Representatives, your role is crucial in this process.

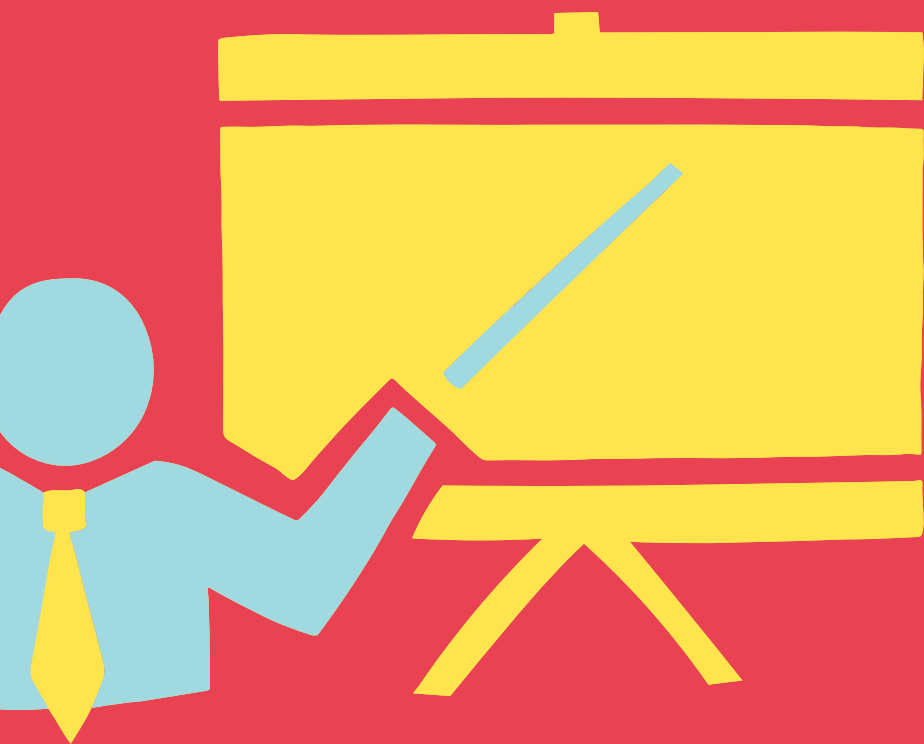
TOP TIP!

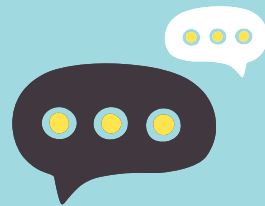
Work with other Student Reps:

Don't worry! You are not alone. There are other Student Reps you can work with.



MEETINGS





STUDENT REP STAFF FORUMS

Also known as SRSFs - these are the meetings you'll be attending with your Programme Leader. As a university requirement, they should take place at least termly. However, this would mean only two SRSFs taking place in a year, so we would strongly recommend organising more regular meetings, such as fortnightly or monthly. These meetings can be quite flexible and will look different from programme to programme. Some SRSFs may be held in a cluster of programmes, whereas some may be held for one particular programme.

Your first meeting with your Programme Leader is your first SRSF. In this meeting, you can work together to design future SRSFs and what they look like. Some questions for you both to consider could be:

- How often do we want them to take place?
- Do we want any additional students to attend (e.g. students from certain societies or PAL leaders)?
- How do we want to meet (e.g. online, over a coffee, in person, formally etc)?

PROGRAMME MANAGEMENT COMMITTEES

Also known as PMCs - these are official meetings accountable to their School Boards of Study where your Lead School Rep will be present to represent you. PMCs oversee the quality of the programme and its modules, and is a crucial meeting to ensure that all programmes within the School are performing well.

The way these meetings look will vary from programme to programme; sometimes PMCs are held in a cluster with other programmes, or for individual programmes.

Not all Student Reps will attend these meetings, however we advise that you find out how your PMC is run and you may request to be invited to the meeting.

LEAD SCHOOL REP MEETUPS

Lead School Reps are paid representatives who attend School-Level meetings, addressing ideas and concerns that affect all the courses within their School. Their role is to ensure that your feedback is heard at higher-levels.

They will be gathering your feedback, searching for any themes or patterns that may crop up, then presenting this feedback to the appropriate meetings. They work closely with the VP Education to escalate feedback up the chain. Make sure you provide feedback when they ask for it!

There will be termly meetups running as an opportunity for you to meet with your Lead School Rep to discuss concerns or ideas that students may have on your programme.

STUDENT REP CONFERENCE

Student Rep Conference is a platform for Student Reps, Lead School Reps and the VP Education to gather, discuss, and address issues affecting students.

This is hosted by the VP Education who will give updates on their manifesto points and gather feedback from Student Reps on bigger project areas. These conferences typically meet once each term.

BUT WHAT IF IT'S URGENT?

 Don't suffer in silence!
Email feedback/speak to your Programme Leader.
Just be mindful of how things can come across via email.

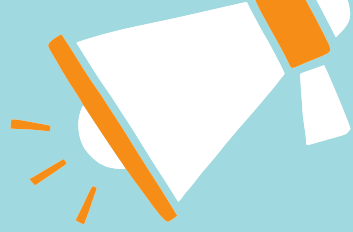
Always present feedback impartially:

share feedback based on evidence, and not just your personal opinions





COLLECTING FEEDBACK



1. Make a group chat:

This can be through platforms like WhatsApp, Messenger, Instagram - whatever your peers use the most!

1

- Let everyone on your course know and invite all your course mates to join

2

- Ask your Programme Leader to email the chat link to your peers

3

- Encourage active participation – ask questions, start dialogue!

2. Have conversations:

1

- Speak with classmates to gather their thoughts.

2

- Be approachable and open to listening - show that you value their opinions.

3

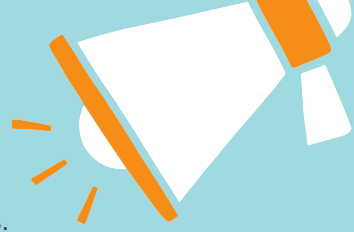
- Never underestimate the value of face-to-face conversations! They are a valuable way to build connections.

BUT WHAT IF IT'S ABOUT MY PROGRAMME LEADER?

Speak to your
● Representation Team (SUrepresentation@uwe.ac.uk), a member of staff you trust, or The Students' Union Advice Centre.



3. Conduct Surveys or Polls:



Use tools like Google or Microsoft Forms to create surveys. You can post it on the group chat as a quick way to get it out to everyone.

Some tips for conducting a good survey include:

- 1 • Be clear and concise - people are a lot less likely to fill out a survey if it's super wordy
- 2 • Use a mix of multiple-choice & open-ended questions - this keeps things varied and a bit more interesting for students to fill out
- 3 • Keep questions neutral - you want to gather feedback that truly represents the voice of students so refrain from leading questions
- 4 • Keep things anonymous - to ensure students feel comfortable sharing honest feedback (also you are representing a group, so keeping identifiers won't be needed).
- 5 • Share a summary of the findings with your peers and how you plan to address their concerns



COURSE SURVEY, NSS & PTES

TOP TIP!

Stay organised:

Keep track of when your upcoming meetings are so you can plan and collect feedback effectively



Every year students are asked to take part in a survey about their experience across the year. The NSS is for final year Undergraduate students; the Course Survey for all other students and the PTES is for Postgraduate students.

In Term 2, you will be asked to help us circulate the relevant survey to your year group.

Here are some key things students raised last year that you can focus on to get started in your new role:

Course Surveys and NSS Results:

Each year, students give feedback in surveys. Ask your Programme Leader what last year's results were, what actions were taken, and how you can help.

Assessment Scheduling:

Students can struggle when too many assignments are due at the same time. Talk to your programme team about the details on your course.

Staff Support:

Find out which staff students find helpful and where they need more support. Share this with your programme team.

Teaching Methods:

Ask students what teaching styles work best for them and whether they prefer in-person or online classes. Discuss these preferences with your team.

Feedback Timeliness:

Check with students on how long it takes to get feedback on their work and discuss with the team if improvements are needed.

We've also put together some suggested actions on the last page.

Your role is to listen to students, talk to staff, and help improve things for everyone!

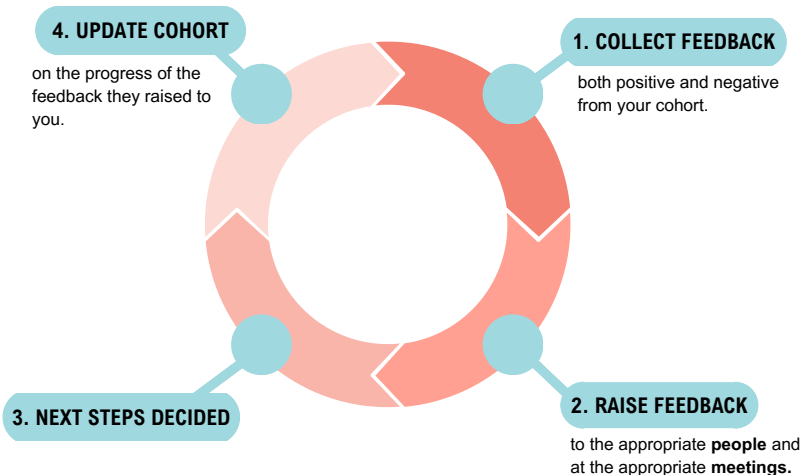
WHAT IF I DON'T AGREE WITH THE FEEDBACK?

You may receive feedback that you don't always agree with, which can be challenging at times.

Your role as a Student Representative is to represent the voice of the students on your course, even when their opinions differ from your own. If multiple students share a particular concern or idea, it is your duty to raise it at the appropriate time and place.

However, if students are raising particularly concerning feedback, still raise it with your Programme Leader to discuss.

THE FEEDBACK LOOP



Here is a diagram to summarise and show you how feedback should get processed.

1 Collecting Feedback:

As you can see, you will be collecting feedback from the people on your course. This includes both positive and negative feedback as it's great to get a balance.

Once you've got your feedback, you may want to see if there are any patterns in survey responses or messages in the group chat. Essentially, you're going to want to plan what you want to say when you raise this feedback.

2 Raise Feedback:

After you've planned what you want to say, it's time to raise the feedback in the appropriate places and to the right people - whether it's to your Programme Leader, Lead School Rep, or VP Education.

3 Next Steps Decided:

In those meetings and discussions where you have raised feedback, see what the next steps are. If there are any plans of actions, conclusions – whatever came out of those discussions, make sure to lastly...

4 Update your course mates:

Let them know what came out of those discussions you had about their feedback. Through updating them, you are closing the feedback loop. You can do this through in a similar way to which you collected feedback, through the group chat or in-person.

Through keeping your course mates updated, this builds trust, as it shows you listen and take action, and as a result, students are more likely to come back to you with more feedback! It's really important you close the feedback loop so students can see the impact and keep sharing their feedback!

REGULATIONS



UWE PRINCIPLES OF ACADEMIC REPRESENTATION

To create a thriving and inclusive university, UWE Bristol and The Students' Union at UWE share a mutual agreement to uphold five core principles that guide our approach to academic representation for all students. These principles ensure that student voices are effectively heard, respected, and acted upon across the university.

1. INCLUSIVE

We embrace diverse perspectives and backgrounds, ensuring every voice is valued and has the ability to influence.

- We encourage participation in representation, making it easy and accessible for all.
- We empower students to engage, contribute, and represent others confidently.
- We involve the appropriate student groups in discussions and decisions that affect them.
- We accommodate cultural and linguistic backgrounds to encourage participation.

2. PARTNERSHIP

Staff and students work together as co-creators of the learning and teaching experience.

- We encourage, support and enable open and regular dialogue
- We ensure that contributions and perspectives matter, are considered, and respected.
- We commit to shared goals and work together to shape informed decisions.

3. EFFECTIVE

The impact of representation is seen, recognised and valued throughout the university, and it is visible to both students and staff.

- We enable students to see the impact of sharing their views and ideas.
- We provide effective training and information to students and staff to excel in their roles within academic representation.
- We respond promptly to feedback and share outcomes with all.
- We celebrate the success of representation, partnership, and feedback achievements.

4. TRANSPARENT

Open discussion and clear communication foster trust, respect, and innovation.

- We ensure that representation structures and expectations are clear and easy to understand.
- We make insights and data available, accessible, and easy to interpret.
- We clearly and promptly communicate how feedback has driven decisions, actions, and results.

5. AMBITIOUS

UWE Bristol and The Students' Union strive to be at the forefront of academic representation, and to be recognised as leaders in the sector.

- We identify, empower, and develop student leaders of the future.
- We invest resources, time, and energy to continually develop a sector-leading representation system that evolves with the student body.
- We foster student representatives' skills and experiences for life after UWE.
- We ensure that UWE Bristol is noticeably improved and enriched by student representation.

OFFICE FOR STUDENTS: MINIMUM STANDARDS

Office for Students are the regulator for higher education in England to ensure that higher education institutions provide a high-quality, fair, and inclusive educational experience.



Here are some questions to keep in mind when collecting feedback from your peers:

B1: ACADEMIC EXPERIENCE

- Is the course up to date?
- Does it provide educational challenge?
- Is the course coherent?
- Is it effectively delivered?
- Is the course appropriate to the subject matter?
- Does the course require students to develop relevant skills?

B2: RESOURCES, SUPPORT & STUDENT ENGAGEMENT

To give you a high-quality student experience and help you succeed:

- Do you have access to resources and support ?
- Is your class engaged?

GDPR

General Data Protection Regulation (GDPR) is a data protection law that sets guidelines for the use of personal information.

It helps protect the privacy and rights of the students you represent.

What is Personal Data?

- Any information that can identify an individual e.g. names, email addresses, and student IDs.

Principle to Follow:

- It's best to keep feedback anonymous.

SIGNPOSTING

As a Student Rep, it's important to have boundaries in place. It is not your role to take on the personal issues of students. Once you become a familiar face, it could pave the way for students to share more personal issues with you.

If a student comes to you with a personal problem, try to be understanding and validating, then direct them to:

- The SU Advice Centre advice@uwe.ac.uk
- UWE Wellbeing Service wellbeing@uwe.ac.uk
- UWE Student Money Service sms@uwe.ac.uk
- UWE Disability Service (online form)
- Student Assistance Programme [24/7 helpline \(0800 028 3766\)](tel:08000283766)

If you're ever unsure on where to signpost a student, you can get in touch with the Representation Team and a Rep Coordinator will be in touch: SUpresentation@uwe.ac.uk

BUILDING PARTNERSHIP



HOW DO I BUILD GOOD PARTNERSHIP?



- Engage - attend meetings, contribute, share feedback. This shows reliability and enables you to build connections.
- Share both positive and negative feedback - it is just as important to understand what is working well on the course. This also shows a more balanced approach.
- Provide solutions - this shows you're not just there to have a moan but that you are proactive and thinking of ways to move forward.
- Send a briefing document before a meeting - this is especially good practice if you're likely to raise some challenging / difficult feedback. This can just be an email to one of the meeting organisers outlining what you plan to discuss.
- Plan what you are going to say - think about the points you'd like to cover and choose your language carefully.
- Be specific and clear - this ensures there is less room for statements to be misinterpreted
- Be respectful - most importantly, be respectful. But remember, this should work both ways!

WHAT IF A STAFF MEMBER IS BEING HARSH OR DIFFICULT?

Come and speak to us!

We're here to support you and you are not alone.

If you cannot attend:
send your apologies.

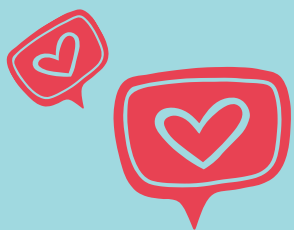
Send in your feedback
so it can still be
discussed in your
absence.

TOP TIP!

Provide solutions:

Where possible, try
to provide solutions
to students'
concerns!





CHANGE CAN TAKE TIME!

Change can take some time. Stay positive, be patient and don't lose hope!

You're not always going to see results straight away.
Sometimes you may not see all the changes you want to
see within your role.

But trust that no efforts go in vain, and you are most definitely
paving the way forward, even when it doesn't always feel like
it.

Don't be disheartened. If you ever do feel this way and you're not
sure how to progress, we are always here to support you.

You got this!

SUSTAINABILITY & INCLUSIVITY



SUSTAINABILITY

This means “transforming how and what we learn so that education sufficiently addresses and prepares students for the climate crisis and ecological emergency... curricula must equip students with the knowledge, skills, attributes, and values to tackle reformation of our currently carbon intense economic system.”

SOS-UK, 2020

WHAT DOES THIS MEAN TO ME?

“Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.”

‘Our Common Future’ (the Brundtland Report), from the United Nations World Commission on Environment and Development, 1987

Think about what is being taught on your programme.
Does the teaching material consider sustainability?

Some questions to consider could be:

- Does the programme teach students to think holistically about interconnected systems (like the relationship between energy, economy, and environment)?
- Is there reference to the UN’s Sustainable Development Goals or other frameworks guiding sustainability efforts?
- Are sustainable practices embedded into the learning environment?
- Are sustainability concepts included across disciplines? (e.g. sustainability in economics (green finance), engineering (renewable energy systems), or architecture (materials used))

INCLUSIVITY

“It is about transforming society, about breaking down structural inequalities and institutional racism and as centres of knowledge production, higher education should be leading the way on this.”

Dr Caroline Garaway
Senior Lecturer in the Department of Anthropology
University College London, 2020

WHAT DOES THIS MEAN TO ME?

This means “providing equal access to opportunities and resources for people who might otherwise be excluded or marginalised.”

Oxford Dictionary definition

Think about what is being taught on your programme.
Does the teaching material consider inclusivity and is it accessible?

Some questions to consider could be:

- Are the reading lists written by a diverse range of authors? Or are they all from a Eurocentric perspective?
- Is the course taught in an accessible way? (e.g. the language used, sufficient breaks during lectures)
- Are all students provided with equal opportunities for activities, internships, and leadership roles, regardless of ability or background?
- Are classrooms, libraries, and other facilities fully accessible to individuals with mobility impairments

TOP TIP!

Get involved!

Get to know the
SU Green Team
&
Come along to one
of our
masterclasses!





MY THINGS

NEXT STEPS CHECKLIST:

DESCRIPTION	ACTIONS FOR STUDENT REPS	ADDITIONAL TIPS
Introduction Meeting: Having an informal introduction meeting with your programme leader is a great way to build a connection.	☐ Meet to discuss how you can better represent students this year ☐ Meet to understand the priorities for the course this year	If there are a number of student reps (there may be some in other years) you might want to see if you can meet as a group.
Course Survey/NSS/PTES Results: Surveys provide feedback on the student experience. NSS is for final-year undergrads; Course Survey for all other students; and PTES is for Postgraduates.	Ask: ☐ for last year's survey results ☐ what feedback was given ☐ whether any actions being taken ☐ how Student Reps can help with improvements	Regularly check in with your Programme Leader on progress and stay proactive in offering student feedback.
Assessment Scheduling: Students often face stress from multiple assessments being due around the same time.	☐ Discuss with your Programme/Module Leader about the assessment schedule. ☐ Identify busy periods where there may be lots of clustered deadlines. ☐ Ask your Programme Leader for a list of deadlines within the course ☐ Gather feedback from students about their assessment deadlines	Encourage the team to discuss assessment plans at the beginning of the year to prevent clashes later. It's really powerful to show your Programme Team where there might be overlaps and pressure points in the year.

DESCRIPTION	ACTIONS FOR STUDENT REPS	ADDITIONAL TIPS
Staff Approachability and Support: Staff support is key and it's really helpful to highlight what students particularly useful.	Ask: ☐ students about which staff behaviours are most supportive or helpful ☐ where students feel staff support could be improved	Hold open forums or discussions with students to allow them to express what they like about staff support. Providing positive feedback is just as important as issues are. If there are some good examples they will appreciate hearing about it.
Teaching Methods: Students have diverse preferences for how they learn best (e.g., lectures, workshops, group work).	Ask: ☐ students about their preferred teaching methods and why ☐ students about the balance between face-to-face and online learning and what their preference is ☐ students if they have any examples of really good online or in person teaching	Conduct a mid-term check-in with students to see if their needs or preferences have shifted.
Feedback Timeliness: Timely feedback is critical for helping students improve in future assessments.	☐ Share student experiences with your Programme Leader (both positive and negative) Ask: ☐ students about how long it takes to receive feedback on assessments ☐ whether the current timeline is supporting their learning ☐ what the consequences are for not receiving timely feedback	Ask second/final year students what their experience was like the previous year. Follow up with your Programme Team in meetings to understand if feedback is being given on time. Academic Teams are busy with a heavy workload, so it's important to approach them with sensitivity and understanding. Try to understand their point of view while also giving evidence of how late feedback affects the students.

REWARD & RECOGNITION CHECKLIST:



'BOSS THE BASICS' FOR BRONZE (2/3 required)



Attend Student Rep Staff Forums (SRSFs) / Programme Management Committees (PMCs)

Attend at least one of these meetings. Submit evidence, such as:

- An email from your Programme Leader confirming your attendance.
- A written document of your reflections of what happened at the meeting.
- A screenshot of your message closing the feedback loop to your cohort.



Meet with your Lead School Rep (LSR)

Attend at least one of meeting with your Lead School Rep or LSR and Student Rep Catch Up events. These events will take place after your SRSF/PMC meetings and before LSRs attend School Boards of Study. It is important for LSRs to represent the views of students across all their programmes within their school. Submit evidence, such as:

- An email from the Lead School Rep confirming your attendance
- A written document of your reflections.
- A photo of you in the meeting



Attend Student Rep Conference (SRC)

Attend at least one Student Rep Conference, three happen every academic year. They are chaired by your VP Education and enable you to meet Student Reps from across different programmes and schools. It is a great way to hear about UWE updates and gain ideas for your role!

No need to submit evidence for this, as The Students' Union will keep a record of attendees.



‘GO ABOVE AND BEYOND’ FOR SILVER (2/3 required)



Attend a Student Rep Masterclass

Attend at least one masterclass. No need to submit evidence for this, as The Students’ Union will keep a record of attendees.



Promote the Course Survey and NSS Survey

Submit evidence, such as:

- A screenshot of your promotion of the surveys (via email, social media, etc.)



Vote in The Student Elections

Cast your vote in our Student Elections 2026! No need to submit evidence for this, The Students’ Union will have a record of your vote



‘BECOME A SUPERSTAR STUDENT REP’ FOR GOLD



Write your Student Rep Handover

This is a written document to support the next Student Rep build on the feedback you have raised. This document should outline:

- Key projects or issues you worked on this academic year
- Your progress so far
- Any resolutions or improvements you helped achieve



FILL IN YOUR REWARD & RECOGNITION FORM!

Scan the QR code or type in the web address below into the search bar and scroll down the page to find the form link.

www.thestudentsunion.co.uk/support/studentreps/imastudentrep/rewardandrecognition/



JARGON BUSTER!

DLT - Director of Learning and Teaching

LSR - Lead School Rep

LTSEC - Learning Teaching and Student Experience Committee

NSS - National Students Survey

PTES - Postgraduate Taught Experience Survey

PL - Programme Leader

PMC - Programme Management Committee

SRSF - Student Rep Staff Forum

UQSSC - University and Quality Standards Sub Committee



MY MEETINGS:

DATE & TIME	MEETING	LOCATION

MY WORKSHOPS & MASTERCLASSES:

DATE & TIME	TITLE	LOCATION

MY CONTACTS:

My Lead School Reps are:

Name:

Email:

Name:

Email:

Name:

Email:

My Programme Leader is:

Name:

Email:

Other useful contacts:

Name:

Email:

Name:

Email:

Name:

Email:

Name:

Email:

Name:

Email:

WE'RE HERE TO SUPPORT YOU!



The Representation Team

SUrepresentation@uwe.ac.uk



VP Education

vpeducation@uwe.ac.uk



The Advice Centre

E: advice@uwe.ac.uk

T: 0117 3282 676

“Inclusive, good-quality education is a foundation for dynamic and equitable societies.”

Desmond Tutu

