



"Enabling Students to Accomplish their Academic Goal"

Student Representative Handbook 2025-2026

Address: Sanctuary House, 9 Lymington Avenue, London N22 6EA

Telephone: + 44 (0) 203 840 9294/ + 44 (0) 203 929 7665

Website: www.bellmontcollege.co.uk

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1. Introduction

Congratulations on your appointment as a student representative at Belmont College. Belmont College is dedicated to supporting students in their academic pursuits and your role as a student representative is vital in ensuring that student voices are heard in our decision-making processes.

This Student Representative Handbook with its following guidelines will help you navigate this responsibility and help you to bring out the best of yourselves, become confident and also represent your fellow students appropriately giving us the opportunity to progress and give high-quality education and a great, friendly and supportive and environment to all our students.

We value your input and feedback which is important to us and helps us improve the quality of education we provide. Belmont College is committed to fostering a collaborative relationship with students, where they are seen as collaborators in the formation of educational opportunities available.

Student representatives play a fundamental role in facilitating communication between senior management, academic staff, and the student community to enhance the overall student experience and therefore, as a student representative, you will be expected to communicate any issues or concerns faced by students, as well as share positive feedback.

This role may not always be a smooth ride and on occasion may be challenging. However, it is also incredibly rewarding and satisfying to be the voice of your fellow students. Student representatives are perceived as leaders and dependable individuals who can advocate for their peers.

From our side, Belmont College staff will make certain that information is shared with the student body through both student representatives and other communicative channels. Enhancing the communication between senior management, academic staff, and students, as well as having the ability and authority to voice your opinions as students, is essential for enhancing the learning experience at Belmont College- and we welcome this and will endeavour to fulfil our responsibilities as your chosen place of study.

In summary, your input and active participation as a student representative, will contribute to the continual improvement of the student experience at Belmont College and we would whole-heartedly like to welcome you aboard your new role as a student representative. We wish you all the best with successfully fulfilling your responsibilities and we are always ready to provide you with further guidance if needed. Do not hesitate to reach out to us, if you have any difficulties or need advice and guidance on any matters.

2. Student Representative Appointment

At the start of every academic year, round week 4, Belmont College will conduct elections to choose student representatives. Following the selection these representatives will be required to provide:

- a photo of themselves,
- a brief biography
- their email address

This information may be displayed in several places around the College and may also be used on the College website so that other students will more effectively know and become more aware of who their elected representatives are.

3. Being a Student Representative

3.1 Student representative duties

As a student representative, the roles and duties often encompass a wide range of subjects, from social activities to resource issues, teaching, quality, and standards. At Belmont College, the courses selected and the manner in which they are taught will be heavily influenced by the students. Additionally, students are requested to recommend community standards since they are aware of the trends in the local market and thus help the college contribute to the expansion of the local economy.

Student Representatives will also be responsible for communicating issues and concerns of fellow students to college officials, as well as to decision-making committees and boards. Any problems or concerns that are brought to attention at Belmont College, will be discussed and a plan of action will be developed and approved to address or fix the problem. Students taking part in these talks, help to create action plans, and monitor the execution of each activity, including giving their final approval for tasks accomplished.

It is the duty of every Belmont College staff to inform you and the student body of any actions taken to resolve any concerns raised however, please note that although we endeavour to resolve all issues, certain matters may not always be completely resolved to your satisfaction due to for instance, limited resources. Belmont College however, will make every effort to find a solution when it is practically feasible.

3.2 Principal duties of the Student Representatives consist of:

- Engaging in active participation and attending meetings to support Belmont College continuous efforts to improve its educational environment.
- Compiling feedback from every student you represent and providing analysis on it.
- Attending every Student Representative meeting.
- Contributing, to the student component of your course's Annual Review Report.
- Determining problems that affect best practices and the student experience.
- Ensuring that you are speaking for other students as well as yourself when you discuss matters concerning the social and academic climate at Belmont College.

Accordingly, student representatives are chosen by their peers and are responsible for the following:

- Using direct meetings, Student Staff Academic Committees/Student Staff Liaison Meetings, and Board meetings, to present your problems to the staff members.
- Collect and compile complaints, thoughts, opinions, feedback and proposals regarding your course.
- Find out what your students think about the instruction and library resources, as well as anything else associated with your classes.
- Respond to students about any actions that the college may take.
- Be informed of the expectations for the course and the college (or at least know where to find them—handbooks and rules).
- Be prepared to commit to a few formal meetings per year.
- Receive the training and unwavering support from the institution to become the most proficient and successful Student Representatives.

3.3 Who can be a Student Representative?

- Student representatives should be enthusiastic about their work, able to listen and communicate well, and be fully committed to it.
- With the right attitude and approach, any student studying at Belmont College may and has the opportunity of becoming a student representative.
- All students will have the opportunity to vote for their class Student Representative in the first few weeks of each academic year.

3.4 Why become a Student Representative?

Being an elected Student Representative comes with many benefits that will help you personally to progress and develop as an individual as well as a leader. Some of the benefits are outlined below:

- It will improve your presentation, communication, and many other skills, which will increase your resume.
- You will have the opportunity and ability to greatly influence your degree and college.
- Employers take this role into consideration and therefore being a student representative will significantly impact your chances with potential employers.
- You have the opportunity of leading your peers' and classmates' opinions of the course as well as generating a good impact on your fellow students.
- The ability to cultivate and use a range of skills and attributes such as instruction to ensure you receive the assistance required to be an effective Student Representative
- You will have the opportunity to equip yourself and use a range of new skills and abilities to list on your curriculum vitae as well as strengthen the skills you already have such as:
 - Teamworking;
 - Communication, Networking skills;
 - Meeting abilities (presenting and minute-taking)
 - Conflict resolution;
 - Time management;
 - Project management;
 - Organisational skills;
 - Planning skills;
 - Building personal confidence.

3.5 Supporting Other Students

Although you are a student representative, you must remember that you are not an advisor, counsellor, or mentor and although at times a student may approach you and ask for assistance if they have a formal appointment or issue, it may be supportive of you to help them by referring them to:

- the relevant course handbook guidelines,
- the specific rules or procedures
- to the Belmont College staff who may be better able to help.

It might also be a good idea to provide the student with moral support throughout the meeting if they need it or require it. However, although you are a student representative and it is crucial for you and the other student that you attend these sessions as observers and offer input on the topic or solution, you are ultimately, also a student and achieving success in your own studies is crucial. Therefore, as an individual, you need to be wise enough to ensure

you plan and organise your duties as a student representative whilst also achieving your success with your studies.

3.6 Tasks of A Student Representative

As a Student Representative, you need to be aware of the things that are within your remit and others that as a student representative you can't do.

Although you can assist and support students who need encouragement before attending any official college meetings, it is not your place to become involved in their personal issues, academic challenges, or grievances. If a student approaches you with these types of issues, advise them to speak with a trusted staff member.

If you are extremely concerned about any student that comes to you in confidence, you should always let them know that you will be speaking to a trusted member of staff at Belmont College about their case in confidentiality.

3.7 Issues that Student Reps CAN deal with:

- Teaching resources: classrooms, lecture halls, room facilities, disabled access, etc.
- Teaching methods: Do students have opportunities to experience different learning environments, such as group discussions and lectures? Does the teacher use a variety of teaching methods, such as whiteboards, flipcharts, PowerPoint, videos, etc.? Are the teaching methods used excluding students with learning difficulties?
- Resources: Availability of books and other resources in the library, use of workspaces, facilities, etc.
- Course content and structure: Does the course match the description in the course book? • Are lectures and seminars focused on important topics? Were changes made to the course without warning or notification? Is the work distributed fairly throughout the course? Are feedback processes clear and appropriate? Hidden course costs: Do students have the right information about the costs of participating in field trips and other resources to complete the course? Are the prices reasonable?
- Provide moral support (not gifts) to fellow students in formal meetings and seminars.

3.8 Example issues Student Reps DO NOT deal with:

Students may have specific needs such as academic concerns, complaints, personal issues, financial difficulties, housing challenges, or Visa/Immigration issues.

As mentioned above, it's important to guide these students to the appropriate resources within the College, like an Academic Adviser or a Lecturer, as you are not a trained advisor or mentor.

4. Some additional Guidelines

Student Representatives need to communicate with Programme Students and the broader student body about any academic or learning experience issues.

These concerns should be first addressed with any of the Heads such as the Head of Academic Programmes, The Head of Admissions or The Head of Registry and Student

Services for resolution. If further escalation is needed, then such issues should be brought to the Head of Academic Quality and onto the Advisory Board.

If there is an urgent matter that cannot wait a meeting should be arranged with the Head of Quality to resolve the issue promptly should be made.

More serious problems will be immediately brought to the attention of the Advisory Board. Before presenting any issues to any committee meeting, students should try to find an informal solution by discussing it with their lecturer, personal tutor or Programme Leader.

5. Benefits of being a Student Representative

Being a Student Representative and advocating for the interests of students in your course or class group offers numerous benefits.

You will be the voice of student perspectives at formal committee meetings.

This role also provides Student Representatives with a chance to improve their proficiency in transferable skills, which are valued by prospective employers. Some of these skills include:

- Written and verbal communication
- Public speaking and presentation abilities
- Efficient time management
- Collaboration with teams
- Negotiating
- Networking
- Organizing & planning
- Managing projects

All of this can be included on your CV and could realistically give you a head start over competition when applying for jobs in the future.

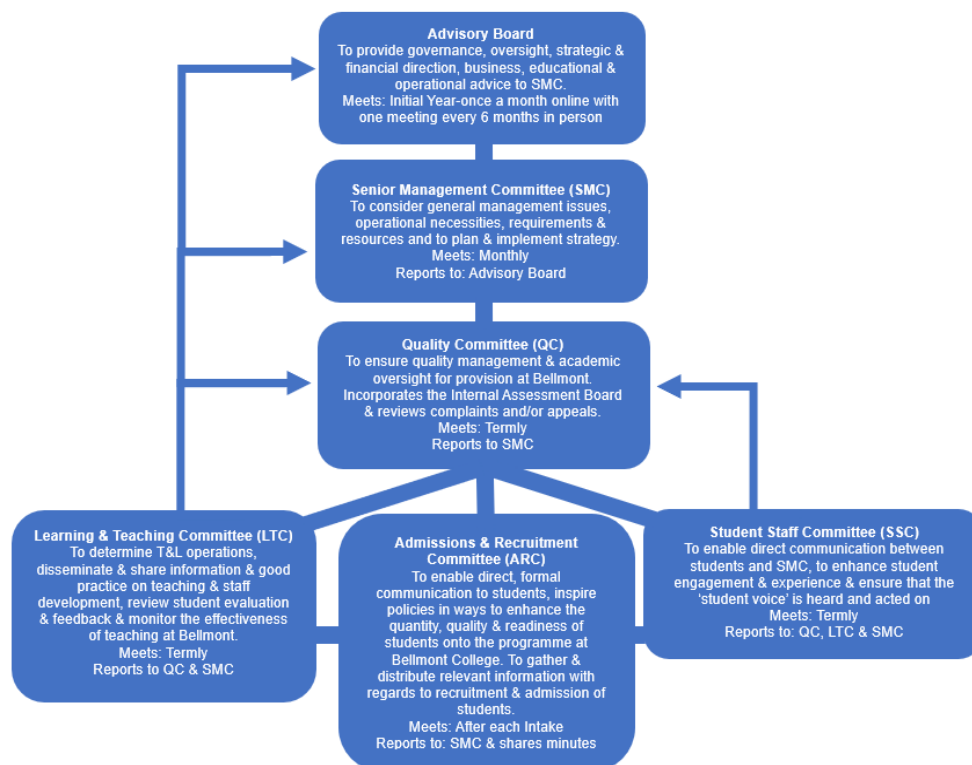
Ultimately, the role of Student Representative offers you a sense of achievement resulting from being central to representing the views of students to senior management, formal committees or boards, and academic and administrative staff at Bellmont College.

The role also promotes your own self-development and understanding of higher education organisation systems and processes.

6. A Guide to Committees and Boards at Belmont College

6.1 Committee Structure

The diagram below indicates the Committee Structure and Reporting Lines for Belmont College (see also Terms of Reference for each Committee):

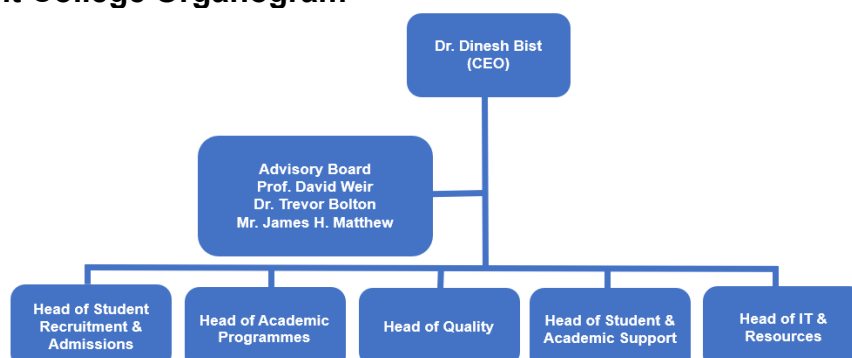


Belmont College has the following committees:

1. Advisory Board
2. Senior Management Team Committee (SMC)
3. Quality and Academic Standards Committee (QC)
4. Admissions and Recruitment Committee (ARC)
5. Learning and Teaching Committee (LTC)
6. Student Staff Liaison Committee (SSC)

Committee members are drawn from college advisors and staff, as well as from the student body as shown in the organogram below.

6.2 Belmont College Organogram



6.3 Advisory Board

The purpose of the Advisory Board is to provide governance, oversight and strategic advice to SMC. It serves as the top decision-making authority, with student representation.

The Advisory Board's responsibility is to provide sound governance, oversight and steer the College's strategic planning, ensuring that it is in accordance with Bellmont College's vision, mission and values as well as being based on extensive financial planning, HE obligations and regulations as well as the Value for Money principles.

The Advisory Board and Senior Management Committee meets every 3 months, with the Senior Management Committee (SMC) being responsible for Bellmont's strategic operation through the different committees. The SMC is responsible to report back to the Advisory Team.

As a start-up, the college will be managed under the following Committee Structure. These committees, however, will grow alongside with the development of the college (see the image below of Bellmont College's Committee Structure).

As a student representative on the board, you have the opportunity to inquire about management choices and provide insights on the college's overall operations.

6.4 Senior Management Committee

The purpose of the Senior Management Committee (SMC) is a key governing body within Bellmont College and oversees and monitors all aspects of the day-to-day operational running of the College, management issues and the implementation of strategy.

The board typically convenes every trimester to address College-level issues. These include academic standards, course quality monitoring, teaching and learning strategies, assessment policies, and academic resources.

The committee meets monthly, or more often if required. All meetings are either held at Bellmont College or virtually, by prior agreement, and last approximately 1 hour. Relevant paperwork and agendas are sent to members no less than 3 days prior to the meetings. Notes are taken by the Head of Quality or another appointed committee member or administrator and distributed within two weeks to SMC members.

6.5 Quality Committee

The purpose of the Quality Standards Committee (QC) is to ensure that the delivery of higher education at Bellmont College is in accordance with the requirements of relevant legislation, relevant awarding bodies and external benchmarks relating to the delivery of Higher Education within the UK. This includes guidance from the Office for Students (OFS) and the Quality Assurance Agency for Higher Education (QAA), as represented in the UK Quality Code for Higher Education and relevant Subject Benchmarks.

The QC oversees the management of quality and academic standards for all aspects of Bellmont College higher education provision. This includes ensuring that the delivery of our programmes meets all the requirements as well as relevant legislation and external accrediting bodies. The Committee keeps under review all Bellmont College policies and procedures, reviews student feedback and module evaluations and conducts termly and annual review of retention, progression and achievement data as well as Assessment Board reports and External Examiner (EE) reports, to

ensure that EE reports are disseminated and acted upon. It also reviews the outcomes of any academic misconduct investigations, complaints or appeals and seeks to identify ways of improving and innovating the delivery of quality and academic standards.

The committee meets termly, or more often if required. All meetings are either held at Bellmont College or virtually, by prior agreement, and last approximately 1-2 hours. Relevant paperwork and agendas are sent to members no less than 7 days prior to the meetings. Minutes are taken by a committee member, or administrator, and distributed within two weeks to QC members and to SMC.

6.6 Learning & Teaching Committee

The purpose of the Learning and Teaching Committee (LTC) is to oversee all aspects of learning and teaching and staff development at the College.

The LTC is responsible for overseeing, monitoring and enhancing the delivery of programmes, assessment outcomes, monitoring of feedback and module evaluations, teaching staff recruitment and allocations, staff development, peer observations and appraisals and the dissemination of good practice. The committee oversees admissions and also reviews learning support for students, the functions and effectiveness of personal tutors, academic skills and resources and matters arising and actions from the SSC. It also reviews student disability support as well as diversity and inclusivity policies and procedures.

The committee meets termly, or more often if required. All meetings are either held at Bellmont College or virtually, by prior agreement, and last approximately 1-2 hours. Relevant paperwork and agendas are sent to members no less than 7 days prior to the meetings. Minutes are taken by a committee member, or administrator, and distributed within two weeks to LTC members and also to SMC and QC.

6.7 Admissions & Recruitment Committee

The purpose of the Admissions and Recruitment Committee (ARC) is to:

- enable direct, formal communication to students, to inspire policies in ways that enhance the quantity, quality and readiness of students onto a course at Bellmont College.
- to gather and distribute relevant information with regards to the recruitment and admission of students.

The ARC is run by the Head of Admissions & Recruitment who will also decide on the Agenda for the meeting and can invite relevant Bellmont College staff or tutors to attend in addition to the Head of Quality and the Head of Student and Academic Support if wished. A chosen representative will be responsible for taking minutes and disseminating them. Minutes from the ARC are considered by each of the other committees to ensure that the ideas brought forward are acted upon if deemed vital and of importance to improve the quantity, quality and readiness for future intakes.

The committee mandate is to consider any issues that directly impact on the student experience with regards to recruitment and admissions. The ARC may raise any issues of concern, or any good practice, contributed by members of the team.

The committee meets termly as well as after every student intake. All meetings are either held at Bellmont College or virtually, by prior agreement, and last approximately 1 hour. Relevant paperwork and agendas are sent by the Admissions and Recruitment Team members to the Head of Admissions and Recruitment following the intakes. The

Head will then disseminate any relevant information or documentation to the SMC no less than 7 days prior to the meetings. Minutes are taken by a committee member and distributed within two weeks to all other committees.

6.8 Student – Staff Liaison Committee

The purpose of the Student Staff Committee (SSC) is to: enable direct, formal communication between students and SMC, in addition to the usual informal channels; to enhance student engagement and student experience; to give students the opportunity for advocacy and committee, experience as a useful employability skill; and to ensure that the 'student voice' is heard and acted on in relation to all aspects of college operations that affect students.

The committee meets termly. All meetings are either held at Belmont College or virtually, by prior agreement, and last approximately 1 hour. Relevant paperwork and agendas are sent by the Representatives to members and relevant staff no less than 7 days prior to the meetings. Minutes are taken by a Student Representatives committee member and distributed within two weeks to SSC members as well as to SMC, QC and LTC.

7. Attending Meetings

As a Student Representative, your duties will involve conveying student feedback and concerns to Belmont College, as well as communicating decisions back to the student body.

The scope of meetings will align with your college's structure and functions, with a basic requirement to attend: - Staff Student Liaison Committee or at any other invited College Board Meeting. Each of these meetings will have specific objectives and topics for deliberation. However, their primary goal is to ensure effective program delivery and student support.

Your main focus and input will revolve around the following key discussion areas (as per the Manchester Metropolitan University Student Union):

Curriculum – Everything that has to do with what you learn and how it is organised.	<ul style="list-style-type: none"> • Course organisation • Timetable clarity • Expectations of curriculum and prospectus • Clearly outlined learning expectations
Learning Resources – tools and resources offered to aid in learning	<ul style="list-style-type: none"> • Adequacy of library and computing facilities • Accessibility of materials needed (such as books, it resources and others)
Learning and Teaching Process – the transfer of knowledge and information to students, followed by its implementation in actual situations.	<ul style="list-style-type: none"> • Adequacy of guided to practice with relevance to your skills throughout your course • Rating of teaching • Additional forms of learning that can be added to lectures and tutorials
Assessment and Feedback – how tests, assignments, and projects are used to gauge your	<ul style="list-style-type: none"> • Rating of assessment adequacy and fairness • Rating of grading standards and fairness

success; this information helps you identify your strengths and areas for improvement.	<ul style="list-style-type: none"> • Receiving adequate feedback and support from your assessments • Commenting on the nature, variety, purpose and timings of assessment provided
Student progression and achievements – the change from a module to another or from one year to the next.	<ul style="list-style-type: none"> • Feedback on improvement and progression as a student • Employability improvements • Ability to progress to next level of study
Guidance and support – the assistance offered as you make your way through your course.	<ul style="list-style-type: none"> • Rating of staff support and guidance • Rating of personal tutor support • Rating of relevant career advice and guidance
Quality Enhancement and Assurance Enhancement opportunities for the course, as well as how Bellmont College assesses student performance in relation to predetermined benchmarks .	<ul style="list-style-type: none"> • Receptivity and response of Bellmont College to concerns • Ability of communicating issues about the student experience

Before a formal meeting, like Academic Board or Programme Board, ensure to: - Discuss issues and concerns with other Student Representatives and the students you represent. - Organize your thoughts on important matters for your peers and consider the desired outcome of the meeting. - Manage your time efficiently for meeting preparation. - Confirm the meeting date, time, and location. - Review and compare your notes with the previous Academic Board meeting minutes. - Report meeting outcomes and actions to the students you represent, possibly at the end of a teaching session.

7.1 Tips For Making The Most Out Of The Meetings

Meetings' quality and effectiveness depend on thorough planning and the active participation of members. Typically, meetings will cover the following points:

- Date and location details with information about the Chairperson, members, and other invitees
- Meeting rules and boundaries outlined in the terms of reference
- Documents for review, discussion, and action, including minutes from the previous meeting

Meetings at Bellmont College will be arranged ahead of time and if student representative participation is required then adequate notice will be given.

Student Representatives should mark these appointments on their calendars and make any required advance plans, modifying earlier commitments.

Agenda items may ask for student thoughts and opinions could make use of your market research expertise and capacity for listening to the viewpoints of other members of the student body.

Before and throughout the meeting, it is crucial for you to...

- a) Review the presented papers and take notes or annotations for future reference.
- b) Be ready to share insights
- c) Be prepared to inquire with statements like “would it be more beneficial if...” or “could we explore...”
- d) Propose positive solutions that will benefit the broader student community.
- e) Reinforce successful practices to encourage staff to maintain these activities and events.
- f) Avoid tardiness – arrive on time and bring all relevant documents.
- g) Establish eye contact, especially with the Chair and note-taker.
- h) Avoid conflicts and refrain from escalating tensions or provocations.
- i) Take your own notes during the meeting.

After each meeting, notes that capture and outline the main conversations and arguments, as well as any decisions made or need for additional information to be provided at the next meeting, will be dispensed amongst all members.

It is crucial to read these notes to verify their accuracy and to be able to communicate to students the outcomes of the issues discussed.

The method of communicating this information to students is at your discretion. Some ideas could however be in the form of:

- WhatsApp Messaging Class Group
- Oral presentation in class
- Through a Class Facebook group
- Via Email
- Through a Poster

7.2 Avoid the words ‘I’ & ‘Me’ Instead Use ‘Us’ & ‘We!’

While your opinion as a student is valuable, you should bear in mind that you will be the voice of all your fellow/class students and therefore, the college is interested that through you they will hear the opinions of everyone on your programme as one.

The greatest strategy for standing up for the needs of students is to demonstrate that you have spoken with other students and are really representing their opinions.

7.3 Get yourself known

As a Student Representative it is important to make sure that everyone in your class understands that you are the Student Representative.

Ask your lecturers for permission to introduce yourself at the start or conclusion of the class and work to increase your online presence.

Please be aware that you will be asked to submit Belmont College feedback on various elements of your student experience on many occasions during the academic year. For this reason, it is critical to get input on a range of student life issues from the students you represent. Find out what worries them and what aspects of their course they like the most. This will enable you to convey their opinions clearly.

7.4 You are not on your own

Remember that there is support for you. In your class, there could be another representative. If you have representatives at your institution who are enrolled in other classes or the same ones, think about making connections with them. Consider corresponding with delegates from other academic years. Recall that you also may always reach out to staff at Bellmont College and that you have a network of support.

7.5 A brief word of warning

Please ensure that as a Student Representative you should not counsel other students on private issues or particular complaints. Students should seek help from the Head of Quality if they are unclear or doubtful. Students can always consult with Bellmont College for one-on-one advice on private or delicate matters.

8. Conclusion: Enjoy the role of Student Representative

All Bellmont College staff wish you to enjoy and flourish in the position of Student Representative. This role is vital in giving all students a voice within the college. It is demanding and challenging and needs your commitment to being an effective representative.

Remember to always:

- Be Clear - Speak clearly for better understanding.
- Be Concise - Avoid detailed explanations
- Be Accurate - Provide correct, specific information & avoid misleading content
- Be Relevant - Present all relevant information, not just fragments.
- Be Polite - Be considerate, non-aggressive, and avoid conflict and arguments.
- Be Positive - Offer practical solutions and hold back from criticism.
- Be Assertive - Don't be reluctant to voice your opinions confidently!

Your role as a Student Representative at Bellmont College is very important as it ensures that students are heard, and actions are taken to improve your learning experience at Bellmont College.

Bellmont College Student Representative Handbook v1 2024-2025					
Version	Date	Author(s)	Amendments	Approved by	Next review
1	April 2024	EWV	New Document	Advisory Board	April 2025
2	April 2025	EWV	Revised Document	Advisory Board	April 2026

Document context	
This document relates to:	
Document/Policy	Date/version
Bellmont College Quality Assurance and Enhancement Handbook	October 2024 v3
Bellmont College Management, Committee Structure and Terms of Reference	October 2024 v3
Office for Students' Public Interest Governance Principles	2019
Gov.UK The 7 Principles of Public Life	May 1995
QAA Quality Code for Higher Education	May 2018