Metanoia Institute

Student Representative (Student Rep) System

Reviewed July 2026

Contents

1. Introduction 3
   1.1 Terms of the Student Representative System 3
   1.2 Tenure information 5
   1.3 Institute Commitments 5
   1.4 Training 6
2. Class Representatives 6
3. Programme Representatives 7
4. Institutional Representatives (Student Trustees) 10
5. What to do next 13
6. Committee recruitment for student membership 13
7. Who to contact 13
8. Further governance information 13

   Appendix 1: Governance Structure Diagram 14

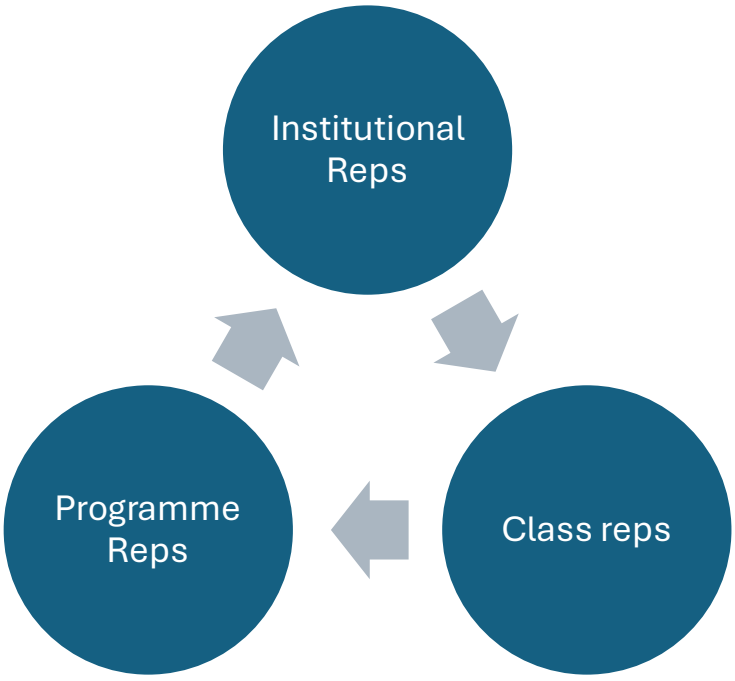
   Appendix 2: Committee dates and times 15

1. Introduction

This document sets out the process for selecting Student Representatives (SRs) at the Institute, and the terms of those roles, responsibilities, and obligations.

The student representative system is essential to ensuring accountability of the institute, effective feedback system and the relationship between the Institute and students.

The Student Representative system consists of; class reps (at class level), Programme Representatives (at programme level) and Student Trustees at the level of the Board of Trustees. Programme reps will be selected from the existing pool of Class reps. All programme reps will attend JSSC, and selected reps will attend all other institutional committees. All programme reps will be appropriately trained to ensure they can deputise for one another at committee meetings. The system is designed for collaborative working resulting in continuous feedback.



1.1 Terms of the Student Representatives System

a) Appointments of Class reps will be managed by Heads of Programme locally. Class reps are normally elected for a term of one year, but can exceptionally have their tenure extended by one further year.
b) Appointments of Programme Representatives are made from the pool of elected class reps, from October to the following September; for a one year

term. All Programme Representatives must be appointed anew every year. The tenure can be rolled over when there are no new volunteers registering their interest in the role at the point of election.

c) Student Trustees (a total of two elected) are identified in the month of May from the existing pool of Programme Representatives and their tenure commences from September for a two-year cycle. **The criteria to become an institutional rep at this level is that they must have a minimum of one year's worth of experience as an enrolled Metanoia student. If a Student Trustee takes a break from their studies or withdraws from their programme the tenure for the representative role is terminated with immediate effect without exception.**

d) Current Programme Representatives can only be selected for re-appointment if no other students put themselves forward for the role. They will still be subject to the selection process.

e) Details on indicative hours to be spent on the rep roles are included in each rep section.

f) Programme Representatives commit to attend the Boards of Study/Student Voice meetings; two meetings per year, autumn and spring term, the Joint Student Staff Consultative Committee and a designated Governance Committee; each committee holding four meetings per academic year. **Please note for the Governance Committees you can share the attendance at meetings with co-Programme Representatives to reduce the number of meetings.** ***The Metanoia Boards and Committee meetings are held online.***

g) Institutional Representatives (Student Trustees, two to be elected for a two year period; the selection pool is from the elected Programme Representatives) to commit to attend the Student Voice meetings; two per year, Joint Student Staff Consultative Committee and a designated Governance Committee; four meetings each academic year, and a minimum of two out of the four meetings for the Board of Trustees (those representing at the Board of Trustees are required to be vetted through a fit and proper person procedure and undergo additional training.) ***The Metanoia boards and committee meetings are held online.***

1.2 Tenure information

a) The term of the role for Programme Representatives is from the **01st of November to the 31st of October (a one year tenure)**; the approach allows time for the appointed Programme Representatives to settle into their course.

b) If new Programme Representatives have been elected and in place prior to the 01st of November, they have the option to attend as an observer the first round of Governance committees held in early October; Programme Representatives to inform the Governance Officer stuart.fahey@metanoia.ac.uk if they choose to attend the governance meetings before their role officially commences.

1.3 Institute Commitments

c) The Institute values the commitment and sacrifices that students make in undertaking the roles of Programme and Institutional Representatives but does not provide financial recompense for attendance at committees.

d) The institute does however make the following commitments to reps:

i. Metanoia Institute will work in partnership to ensure the representation programme is inclusive and accessible to all students.

ii. Will provide additional necessary support to Programme Representatives to meet their needs to adequately fulfil their role.

iii. Recognise the value of the Programme Representatives role.

iv. Protect and treat all Programme Representatives with care by ensuring that their feedback is received positively and actioned where reasonably practicable.

v. Support Programme Representatives with effective communication with relevant staff members.

vi. Treat Programme Representatives with respect and without bias and ensure they are not penalised for giving feedback.

vii. Protect Programme Representative's confidentiality.

viii. Communicate Committee details including meeting dates and times a minimum of three months' notice and circulate the agenda and papers

to Programme Representatives a minimum of 10 working days in advance of the meeting.

ix. Record and respond to matters raised at meetings such as the Student Voice Committees/Boards of Studies and committees.

x. Provide training for Programme Representatives to feel confident and be effective in their roles (refer to point 3.1 below for dates).

1.4 Training

a) Once selected **online** training will be provided to support the Programme and Institutional Representatives in fulfilling their duties and responsibilities. This will be mandatory. **Representatives are required to attend one session of the training, which is delivered on three separate dates – you do not need to attend all three dates as the training is repeated.**

The Institutional Rep may be required to attend additional external bespoke training.

Indicative training dates for Programme and Institutional Representatives for academic year 2026/27

- Thursday, 01st October 2026 from 12.00pm – 1.00pm.
- Wednesday, 04th November 2026 from 6.00pm – 7.00pm
- Thursday, 19th November 2026 from 5.30pm – 6.30pm.

All sessions will be delivered **online** via Microsoft Teams; an invitation will be circulated by the Head of Quality.

2. Class Representatives

2.1 Role Description and the scope of the role

a) The role of the Class Representative is to facilitate feedback to the Head of Programme and wider teaching team on class-specific matters that can be addressed either through a Board of Studies/Student Voice Committee or other informal programme-level forum. Class reps should engage with other

class reps on their programme and other students in their class to ensure that they are representing the view of their whole class rather than a personal view. They should also work to communicate outcomes from discussions with their programme team to the wider class, supporting communication between staff and students.

2.2 Responsibilities and requirements

a) Class reps must attend all Board of Studies/Student Voice Committee meetings for their programme (there are normally two of these annually)
b) Class reps must attend any training they are requested to attend by the programme team.
c) Programme reps will be elected from the pool of class reps.
d) The role requires a commitment of circa **10 hours per year**

2.3 Class Rep election

a) On the first teaching day or as soon as possible thereafter, tutors are asked to tell students about the Student Representative System and that nominations are open for the class to elect a class rep.
b) Anyone who puts themselves forward or is nominated by another student can stand, but they must do so with the understanding that the role is for the year and that they will be engaging in this activity alongside teaching and learning.
c) The student with the greatest number of votes is appointed class rep. The number of class reps is at the discretion of the Head of Programme.

3. Programme Representatives

3.1 Role Description

a) The role of the Programme Representative is a key role in enhancing the engagement and communication between the Institute and the Student Body, for the student voice to be heard and considered by the Institute for decision-making and to provide additional support and guidance to the Student Body.
b) The Programme Representative is principally to represent the views of their peers at **institutional level** on academic matters **and student experience** and to enable the continuous review and enhancement of learner experiences at Metanoia Institute. These are issues related to students' experience of teaching and learning but may also include wider issues that affect a learner's journey. Programme Representatives will have the opportunity to work with other Class Reps and each other to find solutions to the problems facing the

wider student body. There should also be some engagement with Student Trustees. A Programme Representative will be able to feed into the wider student voice.

3.2 The Scope of the Role:

a) Programme Representatives are the link between the Institute and the Student Body. Programme Representatives will represent the views of students and communicate issues raised by students to the Module Leader and Head of Programme.

b) Programme Representatives are expected to play an active role in the decision-making at the Institute by regularly attending meetings, and feeding back information to the students.

c) Programme Representatives will communicate with other students and the Institutional Representatives. This is an essential part of the role of the Programme Representatives. There are many ways in which Programme Representatives do this such as gathering views via email, messaging apps, holding informal meetings (usually on teaching days) or via noticeboards. Programme Representatives can always speak to the Academic Coordinators for support in communicating with students.

d) Programme Representatives will be invited to the various Governance Committee meetings to represent student perspectives on the development of strategies and policy changes and their implementation; it is important that Programme Representatives are represented across all committees. **They have a role in communicating the outcomes of committee meetings to students**. It is important that the Programme Representatives work to ensure that feedback is representative of the students on their programme.

e) From the election of the Programme Representatives there will be a separate process to elect Institutional Representatives. The Head of Quality will co-ordinate this process; if you have any queries, please contact quality@metanoia.ac.uk

3.3 Responsibilities and Requirements:

a) Attend your Student Voice meeting and Governance Committee meetings, which include:

- Joint Student Staff Committee (attendance required for the JSSC)
- Education Committee

- Ethics Committee
- Academic Board
- Programme Approval and Review Committee
- Policy development/review
- Programme validation events

Please note that you are not required to attend all of the said Governance Committees, you can choose a specific committee of interest outside of the Joint Student Staff Committee where attendance is required.

b) Feedback on classmates' issues and suggestions to Institutional Representatives.
c) Consult with students about issues related to their programme.
d) Feedback information to the class.
e) Encourage peers to participate in student surveys and programme level enhancement initiatives.
f) Input into shaping policy with the Institute through the Governance system.
g) The role of programme rep requires a slightly increased time commitment for the year, circa **17 hours.**

3.4 Programme Representative Selection Process:

a) Elections for programme reps should be held shortly after class reps are selected in the first month of teaching. Existing class reps are automatically part of the selection for programme level reps.
b) The programme team should let all classes know that nominations are open to elect a **total of four students per programme** for the academic year to the role of Programme Rep. N.B *Larger programmes may appoint more programme reps, and smaller programmes may feel that up to two reps are sufficient. A decision on the number of reps will be at the discretion of the Head of Quality Assurance and Regulatory Compliance.*
c) Existing class reps should email their Head of Programme (HoP) if they do not wish to stand for the role of programme rep.
d) There should be a secret ballot and the four reps with the highest number of votes should be appointed programme reps.
e) Academic Coordinators should share information about their programmes elected Student Representative with members of the Programme.
f) A list of Student Representatives will be available on the Student Hub.
g) Programme Representatives will be encouraged to represent the student body at Governance Committee meetings.

3.5 Terms

a) Previous Programme Representatives can only be re-elected if no other students put themselves forward for the role.

b) All elected Programme Representatives will share the responsibilities of the roles between themselves. For example, they may wish to alternate their attendance at the Student Voice meetings which usually happens twice a year.
c) If only one Programme Representative is elected and they are unable to attend all meetings, the student should ask another classmate, or another class rep from the programme to attend in their absence.
d) If a Programme Representative wishes to stand down from the role before the academic year end, they should notify their tutor or academic coordinator. The tutor will ensure a new Programme Representative is elected following the process as above.

4. Institutional Representative (Student Trustees)

4.1 Role description

a) The Institutional Representatives are critical to learning matters at the Institute. Institutional Representatives carry the interests of the Student Body through student representation externally and internally, including the Board of Trustees and the Office for Students, but their appointment is a little different to class or programme reps, as they require a very specific skillset to be formal Trustees of the institute.

- There will be two Institutional Representatives in total:
  - Two Institutional Representatives who will sit on the Board of Trustees

Role Overview:

The Student Trustee is a voting member of the Board of Trustees who represents the student body and provides a student perspective on board decisions and strategic direction. This role ensures that student interests are considered in the governance of the Institute. The Student Trustee shall attend all Trustee meetings, contribute to discussions, and participate in voting on board matters, except in cases where **Student Trustee Excluded Matters** apply. The role is critical in bridging the gap between students and institutional governance.

Key Responsibilities:

1. Governance Participation:

- Attend and actively participate in all meetings of the Board of Trustees.
- Vote on matters affecting the Institute, except on Student Trustee Excluded Matters.
- Provide insights and opinions that reflect the student experience, ensuring that the board's decisions take into account student needs and concerns.

2. Representation:
    - Act as the formal voice of the student body, bringing their views, feedback, and concerns to the attention of the board.
    - Engage with the student community to gather input and keep students informed of governance decisions that impact them.
3. Strategic Contribution:
    - Contribute to the formulation of long-term strategies for the Institute, ensuring that student welfare, education quality, and student experience are prioritized.
    - Support the Board in oversight of institutional policies, academic programs, and financial health.
4. Communication:
    - Maintain regular communication with Student Representation to ensure ongoing dialogue between the student body and the Board.
    - Report back to students on relevant governance decisions in a transparent and accessible manner.
5. Compliance:
    - Adhere to the governance policies of the Institute and uphold the confidentiality of Board discussions.
    - Act in the best interests of the Institute and comply with legal, regulatory, and ethical standards governing trusteeship.
6. Collaboration:
    - Collaborate with other Trustees and institutional senior team to drive effective decision-making.
    - Actively engage in discussions, providing constructive feedback and recommendations.

<u>Eligibility Criteria:</u>

1. Student Status:
    - The Student Trustee must be enrolled as a student of the Institute for at least one year at the time of appointment and be enrolled for the duration of the two year term.
    - A Student Trustee shall cease to hold office if they cease to be enrolled at the Institute.
2. Age Requirement:
    - A Student Trustee must be at least 21 years old at the time of appointment.
3. Eligibility under the Articles:
    - No student may be appointed as a Student Trustee (an Institutional Representative) if they are disqualified under the Institute's Articles of Association or other applicable

governance rules.

4. Term of Appointment:
    - The Student Trustee is appointed for an initial term of one year.
    - Upon completing the initial term, the Student Trustee may be re-elected for subsequent terms of up to three years, with a final re-election possible for an additional year, up to a maximum of four years in total.

5. Appointment Process:
    - Student Representatives shall be nominated bi-annually for the position of Student Trustee.
    - Trustees shall interview all candidates and appoint two to the role
    - If no nominations are received, Trustees may reappoint the previous Institutional Representative(s), provided they remain eligible.

Key Skills and Competencies:

- **Advocacy:** Ability to effectively represent the interests of students and communicate their concerns to the board.
- **Analytical Thinking:** Capacity to review and analyse complex information, including financial and policy matters, and provide informed insights.
- **Communication:** Strong verbal and written communication skills, with the ability to articulate the student perspective clearly.
- **Collaboration:** Ability to work effectively with other Trustees, students, and institutional leaders.
- **Ethics and Integrity:** Commitment to maintaining the confidentiality of board discussions and upholding the highest standards of conduct.

Time Commitment:

The Student Trustee is expected to attend all Board of Trustees meetings, which may occur 4-6 times per year, and any relevant sub-committee meetings as required. Preparatory work, including reviewing board papers, will be required ahead of each meeting. **The overall time commitment is expected to be approximately 5-10 hours per month.**

Application Process:

Eligible Student Representatives interested in becoming an Institutional Representative should submit their candidacy through the formal nomination process; the application will consist of a covering letter and CV. The Head of Quality will initiate the request for interest process; any queries please contact quality@metanoia.ac.uk. Governance will take over the process at the point selection, please contact governance@metanoia.ac.uk if you have any questions at this stage. Candidates will be interviewed by the Board of Trustees before appointment.

At the point of appointment, you will receive a briefing pack and additional bespoke

training for the role.

This job description is aligned with the criteria set out in the institution's governance documents, ensuring clarity and consistency with the official Articles governing the role of the Student Trustee.

For further information, please refer to the Governance Handbook available on the Student Hub

5.0 What to do next

Please forward the newly elected reps name and email address to the Head of quality@metanoia.ac.uk for the purpose of invitation to the training sessions; the details will also be passed on to the Governance Officer for the purpose of identify reps for committee membership.

6.0 Committee recruitment for student membership

1. The Head of Quality co-ordinates the process for Student Representation.
2. Programme Representatives for committee membership will be recruited from the list of names generated yearly from each programme with programme representative delegation. Representatives will be asked their preference.
3. The method of recruitment for committee representation, the Governance Officer will make contact with individual Reps.
4. The Governance Officer is the main point of contact for committee membership.

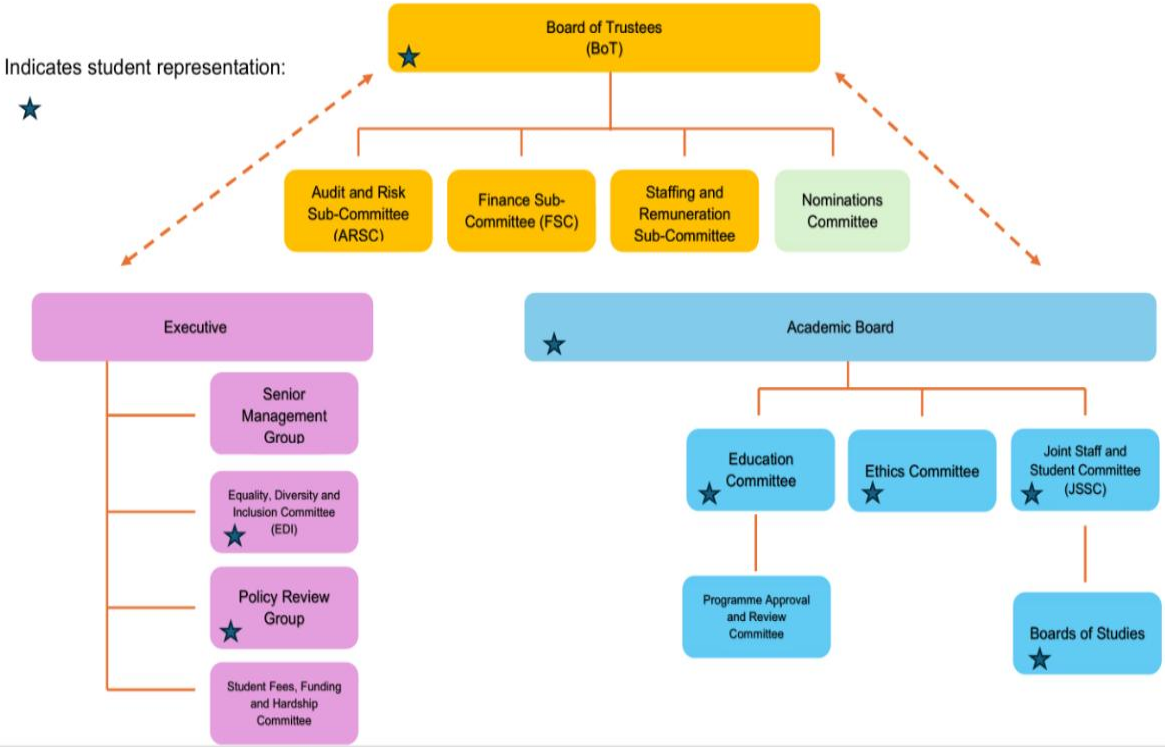
7.0 Who to contact

If you would like further information on becoming a Programme Representative , please contact the Head of Quality quality@metanoia.ac.uk . If you would like further information on committee membership, please contact Stuart Fahey stuart.fahey@metanoia.ac.uk

8.0 Further governance information

Please refer to the Governance Handbook for further information detailing the terms of reference for each committee, committee meeting dates and times and membership. The handbook is located in the Student Hub.

Appendix 1: Governance Structure Diagram



Appendix 2: Committee dates and times this needs to be updated once dates available.

Abbreviations – in alphabetical order

AcBo – Academic Board

ARSC – Audit and Risk Sub-Committee

BoT – Board of Trustees

EDI – Equality, Diversity and Inclusion Committee

EdCo – Education Committee

EthCo – Ethics Committee

Exec – Executive Committee

FSC – Finance Sub-Committee

JSSC – Joint Staff and Student Committee

SARSC – Staffing and Remuneration Sub-Committee

SMG – Senior Management Group

Quarter	Month	Board & Sub Committees	Executive & Sub-Committees	Academic Board & Sub-Committees
		Tuesdays Only	Thursdays Only	Tues/Thurs
	September 26		10 September Exec (AM) Exec Quarterly Strategy and Risk (PM)	
			24 September SMG	
Q1	October '26		8 October Exec (AM)	8 October JSSC (PM)
			15 October EDI	13 October Research and Knowledge Exchange
			22 October SMG	20 October EdCo
	November '26			3 November AcBo
		10 November FARSC/SARSC	12 November Exec	10 November EthCo
				19 November PARC
		24 November BoT	26 November SMG	
	December '26			
			10 December Exec	

Q2	January '27		07 January Executive Committee	7 January JSSC (PM)
			14 January Exec (AM) Exec Quarterly Strategy and Risk (PM)	12 January Research and Knowledge Exchange
			21 January EDI	19 January EdCo
			28 January SMG	26 January EthCo
	February '27			2 February AcBo
		09 February FARSC/SARSC	11 February Exec	
				18 February 2026 Policy Review Group
		23 February BoT	25 February SMG	
	March '27			
			11 March Exec	
			25 March SMG	
		Easter 27-29 March		
Q3	April '27		8 April Exec (AM) Exec Quarterly Strategy and Risk (PM)	6 April JSSC
			15 April EDI	13 April EthCo
			22 April SMG	20 April EdCo
				22 April Research and Knowledge Exchange
	May '27		13 May Exec	4 May AcBo
		11 May FARSC/SARSC		11 May Policy Review Group
		25 May BoT	27 May SMG	27 May PARC
	June '27			
				1 June JSSC 3 June 2026 Research and Knowledge Committee
			10 June Exec (AM)	8 June EthCo

			Exec Quarterly Strategy and Risk (PM)	
				17 June EdCo
			24 June SMG	
		Graduation 24-25 June		
				29 June AcBo
Q4	July '27		01 July EDI	
			08 July Exec	
		06 FARSC/SARSC		
		20 BoT	22 July SMG	
	August '27			
			12 August Exec	
			26 August SMG	
	September '27			
			09 September Exec	
			23 September SMG	

NOTE: Governance meetings are limited to Tuesdays and Thursdays

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