

Course Representative Handbook 2011



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Welcome

On behalf of Middlesex University Students' Union, Welcome!

I am Farkhunda Anis, your Vice President Academic in the Students' Union and part of my job is to ensure that we listen and support the Course Rep structure at the university. I would like to tell you from my personal experience that the Students' Union is a place which can answer all the questions that you might have on your arrival at university.



Congratulations on being elected to be a Course Representative. Course Reps are one of, if not the most integral part of the representative structure at Middlesex University. Course Reps are the first people to know about any issues that students may have, long before us at the Students' Union and certainly before University staff. Over the years, Course Reps have been valuable at raising and campaigning on both big and small issues.

If you ever have any problems, please don't hesitate to contact either myself or Rebecca. Our contact details can be found at the end of this handbook.

I welcome you as a Course Rep and I wish you all the best for an exciting, challenging and rewarding year ahead on campus!

Farkhunda Anis **VP Academic**

Welcome to another exciting academic year at Middlesex University.

Course Reps are an essential element to the university experience, as you are able to inform the University of exactly what you and your fellow students want and need out of your academic experience.

Being a Course Rep can be immensely rewarding. Much of the experience you obtain through being a Rep can be linked to personal development and employability. The graduate market is very competitive and prospective employers are looking for people who stand out and can demonstrate, with real examples, skills listed in CVs. As a Course Rep you get to put skills into action, such as communication, leadership, teamwork, problem solving, time management etc.



This booklet aims to ensure that you are armed with all the information you need to be able to fulfil your role as a Course Rep. My role is to ensure that you are supported throughout your time as a Rep. Don't be afraid to get in touch.

Have a fantastic year!

Rebecca Davies **Representation and Democracy Administrator**

Importance of being a Course Representative

"You won't necessarily graduate by keeping your eyes closed and your mouth shut!"

Why Have Course Representation?

Course Representation is an important part of the student experience. By being a Course Representative you are allowing students on your course to have a voice within the university. Course Representatives help develop their course by providing feedback on the experience of the students they represent, and suggestions on how to develop the course for future years.

Course Representatives are also vital for keeping students informed of what is going on within the University. Course Representatives are expected to provide their students with feedback from University meetings and inform students of any campaigns that MUSU or the University are running.

Course Representatives are highly valued throughout the University and MUSU, as they provide a fresh insight into the experience students have whilst studying at Middlesex University. This student input allows us to continually develop the services and opportunities offered to students, by both the University and MUSU.

Benefits of being a Course Rep

- **Sense of achievement**
Knowledge that you have helped to improve the student experience.
- **Personal development**
Develop knowledge, skills and experience, which will benefit you in the future.
- **Gain new Skills**
Develop your communication, interpersonal and organisational skills.
- **CV Boosting**
Provides examples of you developing and using new skills and taking on a range of responsibilities.
- **Meet new people**
There are a range of events that give you an opportunity to meet new people.
- **Awards**
Receive a certificate in recognition of your efforts, and have the opportunity to be nominated for the MUSU Star awards.

How do you affect the quality of the University experience?

Whilst attending University meetings you have the opportunity to raise the concerns of your students. These meetings are often attended by staff that have the ability to put in motion any changes suggested. Through suggesting changes that improve the student experience you improve the quality of the University experience.

University meetings have minutes taken in them, which are often looked at by organisations such as the QAA when auditing and suggesting improvements to the University.

What is the QAA?

"Quality Assurance Agency for Higher Education. Our job is to uphold quality and standards in UK universities and colleges. We guide and check the quality of teaching, learning and assessment in UK higher education, because we want every student to have the best possible learning experience"

Your comments form part of the official reports of the University and responses to them are reviewed by external agencies auditing our performance.

Your Role and Responsibilities

Your role and responsibilities as a Course Rep include:

- ❖ **Attend training**–Provided by the Students’ Union.
- ❖ **Identifying student issues and needs** – What do students think of the course? Are there any academic issues? Are the facilities suitable for their use?
- ❖ **Share Student Issues with the Relevant University/Union Staff Members** – You don’t need to wait until the next meeting to raise issues and concerns.
- ❖ **Refer students to the appropriate people** – Occasionally a student may ask you to help them with an issue which is personal or confidential. Rather than helping them yourself, you are required to direct these students to the appropriate person within the Union or University. If you are unsure who the appropriate person is, just ask a member of Union staff.
- ❖ **Gather evidence** – When you have identified an issue that you intend to raise, gather evidence to support your case. This can be collected in a range of ways from the students you are representing. One such example is using a survey.
- ❖ **Attend Meetings such as Board of Study** – There are a number of meetings that you are required to attend. These are often useful for raising any issues you have uncovered. Sometimes the University may want the opinion of students on something they are doing or planning to do and use these meetings to get opinions and ideas.
- ❖ **Inform MUSU about issues** – If you uncover any big issues, inform the Executive officers, as they can raise them at high level meetings. The Executive may also contact you for help obtaining specific information, such as catering standards and library facilities.
- ❖ **Feedback to students** – Keep your students informed of what issues you’ve raised and what the outcomes are.
- ❖ **Get involved in campaigns** – Throughout the year MUSU runs campaigns that are in the interests of students.
- ❖ **Attend socials, additional training and awards** – Events for Reps will be hosted throughout the year. These are opportunities for you to gain extra skills and reward yourself for all your hard work.

You aren’t expected to:

- ❖ **Give Advice**– You are not trained to give one-to-one advice on personal issues, and we don’t expect you to. Refer the student on to one of the sources of help provided by the Union or University.
- ❖ **Volunteer 24/7** – Although we value all the time you give as a volunteer, we recognise that you are here to study. We don’t expect you to give us every waking hour of your time.
- ❖ **Change the world in a day** – Sometimes it takes a while to resolve an issue. If this is the case don’t worry, no one is expecting you to change the way things work in a day.
- ❖ **Go it alone** – The Union is here to support you in your role. If you find you’re struggling or have some questions, pop in for a chat.

Representative Structure

This page aims to show you the different levels of student representation.

Course Reps – Course level meetings

Whether you are a Course Rep or a Module Rep, you are representing the whole year of your course. Course Reps are the grassroots activists of the Students’ Union, resolving issues at Course level, and bringing bigger issues to the attention of the Union and University.



School SRC Reps – School level meetings and SRC

These are representatives elected to sit on the Students’ Union’s Student Representative Council (SRC); there are 4 representatives elected from each school. Student Representative Council is one of the big decision making bodies of the Union and ensures that the Union is campaigning on those issues that are important to Middlesex University students.

These representatives also have the opportunity to attend School level meetings within the University to ensure student concerns are being heard at every level.



School Chairs – School level meetings and Executive

These are students who are elected to the Students’ Union Executive Committee. The Executive Committee deals with the day-to-day running of the Union. There is one person elected from each school and they are expected to represent the students of their schools within the Union and the University.

They run school meetings in which all students can attend and also attend University school level meetings.



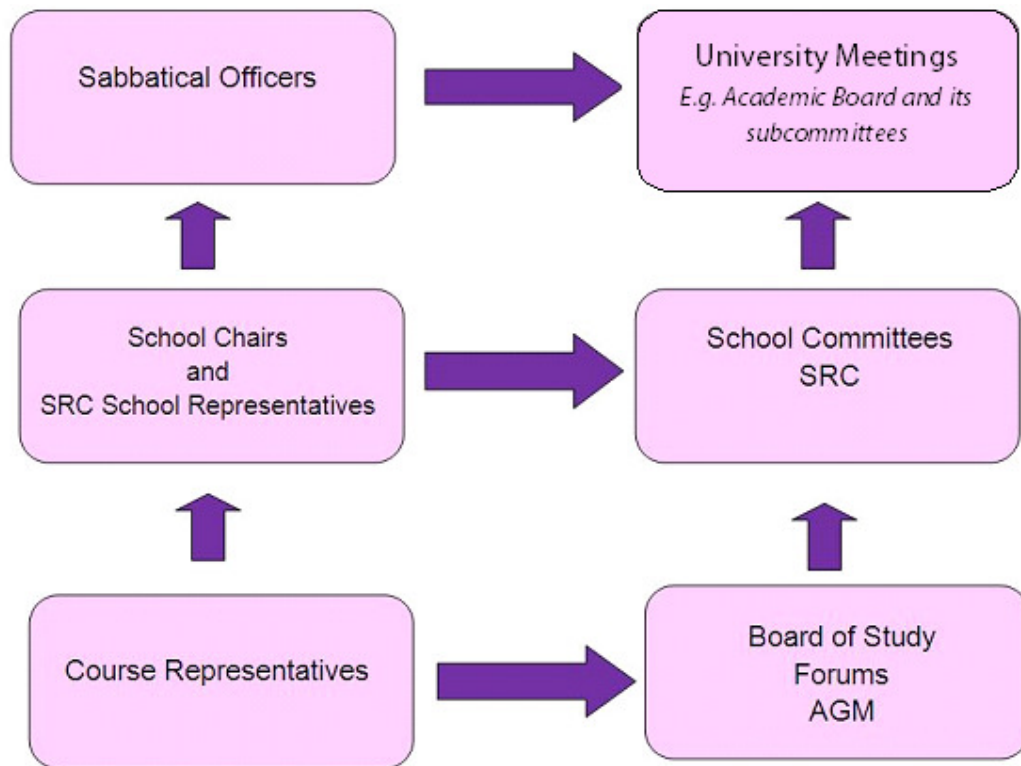
Executive officers – University meetings

Executive officers are students elected to the Students’ Union Executive Committee, the Executive Committee deals with the day-to-day running of the Union. The members consist of the following:

4 x Sabbatical Officers Work Fulltime for the Union	4x School Chairs Volunteers	7x Liberation Officers Volunteers
<ul style="list-style-type: none"> • President • VP Academic • VP Activities & Communication • VP Welfare and International Students 	<ul style="list-style-type: none"> • Health and Social Sciences • Engineering and Information Sciences • Business School • Arts and Education 	<ul style="list-style-type: none"> • Black Students’ Officer • International Students’ Officer • Disabled Students’ Officer • LGBT Students’ Officer • Mature Students’ Officer • Women’s Students’ Officer • Postgraduates’ and Research Students’ Officer

These officers attend a range of University meetings, including those at the top of the organisation, such as Board of Governors and Academic Board.

Academic Structure



There are a number of meetings you can attend as a Course Representative that are useful for putting across any issues you may have:

- ❖ **Board of Study** – The Board of Studies meetings are held between weeks 6 and 8, and weeks 16 and 18. You only have to attend the meetings relevant to your programme. These meetings are attended by a wide range of staff members, and are therefore perfect for raising academic issues.
- ❖ **Forums**–There are a range of different forums that are held throughout the year which you can attend in order to raise any issues. These will often be specific to a certain area. We will inform you of any forums that are happening in advance.
- ❖ **Student Representative Council (SRC)** – Although as a Course Rep you do not have voting rights on SRC, you can still attend and take part in discussions. If you have any issues you want raising within the Union you can contact the Executive or School Chairs and have them raise issues at SRC. You can also submit motions to SRC yourself and attend the meeting to put your case.
- ❖ **Annual General Meeting** – This meeting is held once a year in November by MUSU. All students can attend this meeting and have full voting rights. It is a chance to get directly involved with what’s happening within the Students’ Union.

The University has a calendar of official meetings held centrally. They are attended by a range of other representatives who can raise your issues at these meetings on your behalf.

Board of Studies

One of your main responsibilities will be to attend Board of Study meetings on behalf of the students you represent. Although you may already be aware of these meetings this section aims to give you an idea of what they actually involve before you attend your first one. In addition to this information and the training we advise that you talk to other experienced representatives to get a few tips on what to expect.

What is a Board of Study for?

The purpose of a Board of Study meeting is to provide a forum for student and staff representatives to discuss teaching, learning and support issues in an open manner within the framework of a formal structure. Firstly it is the opportunity for you to raise such points on behalf of the students you represent (and to report back to them after the meeting) but secondly, it is also the opportunity for you to give your opinion as a Course Representative on other items, for example proposed developments to programmes or modules or student survey results.

How formal are these meetings?

Although Board of Study meetings can be run in a number of different ways they will still have a set agenda so that the meeting retains a structure and runs to time. A Board of Study, like any other meeting, is not a free for all and therefore you should go prepared knowing what you are going to raise and what else is on the agenda to be discussed. If any papers are circulated with the agenda then you should read these before the meeting.

Who attends?

The membership of a Board of Study includes the following:

- ❖ Course Representatives
- ❖ Programme leader
- ❖ Director of Programmes (normally also acts as the Chair)
- ❖ Head of Department
- ❖ Academic staff who deliver the modules on the programme
- ❖ Support service staff (such as technicians, CCSS and library staff)
- ❖ The secretary (this is normally a member of administrative staff)

Sitting on the board of studies is empowering, you realise your voice, and the voice of your cohort will be heard, and through raising topics at the BOS meetings things really do get done.

**Stefano Iadicicco
Sport Biomedicine BSc**

What will be discussed?

As well as giving your report you will also, with all the other members of the Board, consider some of the following items – some of these will be paper reports whereas others may be just be an oral report from the Chair:

- ❖ Results of student surveys and the response and action plan of the programme(s). You may be asked to comment on whether the results are similar to your experiences as a student and also on the actions proposed.
- ❖ External Examiner reports and the responses to these. External Examiners are normally academic staff from other universities who independently comment on our modules, specifically the standards of assessment and the content. You are entitled to see their reports, however this is where you can find out what the key points were and what the response to the report is.
- ❖ Programme/module developments (if any). This is where you can find out about and give your opinion on any proposed changes to modules or programmes.

The agenda that you receive before the meeting (along with any papers) will detail what will be discussed, but if you have any questions then you should contact the Chair, the Secretary, or MUSU.

What can I comment on during the meeting and how should I raise points?

Your training will cover more on this point, but as a member of the Board you are entitled to comment on any of the items on the agenda, not just when you give your Course Representative report. However this does not mean that you can interject at any point! If you wish to say something it is courteous to raise your hand and wait until the Chair invites you to speak. Obviously if your meeting is less formal and you are participating in a group discussion then this does not apply!

Who is the Chair?

The Chair is normally the Director of Programmes or Head of Department and during the meeting they are responsible for:

- ❖ Bringing the meeting to order and regulating the conduct of the meeting;
- ❖ Following the agenda and controlling the amount of time spent on each item, leading the Board towards an agreed decision or conclusion;
- ❖ To ensure that agreed actions are appropriate and delegated and implemented within an agreed timescale;
- ❖ Ensuring the Board abides by its Terms of Reference.

Essentially the Chair is 'in charge' of the meeting.

Who is the Secretary?

Normally this is a member of administrative staff associated with the programme. They are responsible for ensuring the meetings actually happen which includes everything from room booking to the distribution of the agenda and papers. They keep the record of attendance and of the meeting itself (the minutes). They are a key person to talk to if you have any queries, for example about the items on the agenda.

The agenda and a few other key terms explained

Apologies – This is where those who have said in advance they were unable to attend will be listed. If you are unable to attend then you must let the Secretary or Chair know before the meeting takes place and send any comments or points you were going to raise via email.

Terms of reference – These set out the remit of the Board, what it should (and should not) be considering. They are the same for every Board of Study. These are not normally discussed but instead just noted at the first meeting to make sure everyone is aware of them. You can find the terms of reference for Boards of Study online at:

[http://www.musu.mdx.ac.uk/student representation](http://www.musu.mdx.ac.uk/student_representation)

Minutes of the previous meeting – Each set of minutes is taken to the next meeting so that they can be formally approved by the members as an accurate record. This is normally quite a short item to make sure that they are accurate.

Action points – Actions are assigned to individuals or groups of individuals, however this cannot happen without some sort of agreement by the members. These are important points and are summarised in an action table at the end of the minutes as well as being contained within the minutes. If an action is assigned to you then you will be expected to report back at the following meeting on what happened. For example all Course Reps may be asked to get feedback from their fellow students on a new coursework submission policy.

Matters arising – this sometimes has a longer title but is the point where any actions recorded on the last set of minutes are discussed if they are not covered by the agenda for the current meeting already. Again this can be quite short but depends on the last set of minutes.

Any other business (often referred to as A.O.B) – sometimes the Chair will ask at the beginning of the meeting for notification of any other business; however it is the opportunity for members to raise anything that isn't already on the agenda. Normally nothing is raised and generally these are small items.

Focus Groups

We run focus groups throughout the year; these meetings are an opportunity for us to have your input into a range of different areas and for you to ask us questions. We also use these sessions to debate a current topic of importance in the student sector. As a Course Rep this is an opportunity to find out about campaigns and get help on any issues you are facing.

What to expect

Refreshments – Tea and coffee is provided, and occasionally snacks are also provided.

Compile a list of current issues – At the start of each session, run an exercise where Reps are able to inform us of ongoing issues on their courses. This ensures we are aware of these issues and can offer support and advice on dealing with them. Naturally we try to make this as interactive and fun as possible.

Discuss a topic – Each focus group is planned around getting your feedback on a particular topic. Some of the topics we have had are outlined below.

Debate – In order to ensure you are aware of what is going on in the student sector that may affect your students; we plan a group debate on a topic of significance. It is also a way for us to gauge how students feel about things, along with giving you an opportunity to see all sides of an argument.

Fun – We work hard to ensure these sessions are as rewarding and fun as possible; after all we want you to come back for more.

Topics covered in previous focus groups

Improving the rep system – we had a discussion on why people became reps, what issues reps face and what improvements could be made. This information has been used to help shape the system for this academic year.

Benchmarking the rep system – Using a selection of criteria and questions set out by the National Union of Students, reps sat down to discuss where they felt the rep system was. This was then used to look at the next steps of development for improving the rep system.

Debated UCU strikes – Following the announcement from the teaching union UCU of planned strikes; we debated whether they should be striking. We also discussed what effect this could have on students.

“My experience of a focus group has by far been the richest in terms of learning! A general conception we have is that, such groups are either dictated by a few strong orators and critical views are not very welcome. My experience at Middlesex has altered these perceptions.”

Jugal Kathuria
MBA

The Students' Union and its Meetings

Middlesex University Students' Union (MUSU) is a membership led, not for profit organisation. What this all means is that MUSU is a democratic organisation which acts in the interests of its members, and its members can have a say in the running of the organisation. Any money that MUSU makes is reinvested in the organisation, and spent on campaigning, societies and a range of other events and services.

When you enrol at Middlesex University, you automatically become a member of MUSU. Our role is to protect your interests whilst at university, and help provide you with an exceptional educational experience. We do this through having representatives throughout the university who raise any issues students may have. We are autonomous from the University and therefore can make decisions and act on them, based solely on the interests of our members.

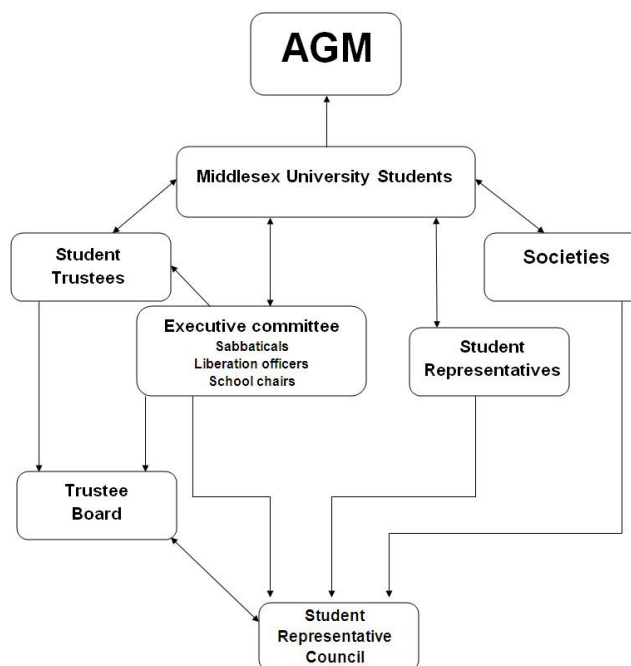
Every year MUSU holds cross campus elections, all students can both stand and vote in MUSU's elections. In these elections we elect the Executive Officers, School Representatives (School Chairs), Campus Representatives, Student Trustees and a Student Governor. These students are entrusted by members to represent students' interests in the day-to-day running of the union.

AGM—This is one of our highest decision making bodies. Every member is entitled to attend this meeting. Course Reps are required to attend so they can ensure their students are being represented.

Student Representative Council (SRC)—This is the meeting in the union where decisions are made on what the union will be campaigning on and what its resources are used for. We encourage reps to come along and find out about how we work, and get involved in making sure your issues are being heard by the Union.

Executive —The executive committee are elected to run the Union on a day to day basis, they run campaigns and go to a range of meetings to ensure students are being heard. As they are elected they should be held accountable by students – this is done at SRC.

Trustee Board—The trustee board is the meeting where everything the Union is doing is scrutinised to ensure we aren't putting ourselves in legal or financial danger. 2 students are elected to sit on this board, alongside sabbatical officers, 2 part-time officers and 3 external members.



Meeting Feedback Forms and Course Rep Certification

On the next page you will find attached a 'Meeting Feedback Form'; this form has a range of purposes. It allows you to think through the stages of collecting information from students and relaying that information to the appropriate people, and then feeding back to your students. It is also used as evidence to show that you have fulfilled the requirements in place on receiving a certificate for your time as a rep. Finally, it is used by the Students' Union to gauge what the big issues are across campus and in the different Schools.

We ask that you fill out a feedback form for any meetings you attend as a Course Rep. The meeting could be the Board of Study, Focus Groups, SRC, AGM or any other University meeting you attend as a Course Rep. You then need to return the form to MUSU by either dropping it in to any of MUSU's receptions (addressed to Rebecca Davies), or e-mailing it to r.davies@mdx.ac.uk

The meeting feedback forms sections explained:

Section A. What preparation did you do before the meeting?

This section allows you to document what feedback you received from students and how you obtained that feedback. It also allows you to show any additional research you have done to help back up anything you intend to raise at the meeting.

Section B. What current student issues were raised?

This section is where you write any issues you brought to attention at the meeting but also to note any other student issues that other Reps brought to attention.

Section C. Were there any other issues of interests raised?

This section is where you can note anything else that was raised at the meeting that is of interest to your students, such as planned changes to facilities or changes being made to modules.

Section D. What did you do after the meeting? E.g. Feedback

This section is for you to document what you did following the meeting, such as following up on anything that was raised, or feeding back to your students.

Course Representative meeting Feedback

Please return to: Representation and Democracy Administrator
Rebecca Davies – r.davies@mdx.ac.uk (020 8411 6480)



Name:		Date:	
Course/year:		Title of meeting:	

A. What preparation did you do before the meeting?

B. What current student issues were raised?

C. Were there any other issues of interests raised?

D. What did you do after the meeting? E.g. Feedback

How to Raise Issues and Gather Evidence

Communicating with your students

It is essential that during your role as a Course Rep you communicate with your students. You need to ensure that they know who you are and how to contact you, along with knowing what issues you are able to deal with. There is a range of ways you can communicate:

E-mail – Not all departments are willing to give out lists of students' e-mail addresses. However; there is no harm in asking; they may be able to send out e-mails on your behalf. You can also try circulating a piece of paper around lectures to gather e-mails.

Lecture Talks – Ask your lecturer for a few minutes at the beginning of the lecture to let your students know who you are and how to contact you. You can also use this opportunity to gather feedback from your students and let them know what has happened in meetings you attended.

Meetings – You can organise meetings for your students where you all have an opportunity to have a discussion about what issues they have and what you have achieved for them as a Rep.

Facebook – Social networking sites are an excellent way to keep in touch and give out information. You can also have discussions on a range of different issues.

Building the case

When you are aware of an issue that you intend to raise, you need to build a case to put forward for why it is an issue, and what outcome you would like to see.

Assess what the issue is - When you are aware of an issue, make sure you assess exactly what the problem is and what possible ways it could be resolved. Ensure that the issue is backed up by a large number of students having raised it.

Gather information – Ensure you have a large amount of information on the issue, such as e-mails from students and feedback from surveys (you can use Survey Monkey, Google Docs and MyUni Hub to gather evidence). Look into the University's regulations and other publications to see if these can help you resolve the issue. Also check minutes of previous Board of Study meetings to see if it has been raised in the past.

Resolving the issue – Once you have identified the issue and gathered all the information and evidence you require, you need to decide upon how best to resolve the situation. You may be able to raise the issue directly with a lecturer or programme leader, or raise it at the Board of Study. If it is a bigger issue than you can handle alone, you may wish to raise it with MUSU. Occasionally you may be required to negotiate on an issue. It's important that you try to be fair when negotiating and remember there are always two sides to an argument. At the same time try not to give up too much, or else you may not succeed in getting a beneficial outcome.

Feedback – Let your students know the outcome, whether it is positive or negative. You may need to find out where your students want you to go next.

National Student Survey (NSS)

National Student Survey – Final year, undergraduates only

www.thestudentsurvey.com

What is the NSS?

The National Student Survey (the NSS) is a Government commissioned survey of all final year undergraduates in England and Wales which has been in operation since 2005. The survey is actually run by a specialist company, Ipsos MORI, using information provided by Universities and HEFCE.

The survey consists of 23 questions which are broken down into the different aspects below:

- ❖ Teaching (5 questions)
- ❖ Assessment and feedback (4 questions)
- ❖ Academic support (3 questions)
- ❖ Organisation and management (3 questions)
- ❖ Learning resources (3 questions)
- ❖ Personal development (3 questions)
- ❖ Overall satisfaction (1 question)
- ❖ Students' Union (1 question)

The aim of the NSS is to gather feedback on the quality of students' programmes to help inform the choices of future applicants, to help institutions improve the experience of their students and ultimately to contribute to public accountability.

How did we do in the survey and what does Middlesex do with the results?

The 2011 results were the best yet for the University with 79% of students agreeing that overall they were satisfied with their experience at Middlesex. The results are taken seriously by the University and academic staff and the results are considered with other sources of student feedback (including the reports you give at Board of Study meetings) to make decisions on what changes can be made to improve the experience of students.

What happens when?

The survey runs from February to April. During this time final year students are contacted by Ipsos MORI by email and then by phone to ask them to complete the survey.

How does this impact on me as a Course Rep?

When you are a final year representative you would be expected to try to help raise awareness of the NSS by perhaps doing a lecture shout out or just contacting or talking to fellow students on your programme.

Programme Feedback Survey – all students, except finalists

Although only final year students are invited to take part in the NSS this doesn't mean that first year, second year, and postgraduate students are not asked for their feedback. Around the same time as the NSS the University runs its own internal survey, the Programme Feedback Survey. Here all non-final year students are asked the same questions as are in the NSS, this helps the University get a better picture of student opinion.

Module feedback survey

Some module leaders choose to get feedback from their students using a module feedback survey.

What happens to all our feedback – do we ever find out?

Students should expect to get a response from their Programme Leader, Department or School to the feedback from students. In terms of the surveys that students complete you should see an action plan and response being considered at your Boards of Study meetings. Additionally the publication You Said We Did also summarises some of the key changes that have taken place.

Sources of Help and Advice

For more information or to refer a student with personal problems

SWIRL

The Student Welfare and International Resource Lounge (SWIRL) is an area dedicated to offering students information and advice on all aspects of university life. Whatever your welfare or academic needs, SWIRL is your first stop on the path to a happier student life. SWIRL offers the following advice and services:

Welfare and academic advice
Housing issues
Council tax
Loans and bursaries
Health advice and information (including registering with a doctor)
Visa applications
Academic appeals
Exam stress
Safety advice
MUSU Buddy Scheme (the student to student buddy scheme)

SWIRL's outreach team make regular visits to all campuses. If you would like to make an appointment please ask your MUSU campus administrator to make an appointment on your behalf, or visit SWIRL in the MUSU building, Hendon Campus (open Monday – Friday 9am-4pm). You can also call us on **020 8411 4292** or email MUSUSWIRL@mdx.ac.uk

Counselling

Confidential counselling is available on all major campuses – usually by appointment – to students with personal and emotional problems that may be interfering with their work and participation in university life.

What the Counselling Service offers:

- ❖ One-to-one counselling sessions;
- ❖ Group workshops, addressing issues such as dealing with stress, starting at the University, and learning support (including study blocks and assessment);
- ❖ Consultation and referral services.

To make an appointment you may contact a counsellor by telephone or email (counselling@mdx.ac.uk). The phone numbers for each campus are available on MyUniHub, an answer phone may be in operation, but you can leave a message with your contact details and the counsellor will call you back.

Nightline

London Nightline is a confidential listening, support and practical information service for students in London. We are open from 6pm to 8am every night of term.

You can talk to us about anything - big or small - in complete confidence. We won't judge you or tell you how to run your life: we'll simply listen to whatever is on your mind.

The lines are open 6pm to 8am every night of term:

020 7631 0101

Disabled Student Support

The Disability Support Service provides advice and support to students with disabilities. Its services include (but are not restricted to):

- ❖ Advice on course-related study needs;
- ❖ Undertaking assessments for students applying for the Disabled Students Allowance;
- ❖ Arranging special provision during examinations (e.g. note-takers);
- ❖ Liaising with tutors and funding authorities.

If you have any physical difficulty, long-term medical condition, sensory impairment or specific learning difficulty (e.g. dyslexia) and would like information about special educational provision, you should contact the Disability Support Service as soon as possible:

Tel: **020 8411 4945**, Email: disability@mdx.ac.uk

Learning Development Unit (LDU)

The Learning Development Unit is here to help you get the most out of your time at University by giving you the tools and support you need. The ability to write essays and reports, give presentations, and participate in academic discussions are some examples of the types of communicative skills you will develop during your time at University. They are here to help you get a head start through our workshops, courses and one-to-one tutorials. They also have many online materials for you to practice with. You will often see them in your courses working alongside your subject lecturers to help you understand the essay writing process, to help you prepare for presentations, or by giving you feedback on your English.

You can contact them on **020 8411 5116** or you can email them at LDU@mdx.ac.uk

Nursing and Midwifery Council

They provide information and guidance for student nurses and midwives to help you understand how important your professional conduct is – just as important as when you are a qualified, registered nurse or midwife.

Part of their role is to uphold the reputation of the nursing and midwifery professions, and helping students to maintain high standards of conduct throughout your studies and beyond is part of that work.

For more information you can visit: <http://www.nmc-uk.org> or call them on:

General and registration enquiries (08:00-18:00 Monday to Friday)

020 7333 9333

Professional advice (08:00-18:00 Monday to Friday)

020 7333 6550

Fitness to practise (09:00-17:00 Monday to Friday)

Tel 020 7462 5800/5801

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