



# UCFB\*

## Student Representation Policy

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\*UCFB is a trading name of University Campus of Football Business Limited

## 1. Purpose & Scope

- 1.1 This Policy sets out the UCFB approach, in conjunction with the Students' Union (SU), to the management and oversight of Student Representation, including the purpose of each level of Student Representation - from Student Representatives to the University Campus of Football Business Limited Board of Directors, and the responsibilities of all key stakeholders for the effective management of the approach.
- 1.2 This Policy applies to Student Representatives at all levels and on all campuses, the Students' Union (SU) and its Officers, UCFB Committee & Board officers, chairs and members, as well as academic and professional services staff across the institution.
- 1.3 This Policy is informed by the:
  - UEL Student Engagement in Quality Assurance Policy;
  - [Wonkhe/Pearson Building Belonging in Higher Education Report](#);
  - [QAA UK Quality Code for Higher Education Advice and Guidance: Student Engagement](#)
  - [Office for Students, Conditions of Registration](#)

## 2. Aims

- 2.1 This Policy enshrines the principle of students being co-creators of their education through equitable membership of UCFB decision-making structures, working in partnership with staff and the SU. Students will be full members of these structures, with appropriate support to enable full participation, and will be expected to engage in them proactively. At UCFB, the views, ideas and feedback of our students are at the heart of what we do. The time students take to offer feedback is hugely appreciated. This feedback, both positive and developmental, is used to help make short and longer term improvements, both to the experience of current students, but also for UCFB students of the future.
- 2.2 Student Representatives are part of the first and largest tier of the representation system provided by the SU and UCFB. Student Representatives are responsible for representing the best interests of their peers, including the varying needs and perspectives of different students. To enable this, they gather feedback, both positive and negative, from their peers about their UCFB experience. They share this feedback with staff and work in partnership with them to share good practice, explore issues and create solutions, and bring about positive change.
- 2.3 Student representation enables students to make a meaningful contribution to quality assurance and to enhancing teaching, learning, and the student experience. It allows the voices of all students to be captured and heard, irrespective of where or how they are studying, (e.g. flexible and distance learning courses), their level of study and their discipline. Through student representation on decision-making bodies, students can directly influence the design, delivery and evaluation of many aspects of their educational experience, including:
  - admissions process;
  - curriculum design;
  - course delivery and organisation;
  - course evaluation and review;

- teaching and learning resources and facilities;
- assessment and feedback; and
- student support and guidance.

2.4 It is UCFB's expectation that students and staff work collaboratively towards common goals and meaningful change at UCFB, and that they share ownership and responsibility for the processes and outcomes.

2.5 Formal structures for collective student representation, such as Course Committees and Student Council, work alongside other mechanisms for gathering individual feedback from students, including online/digital feedback tools, student surveys and more informal conversations.

### **3. Guiding Principles**

#### 3.1 Representation

Representative processes will define the view of the student community. By talking and listening to students, Student Representatives will gather collective views to present to UCFB, avoiding any assumptions made about the student opinion and experience.

#### 3.2 Feedback

Both consultative and representative methods will be used to exchange feedback between the student body and UCFB. Consultative methods engage the student community in broad reflective quantitative and/or qualitative feedback.

#### 3.3 Communication

As well as communicating student views to UCFB, Student Representatives, in conjunction with Academic Centres, must close the feedback loop by communicating information back to the student body; letting peers know what action has been promised in line with their feedback; using efficient communication channels to contact students, such as through social media, student emails, and the Online Hub.

#### 3.4 Engagement

Student Representatives should act as the link between the wider student body, SU, Academic Centres and UCFB. Student Representatives should promote the different student feedback mechanisms and have a good working knowledge of the support structure available to students. It is important the Student Representatives are engaged with any representation and democracy activities provided by the SU, UCFB and/or the awarding partner.

#### 3.5 Signposting

Student Representatives may be the first point of contact for students with issues, concerns or general enquiries, therefore they must be aware of general Academic Centre, institutional, and SU information to signpost students to appropriate areas (especially when dealing with personal queries).

#### 3.6 Sustainability

Student Representatives must maintain an effective and sustainable representation system by promoting themselves and their role for the entire academic year. The SU, in conjunction with Academic Centres, will widely publicise both the details of what the Student Representative system entails, and

the opportunity to become a Student Representative at the beginning of each academic year in order to get more students involved in representation, engagement, and impact.

### 3.7 Co-creation

Student Representatives should act as “co-creators” of their own education, reacting to their learning environment and co-defining issues before proactively co-creating solutions with UCFB and the SU. This could be on a module level through informal discussions, through: Course Committees; Student Council; and/or working directly with committees, boards and working groups in the institution.

### 3.8 Accountability

Student Representatives will be accountable to the students they have chosen to represent and the SU as a whole. They have the responsibility to act in accordance with the [UCFB and UEL Student Code of Conduct](#) and adhere to the guiding principles within this document.

## 4. Roles and responsibilities

4.1 The SU, academic, and professional services teams value the representation of students at all levels of the institution to ensure that UCFB works in the best interest of students. Information Student Representatives provide through representative structures feed into the institutional decision-making structures to enable discussion of key issues at higher levels within both bodies.

<b>Welcoming and valuing student feedback</b> <b>Creating the opportunities and developing the skills for effective student representation</b>	
<p><b>4.2 UCFB will:</b></p> <ul style="list-style-type: none"> <li>a. Provide the opportunity for all students to participate as full members of appropriate decision-making structures with SU support.</li> <li>b. Be approachable and receptive to the views of Student Representatives and encourage appropriate action in response to student feedback.</li> <li>c. Invite the SU to appropriate Academic Centre and course review meetings to ensure participation by the relevant Student Representatives.</li> <li>d. Share the Curriculum Map with the SU in order that the SU can ensure student representatives take responsibility for each module.</li> </ul>	<p><b>4.3 The SU will:</b></p> <ul style="list-style-type: none"> <li>a. Provide an induction training session in collaboration with UCFB and the awarding partner at appropriate points in the year.</li> <li>b. Provide additional opportunities for training, including advice on structure, policy and procedures, to enable Student Representatives to continually develop and participate effectively.</li> <li>c. Provide suitable materials through digital media to assist Student Representatives in the execution of their duties.</li> <li>d. Provide appropriate financial support to Student Representatives for costs incurred in participation in the Student Rep system.</li> <li>e. Work with UCFB to ensure students receive recognition for their work as a Student Representatives.</li> </ul>

<p><b>Enabling effective representation</b>  <b>Providing the information and ongoing support to ensure students are actively engaged and involved</b></p>	
<p><b>4.4 UCFB will:</b></p> <ul style="list-style-type: none"> <li>a. Provide the SU with the necessary information to participate in all appropriate decision-making structures, including meeting times, dates and agendas.</li> <li>b. Give Student Representatives and the SU timely notice of Course Committee meetings and widely publicize Course Committees to students, to allow students to feed back to Student Representatives, Representatives to gather views and feed in effectively and maximize attendance at Course Committee meetings.</li> </ul>	<p><b>4.5 The SU will:</b></p> <ul style="list-style-type: none"> <li>a. Provide Student Representatives to attend appropriate meetings, committees/boards, and working groups.</li> <li>b. Provide support for Student Representatives whilst in attendance at meetings.</li> <li>c. Co-ordinate Student Representatives, when appropriate, to assist in canvassing opinion on academic issues which may be affecting a wider range of students across departments, the faculty or University as a whole.</li> <li>d. Give Student Representatives timely notice of and widely publicize Student Council meetings to allow students to feed back to Student Council, Representatives to gather views and feed in effectively and maximize attendance at Student Council meetings.</li> </ul>
<p><b>Responding positively and giving feedback</b>  <b>Making sure feedback is considered and any actions and decisions shared with students</b></p>	
<p><b>4.6 UCFB will:</b></p> <ul style="list-style-type: none"> <li>a. Ensure that actions and outcomes arising from student feedback is circulated, as a minimum to SU Officers, when actions are closed or outcomes resolved.</li> <li>b. Aid Student Representatives with publicizing any actions and/or decisions to students.</li> </ul>	<p><b>4.7 The SU will:</b></p> <ul style="list-style-type: none"> <li>a. Support students in communicating outcomes arising from student feedback.</li> <li>b. Consult Student Representatives for their views on the Student Representation approach so they can raise issues and seek appropriate changes and support for the system.</li> </ul>

## **5. Code of Conduct for Student Representatives**

- 5.1 Student Representatives recognise the value and impact of their role, and commit to it by undertaking training, participating in representative activities, and attending relevant meetings. They proactively engage with all students they have committed to represent, to seek their views and represent those views fairly at module, course, Academic Centre, and institutional level, as appropriate. Student Representatives feed back on both positive activity and on actions taken in response to issues that have been raised.
- 5.2 Student Representatives, when formally expressing an interest in the role, should appreciate the importance and the time needed to undertake the role effectively.
- 5.3 Student Representatives should attend all mandatory training to ensure they are prepared for the role to participate in meetings and other related activities.
- 5.4 Student Representatives should prepare for meetings by gathering student feedback.
- 5.5 Student Representatives should attend all meetings expected of the Student Representative role. Attendance could be in person or facilitated remotely.
- 5.6 If the Student Representative is unable to attend for any reason, it is expected that they would notify key contacts and arrange for an appropriate Student Representative to take their place. Student Representatives should therefore ensure they are still able to contribute (for example by providing feedback in advance and/or via the Student Representatives attending in their place).
- 5.7 Student Representatives should feed back to the appropriate students.
- 5.8 If the Student Representatives feels they can no longer fulfil the role, they should inform the SU, who should subsequently inform the relevant parties across the institution.
- 5.9 If a Student Representative fails to meet the requirements of the role, they may be removed and a replacement sought by the Academic Centre in cooperation with the SU.
- 5.10 The SU and Academic Centre will agree mechanisms by which Student Representative performance will be assessed to ensure that every representative is achieving their full potential within the role. This mechanism will be reviewed annually.

## **6. Policy Review**

- 6.1 This Policy will be reviewed annually by the Academic Board on behalf of the University Campus of Football Business Limited Board of Directors to ensure it remains fit for purpose and continues to meet the needs of students, the institution and the SU effectively.
- 6.2 The SU will actively consult Student Representatives for their views on the approach so they can raise issues and seek appropriate changes and support.
- 6.3 The relevant UCFB and SU bodies shall ensure that issues are captured effectively to support the regular review of the Student Representation approach and related

policies. This Policy will be monitored by agreed performance indicators between the SU and UCFB to ensure continuous improvement.

- 6.4 The SU will monitor and report on the impact as part of the institutional quality cycle.
- 6.5 The Academic Board will receive a report on the annual review of the policy in advance of making a recommendation to the University Campus of Football Business Limited Board of Directors.

## **7. Selection of Student Representatives**

- 7.1 The process for selecting Student Representatives is based on the principles of fairness, openness, and transparency.
- 7.2 The opportunity to act as a Student Representative is advertised to all students through the SU and Academic Centres from the start of the academic year. Academic Centres will work proactively with the SU to promote the opportunity and responsibility that comes with being a Student Representative.
- 7.3 Students who wish to serve as Student Representatives may nominate themselves. Student Representatives are democratically elected by their peers and hold office for one academic year, although they can run for re-election.
- 7.4 Upon receipt of expression(s) of interest, the Academic Centre should forward details on to the SU. The SU should notify Academic Centres and the Academic Quality Officer of the details of Student Representatives once they have completed training.
- 7.5 All nominated Student Representatives will attend training for their role. Only once training has been completed shall they be recognised as Student Representatives.
- 7.6 All Executive Officers of the SU shall be elected in line with the constitution of the SU.
- 7.7 Where a position remains unfilled after the elections process, UCFB will draw representatives from the student body as democratically as possible. Students and existing Student Representatives should be invited to appoint Student Representatives in-house. This could be by a raising of hands in a teaching session and is known as 'co-opting'.

## **8. Course Committees**

- 8.1 Course Committees are jointly owned by Student Representatives and members of staff. They provide an accessible forum to discuss issues connected to teaching, learning, assessment, and student support. They also provide an opportunity for the Academic Centres to consult with students and receive feedback on course accreditation, approval, revalidation and (major and minor) modification (CARM) proposals.
- 8.2 All Course Committees are guided by the following principles, which aim to ensure that they:
  - a. Provide an accessible forum to enable students to discuss teaching, learning, assessment, and student support issues and any other issue that may be

affecting the students they represent with staff in an open manner, within the framework of the formal structures. The Academic Centres should consult with the Course Committee on (CARM) proposals and changes to assessment strategies.

- b. Encourage the resolution of issues and co-creation of solutions and support improvements at a Academic Centre level. Issues raised through the Course Committee should be discussed in a timely manner and no later than the next Course Committee, at the relevant UCFB Committee/Board meetings.
- c. Ensure that discussions and resulting actions are documented and disseminated to the student body represented through the Course Committees. *This is key to the success of the Course Committees.*
- d. Ensure that issues which remain unresolved after attempts to resolve within the Academic Centres are escalated to the relevant Dean or UCFB Committee/Board. This is to ensure that such issues can be discussed more widely and escalated within UCFB as necessary.
- e. Operate with transparency through the publication of Course Committee minutes to all current students and the Students' Union. Minutes should be published in a way that ensures that they are accessible to all students and staff in the Academic Centre.

8.3 The aims and objectives of Course Committees are to:

- a. facilitate greater communication between students and academic staff;
- b. identify areas of concern to students and/or staff;
- c. ensure student input at all levels of decision-making;
- d. disseminate examples of good practice within the Academic Centre;
- e. promote engagement of student participation in academic quality.

#### **8.4 Course Committee Meetings:**

- 8.4.1 Course Committees must be run for each course (or appropriate cluster of courses) to cover course delivery - with one meeting per campus. The membership and terms of reference of Course Committees are attached at Annex A(below).
- 8.4.2 Each Course Committee will meet twice each academic year as prescribed by UEL.
- 8.4.3 Course Committees will follow a standard agenda as provided in Annex B (below). Additions to the agenda may be agreed by the Chair.
- 8.4.4 The Student Administration Team will:
  - a. Liaise with Course Leaders and Deans to agree dates for Course Committee meetings;
  - b. Provide committee servicing support, including agendas, compiling and circulating meeting materials; as well as producing and disseminating minutes and action plans;
  - c. Maintain a central file of Course Committee minutes and share them with internal teams as appropriate and the awarding partner in accordance with UEL deadlines;
- 8.4.5 The scheduling of meetings must take into account student availability and ensure that an adequate amount of time is allocated to the meeting. Academic Centres are encouraged to allocate a specific week to each regular meeting of the Course Committee at the beginning of the

academic year to allow students to gather views in a timely manner. Whenever possible, Academic Centres should consult the SU while scheduling the Course Committee meetings to maximise attendance.

- 8.4.6 Chair(s) of the Course Committee are able to call extraordinary meetings to discuss particular items that may require special attention. It may also be appropriate for focus groups of Course Committee members to be convened to work together on a particular topic.
- 8.4.7 Course Committees must be publicised to all students in the Academic Centre so that they may inform the Student Representatives of any issues.
- 8.4.8 In order to be deemed quorate, a minimum number of members must be in attendance at a meeting in order for its business to be conducted with sufficient authority. Unless otherwise determined by the Course Committee, quorum shall be the greater of either:
  - a. 40% of its members (the arithmetical half being rounded up or down to the nearest whole number), not counting vacant places
  - b. Six members
- 8.4.9 Where a member occupies multiple places within the composition of the Course Committee, the member will only be included once in the count of those present. The additional places occupied by the member will be treated as vacancies and excluded from the total membership of the committee.
- 8.4.10 Any decision taken in the absence of a quorum shall be deemed to be the Chair's decision taken on the advice of members present, providing no member present registers any objection.

## **9. Student Council**

- 9.1 The aim of the Student Council is to provide a platform for students and a cross-section of staff to: come together and discuss non-academic issues (e.g. campus life, employability, social events, sports, societies, etc.) of student concern and co-create solutions to said issues with UCFB in a mutually satisfactory and timely manner.
- 9.2 All Student Representatives are members of Student Council. All Student Representatives for each course should try to ensure that at least one of their number can attend Student Council to represent the course.
- 9.3 The membership and Terms of Reference of Student Council are provided in Annex C (below).
- 9.4 Student Council will operate from October until April, on a monthly or bi-monthly cycle. Postgraduate Student Council meetings will cover all campuses and distance learning, whilst undergraduate Student Council meetings will be separate according to campus.
- 9.5 Each Student Council will elect a Vice-Chair to deputise for the Chair whenever they are unavailable. If neither the Chair or Vice-Chair available for meeting, the meeting can elect a Course representative to Chair the meeting.

- 9.6 Administrative and secretary duties will be handled by the Academic Quality Officer. Topics for discussion can be forwarded to the Academic Quality officer for inclusion on Student Council agenda.
- 9.7 In order to be deemed quorate, a minimum number of members must be in attendance at a meeting in order for its business to be conducted with sufficient authority. Unless otherwise determined by the Student Council, quorum shall be the greater of either:
- a. 40% of its members (the arithmetical half being rounded up or down to the nearest whole number), not counting vacant places
  - b. Six members
- 9.8 Where a member occupies multiple places within the composition of the Student Council, the member will only be included once in the count of those present. The additional places occupied by the member will be treated as vacancies and excluded from the total membership of the committee.
- 9.9 Any decision taken in the absence of a quorum shall be deemed to be the Chair's decision taken on the advice of members present, providing no member present registers any objection.
- 9.10 Minutes of each meeting will be circulated to members after approval by the Chair.

## **10. Students' Union**

- 10.1 SU Presidents and Officers of the SU are elected by a cross-campus ballot annually in the Spring Term.
- 10.2 The SU Presidents from both campuses are members of the Academic Board and the Academic Advisory Body. SU Officers or Student Representatives are members of all other academic committees, with the exception of the Research Ethics Committee.
- 10.3 SU Presidents, Officers and Student Representatives are also included, where appropriate, in a range of UCFB working groups and steering groups which are established from time to time.
- 10.4 SU Presidents and Officers, with support from the Student Voice & Student Union Liaison(s), work in partnership with Deans (or their nominees) and other key UCFB staff, to:
- a. Promote the student representation approach and encourage students from the diverse student community to engage with it;
  - b. Promote the nomination and voting periods;
  - c. Organise and promote training and development opportunities for Student Representatives, and provide ongoing support to Student Representatives;
  - d. Foster the development of a community of Student Representatives;
  - e. Review the effectiveness of student representation;
  - f. Facilitate effective communication between Student Representatives, the Students' Union and key UCFB stakeholders, including the Academic Quality Officer. This includes ensuring that relevant feedback and suggestions are shared between colleagues in terms of course accreditation, approval, revalidation, and (major and minor) modification (CARM) activity.



## Course Committee

**Reports to:** Teaching Learning and Academic Quality Committee

**Frequency:** Minimum of twice per year as prescribed by UEL

**Chair:** Dean or nominee

**Ex Officio:**

- Course Leaders (either Manchester (including distance with attendance), or Wembley (including distance with attendance));
- Student Representatives (from each course, level, site or method of delivery)
- Student Union & Student Voice Liaison(s)
- Library and Learning Development
- Student Support Representative
- Employability & Career Planning Representative
- Academic Quality Officer
- Students' Union Officers\*

**Officer:** Member of Student Administration Team

The Chair may invite individual module tutors to attend Course Committee meetings to discuss items included on the agenda.

### **Terms of Reference**

The Course Committee supports the Student Council in relation to assuring and enhancing the quality of the student academic experience at course level through the views and knowledge of students.

Course Committees normally cover a group of related courses and involve one meeting for students from each campus to include distance with attendance students where those courses are delivered. Course Committees are:

1. To support the effective quality assurance and enhancement of the student experience and the development of academic standards for all courses considered.
2. To act as a forum for students to express their views about the management, content and delivery of the course(s), including the delivery and assessment of modules (including remote delivery).
3. To facilitate the partnership between UEL, UCFB, and the student body in developing proposals for enhancing the student experience based on outcomes from all student feedback mechanisms, External Examiner comments and external factors such as professional body requirements and QAA Benchmark Statements. This includes, but is not limited to, activity in relation to course modifications, objectives in the Collaborative Annual Monitoring Process and action planning in response to student survey outcomes.
4. To identify appropriate actions to be taken in response to issues raised and to ensure that the implementation of these are tracked, escalating as appropriate.

5. To oversee the provision of timely, accurate and consistent course-related information for students -including updates on any proposed course modifications, changes to relevant policies and course relevant updates provided by professional bodies.
6. To consider issues raised in External Examiner reports.
7. To be responsible for supporting the process for the election of Student Representatives.

**Quorum:**

In order to be deemed quorate, a minimum number of Course Committee members must be in attendance at a meeting in order for its business to be conducted with sufficient authority. The quorum of a Course Committee shall be **the greater of** either:

- 50% of its members (the arithmetical half being rounded up or down to the nearest whole number), not counting vacant places; or
- Seven members, at least two of which must be Students' Union Officers.

\* **N.B.** Students' Union (SU) Officers attend each meeting and the same Officer has oversight of one Academic Centre, but at both locations.

## **Standard Agenda – Course Committees**

Before the meeting, Course Committee members should familiarise themselves with the Terms of Reference, minutes of the previous meeting, and seek feedback from their cohorts.

### **1. WELCOME, INTRODUCTIONS AND APOLOGIES**

### **2. MINUTES AND ACTIONS FROM PREVIOUS MEETINGS**

To confirm the minutes and status of actions from the previous meetings.

### **3. STUDENT REPRESENTATIVE UPDATE/REPORT**

Feedback to be provided by each cohort on the following for the Level(s)/course(s) they represent:

- a. Assessment and feedback
- b. Teaching
- c. Resources (including Library and IT)
- d. Organisation and management (including timetabling)
- e. Academic support
- f. Student and learning support
- g. Employability and careers
- h. Other

### **4. COURSE LEADER ANNUAL MONITORING ACTION PLANS**

To learn about and contribute to actions being undertaken to monitor and improve the content and delivery of courses.

### **5. EXTERNAL EXAMINER ANNUAL REPORTS**

To receive copies of the annual reports written by external experts regarding the design, delivery, and assessment of UCFB modules and courses and to learn about and contribute to the actions being taken in response to this feedback.

### **6. COURSE ACCREDITATION, APPROVAL, REVALIDATION AND (MAJOR AND MINOR) MODIFICATION (CARM)**

To learn about and contribute to proposals to develop new courses and improve existing provision, including the basis for the proposals such as sector good practice, external feedback, and new technologies and systems.

### **7. LEARNING RESOURCES**

To discuss the quality and availability of learning resources and the way in which these could be improved. To learn about any existing plans to develop these resources and when these improvements will be introduced.

**8. EMPLOYABILITY AND CAREERS**

To plan, highlight and provide feedback for Employability, Careers and Placements Team (ECP) events/opportunities and to discuss how UCFB courses and modules are preparing students for employment/further learning.

**9. STUDENT SURVEYS**

To discuss student survey design, deployment, outcomes and action plans.

**10. TLAQC UPDATE**

To learn about the work being undertaken by the Teaching, Learning and Academic Quality Committee and to provide any advice or feedback requested by the Committee.

**11. ANY OTHER BUSINESS**

**12. DATE OF NEXT MEETING**

## Terms of Reference – Student Council

### Student Council Membership:

1. The Student Council (SC) is composed of Student Representatives from each course cohort on each campus and distance learning.
2. The Student Council should advocate on behalf of the whole diversity of the student cohort and membership should be reflective of the wider student body.
3. Every effort will be made to organise Student Council meetings at times that will not disadvantage or preclude participation due to lectures, study periods, student activities, or assessments as per the academic and assessment calendar.
4. An Education Officer will act as the Chair and the Council will elect a Vice-Chair. The Vice-Chair will stand in during the Chair's absence. If necessary, in the absence of both Officers, an alternative member can be proposed to act as Chair of the meeting.

### Frequency of meetings

5. Each Student Council shall meet at least twice per academic year, with additional meetings scheduled if necessary.

### Reporting Procedures

6. The minutes will be circulated to all members of the Academic Board.

### Terms of Reference

The aim of the Student Council is to provide a platform for students and a cross-section of staff to: come together and discuss non-academic issues (e.g. campus life, employability, social events, sports, societies, etc.) of student concern and co-create solutions to said issues with UCFB in a mutually satisfactory and timely manner. The Student Councils are responsible for:

1. Working collaboratively with UCFB to further the interests of the institution as a whole;
2. Representing the interests of UCFB students in UCFB decision-making processes and policy decisions;
3. Represent the student body and any non-academic concerns thereof as required within UCFB Committees and Boards;
4. Engaging with the student body by way of social media, forum polls and feedback opportunities etc.;
5. Engaging with and supporting the activities of the University Campus of Football Business Limited Board of Directors in delivering the strategic and business plans of UCFB;
6. Working with the UCFB Academic Board to monitor and feedback on student opinions, satisfaction, and support from UCFB; and
7. Encouraging and facilitating communications within the student body, such as online groups and social events in support of the management team at UCFB.