



National Student Engagement Programme

Clár Rannpháirtíochta Náisiúnta
na Mac Léinn

Introductory Class Rep Training 2020-2021 Booking Guide

Introduction

The National Student Engagement Programme (NStEP) has trained over 2,700 student representatives (class reps) since its training programme was piloted in 2016. Feedback from participants has consistently highlighted its value, with 97% of class reps reporting that they would recommend the training to their peers. NStEP is delighted to announce that bookings will open on Friday, 7 August, for Introductory Class Rep Training for the 2020-2021 academic year.

Institutions and students' unions who participate in NStEP may request training sessions using our online booking form, which can be found at <https://studentengagement.ie/book-training/>. This guide is designed to provide general advice, introduce new training features, and outline the booking process and procedures.

About the Training

NStEP has extensively evaluated and revised the content of its Introductory Class Rep Training modules for the 2020-2021 academic year based upon a review of participant feedback and sectoral consultation. Much of the emphasis of this work has been to update the tools provided to student representatives and to streamline content, therefore reducing the length of training while ensuring that key areas which students found most useful remain core. Training introduces student representatives to key areas, concepts, and tools that include:

- A discussion of student engagement and partnership
- The responsibilities and importance of the class rep role
- NStEP's work across the sector and the support / resources it offers for class reps
- A revised 'Student Learning Experience' tool with enhanced emphasis on practical application for class reps
- Strategies for gathering student opinion and feedback
- The ABCD of Effective Feedback as a tool for communicating feedback to staff
- Guidance on how to prepare for and participate in meetings
- The importance of closing the feedback loop

After completing training, participants will be able to:

- Identify and describe student engagement within the context of the class rep role.
- Describe and discuss the 'Student Learning Experience' and its use as a tool for collecting and evaluating feedback.
- Explain the feedback cycle and discuss methods for gathering, acting upon, and reporting feedback.
- Outline and apply the ABCD method for communicating effective feedback.

NStEP training can now also be used by class reps to work towards an NStEP digital badge. More details concerning this process will be made available on our website, www.studentengagement.ie, in the coming weeks.

NStEP is committed to the value of peer-led training, and we have a fantastic team of student trainers from institutions across the country with experiences of promoting student engagement in a variety of contexts. You can learn more about our student trainers by [visiting our website](#).

Timelines and Key Dates

Introductory Class Rep Training is offered for the autumn 2020 semester between Monday, 14 September, and Friday, 11 December. We recommend that sessions take place before the end of November so that class reps have more time to make a positive impact in their roles. Training is also offered in the spring 2021 semester, which is ideal for class reps on programmes with a January intake.

Each booking must be made **at least two weeks in advance** of your preferred training date(s). Please keep in mind that our trainers are full-time students. Adequate notice in advance of a session allows us to ensure we can book a trainer and work to make your training sessions a success.

| Booking Process | Confirmation of Sessions | Delivery of Training |
|--|---|--|
| <ul style="list-style-type: none">• Opens 7 August 2020• Online Launch of New Training Programme on 20 August at 11:00• Priority booking will close on 30 September• Final booking requests for the autumn semester must be submitted by 30 October | <ul style="list-style-type: none">• Confirmation of session within one week of booking request• Eventbrite registration, promotion pack, and session details circulated• Institutional /students' union details sent to trainer | <ul style="list-style-type: none">• Training sessions commence 14 September• Final day for training 11 December• Semester 2 training bookings accepted from 1 December |

Assessing your training needs

Introductory Class Rep Training is best suited to new student representatives, or those who have not completed NStEP training in the past. Feedback from past years shows that reps value the training more if completed alongside others from the same or a similar programme area. Arranging the sessions by faculty, school or discipline also increases turnout as the time chosen may more easily cater for the programmes included.

Each session will be capped at twenty-five students in order to maximise opportunities for participation and discussion in an online learning environment. Given the reduction of group sizes, larger institutions may require more than five sessions. If this is the case please email nsteptraining@usi.ie in advance to discuss options for meeting your training needs.

Completing the Online Booking Form

Once you have assessed your training needs, proceed to the online booking form at <https://studentengagement.ie/book-training/>. You will need to submit the booking form for each individual session required.

Contact Information

NStEP needs a single point of contact to confirm and arrange logistics. The assigned student trainer will be provided with these contact details also so that they can confirm details or request further information as necessary.

NStEP's student training is delivered at a national level. The core content, therefore, explores aspects of student engagement, student representation, and tools/skills that broadly correlate to the Irish Higher Education landscape. Given the diversity of student representation models in Ireland, we provide the opportunity for you to pass on some institution specific information to our trainers, as well as the option for a member of staff or an SU representative to speak to the group for five minutes at the end of the session. Your contact details will be used by the student trainer to organise these options if desired.

You may also choose to provide a twitter username or usernames. This will be used by NStEP to help promote the training session - including a link to online registration through Eventbrite.

Indicate your preferred training date and start time

Where possible dates should be decided in partnership with school/faculty leads to ensure that the time selected suits the majority of class reps for whom the session is being booked.

NStEP will make every effort to provide training on the date and time that you request, but this will depend on the availability of our student trainers and online capacity. If it is not possible to run a session on the date or time requested, NStEP will contact you as soon as possible to make alternative arrangements to meet your training needs.

We advise that you keep the length of training in mind when setting a start time. Training will last for 90 minutes, with the online learning space opening for participants ten minutes before the session is due to start.

Select the training type

There are two types of Introductory Class Rep training available to book: Undergraduate and Postgraduate Taught. Both are designed for class reps new to the role or who have not completed NStEP Training previously. Where possible we recommend that undergraduate and postgraduate students are provided with their own sessions.

Additional Details or Requests

Please provide any additional details regarding the training session in this space. This may include:

- The broad programme areas/courses from which participating class reps will be drawn (e.g. humanities, education, business).
- Any special considerations that you feel are necessary for us to consider when organising the session.
- If you would like a student trainer to contact you in advance to discuss institution specific details, terminology, or structures.
- If a member of staff or SU officer would like to make a short presentation at the end of the training session.

Confirmation and Promotional Information

The training session will be confirmed within one week of making the request. Once confirmed you will receive the contact details of the trainer who will be leading the session as well as promotional materials. All training resources and materials are available to participants on the NStEP website.

A new feature of the student training programme for the 2020-2021 academic year is that class reps will sign up for NStEP training using Eventbrite. An event will be created for each of your training sessions, and the link will be shared to help you promote the event. NStEP will provide an update on registration numbers approximately five days before the training date and will also notify you if the training session is full.

Additional promotional materials will be provided, which include descriptions and images that can be used to promote NStEP training to your class reps on social media and through your internal communication channels.

A full list of participants who attended the training will be provided shortly after the session so that you have a record of class reps who have completed the training.