



Introductory Class Rep Training 2021-22 Booking Guide

Introduction

The National Student Engagement Programme (NStEP) has trained over 4,400 student representatives (class reps) since its training programme was piloted in 2016. Feedback from participants has consistently highlighted its value, with 99% of class reps reporting that they would recommend the training to their peers last year. NStEP is delighted to announce that bookings will open on Tuesday, 10 August, for Introductory Class Rep Training for the 2021-22 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/training-request/>. This guide is designed to provide general advice, introduce new training features, and outline the booking process and procedures.

About the Training

NStEP's Introductory Class Rep Training is ideal for new reps, or reps who did not complete the training during the 2020-21 academic year. The training introduces reps to key areas, concepts, and tools that include:

- A discussion of student engagement and partnership
- The core responsibilities of the class rep role
- NStEP's work across the sector and the support / resources it offers for class reps
- The 'Student Learning Experience' tool for gathering and evaluating feedback
- 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.

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. If it is not feasible to organise separate sessions for undergraduate and postgraduate reps, then you will have the option to indicate that a session will have a mixture of reps from both levels on the online booking form. By alerting NStEP to this fact, our trainers can be prepared to handle queries from reps working in both contexts.

A milestone award is issued to reps who complete Introductory Class Rep Training in the form of a digital badge. This is issued to the email address reps use to register for training on Eventbrite. This award can be used by reps to work towards a national Student Engagement Recognition Award for Academic Representation. More information on this process can be found at <https://studentengagement.ie/student-engagement-recognition-awards/>

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 2021 semester between Monday, 20 September, and Friday, 17 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 2022 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 10 August 2021 • Online Launch of New Training Programme on 3 September at 12:00 • Priority booking will close on 30 September • Final booking requests for the autumn semester must be submitted by 29 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 20 September • Final day for training 17 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 during the 2020-21 academic year.

Consider the following as you begin to plan NStEP training for your reps:

- How many reps will need training? How many are at undergraduate level, and how many are at postgraduate level?
- Online sessions are generally capped at 30 registrations —Given the number of reps to be trained, how many sessions do you think you will need?
- What dates/times work best for your institution/SU, and your reps? Training can be spread out across a number of days and times to maximise opportunities for reps to attend.
- **Request training at least two weeks before your ideal dates for optimal availability.**
- Can you incorporate NStEP training into your induction programme for new reps?
- How can NStEP's training opportunities and Student Engagement Recognition Awards be promoted and incentivised for reps?
- When institutions and students' unions are planning their own induction and training events, we recommend that you get in touch with NStEP to discuss the best way to integrate our training into a programme of activities for your reps.

Completing the Online Booking Form

Once you have assessed your training needs, proceed to the online booking form at <https://studentengagement.ie/training-request/>.

Your Information

NStEP needs a single point of contact to confirm and arrange training delivery. Student trainers will be provided with these contact details also so that they can confirm details or request further information as necessary.

Your Information
NStEP needs a single point of contact to confirm and arrange training. Training requests will be confirmed within one week of submitting this form.

Name * Institution / Students' Union *

Email Address * Phone *

Approximately how many undergraduate-level reps do you anticipate will need training? *
Introductory class rep training is ideal for new reps, or reps who have not completed NStEP training previously.

Approximately how many postgraduate-level reps do you anticipate will need training? *
Depending on the number of postgraduate reps, we recommend that you organise specific postgraduate training sessions using the form below.

Based on the number of reps you provided, NStEP recommends you book the following number of training sessions:
0
In order to ensure online training provides ample opportunity for discussion and collaboration, NStEP typically allows for 30 spaces on each individual training session.

Red arrows point from the following text boxes to the 'Name', 'Email Address', 'Approximately how many undergraduate-level reps...', 'Approximately how many postgraduate-level reps...', and 'Based on the number of reps you provided...' fields.

Estimate the total number of reps on undergraduate courses/programmes need trained.

Estimate the total number of reps on postgraduate courses/programmes need trained

The form will recommend how many training sessions you should book for your institution / SU.

Request Training Dates / Times

Request dates and times for Introductory Class Rep Training for your reps. NStEP will make every effort to provide training on the days and times 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.

Request Training Dates / Times
All training will be delivered online for the 2021-22 academic year. Please provide details below for each training session that you wish to request. We recommend that you spread training sessions across different days/times to provide as many opportunities for reps to participate as possible.

Training 1 - Date * Training 1 - Start Time * Select Training 1 Type *

Choose Date e.g. 10:30 Select Training Type

Duration 90 minutes

Training 2 - Date * Training 2 - Start Time * Select Training 2 Type *

Choose Date Select Training Type

Red arrows point from the following text boxes to the 'Training 1 - Date', 'Training 1 - Start Time', and 'Select Training 1 Type' fields.

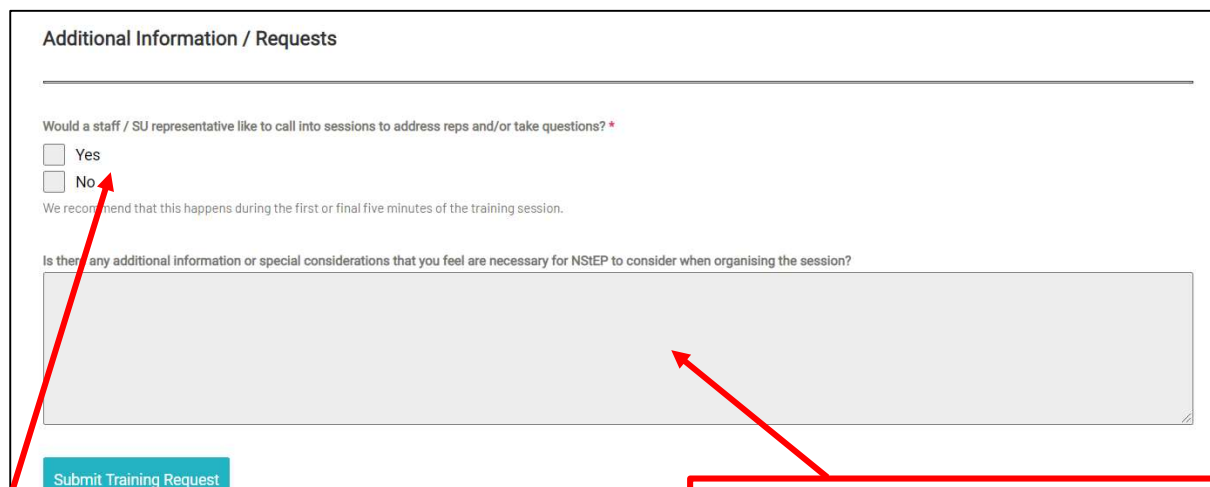
Choose dates for training. Consider spreading training across a few days to create more opportunities for reps to attend.

Choose start times for each training session. The training will last for 90 minutes. Consider requesting training at a variety of times across your dates (e.g. morning, afternoon, and evening).

Determine if this session will be for undergraduate or postgraduate reps. If, for example, the number of postgraduate reps is too small to hold a separate session, select 'mixed undergraduate/postgraduate' to indicate that reps will be from both types of courses/programmes in the same session.

Additional Details or Requests

Please provide any additional details regarding the training you've requested in this space.



The screenshot shows a form titled 'Additional Information / Requests'. It contains a question: 'Would a staff / SU representative like to call into sessions to address reps and/or take questions? *'. Below this question are two radio buttons: 'Yes' and 'No'. A red arrow points from the 'No' radio button to a red-bordered box containing explanatory text. Below the radio buttons is a text area for additional information, with a red arrow pointing from it to another red-bordered box. At the bottom left of the form is a blue button labeled 'Submit Training Request'.

Additional Information / Requests

Would a staff / SU representative like to call into sessions to address reps and/or take questions? *

☐ Yes

☐ No

We recommend that this happens during the first or final five minutes of the training session.

Is there any additional information or special considerations that you feel are necessary for NStEP to consider when organising the session?

Submit Training Request

Indicate if a member of staff or SU officer would like to drop into training sessions to make a short presentation /answer questions. We recommend that this is scheduled for the first or last five minutes of the training session.

Include any additional information or special considerations that you feel are necessary for NStEP to consider when organising your training. If you would like a trainer to contact you in advance to discuss these, please indicate this here.

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. Promotional materials include a sample email text for circulation, images that can be used when announcing training through social channels, and a short video explaining the benefits of the training.

Registration for training sessions is centrally managed by NStEP using Eventbrite. An event link will be created for each training session. You will receive promotional materials and Eventbrite links in a confirmation email from NStEP. NStEP will also provide an update on registration numbers a few days before the training date and will also notify you if the training session is full. It is important that all reps who wish to participate in training register on Eventbrite. This allows NStEP to issue milestone awards to those who complete training.

Other NStEP Training Opportunities for Reps

NStEP is currently developing an exciting new **Advanced Class Rep Training** module for the 2021-2022 academic year. This training will be delivered as open sessions, which offers reps the opportunity to network and share experiences with peers from other institutions. Each training session will be facilitated by our team of experienced student trainers, and will be delivered in a 90-minute online format. Advanced Class Rep Training is ideal for any rep who has already completed NStEP's introductory training and has experience in the role (e.g. as a returning rep). Content focuses on navigating challenges, leadership in the class rep role, and communication skills. It also explores building student-staff partnerships and succession strategies for transitions to new reps. Reps will be able to choose from a number of sessions using the 'Book Training' facility on NStEP's Student Portal.

NStEP will send regular announcements and updates as these training options become available so you can circulate details to your reps.