



National Student Engagement Programme

Clár Rannpháirtíochta Náisiúnta
na Mac Léinn

Introductory Class Rep Training 2023-24 Booking Guide

Introduction

The National Student Engagement Programme (NStEP) has trained over 6,100 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 from Monday, 21st August, for Introductory Class Rep Training for the 2023-24 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 (ICRT) is ideal for new reps, or reps who did not complete the training during the previous 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 opinions 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.

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 (SERA). More information on this process can be found at <https://studentengagement.ie/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 2023 semester between Monday, 4th September, and Friday, 15th 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 2024 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 14th August 2023 • Priority booking will close on 30th September • Final booking requests for the Autumn semester must be submitted by 30th November 2022 	<ul style="list-style-type: none"> • Confirmation of session(s) 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 - 4th September 2023 • Final day for training Semester 1 – 15th December • Semester 2 training bookings accepted from 1 December 2023

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 previous 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
In-person sessions are generally capped at 35 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?

NStEP is always happy to discuss your needs and provide additional guidance on training - so don't hesitate to ask.

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? *

Approximately how many postgraduate-level reps do you anticipate will need training? *

Based on the number of reps you provided, NStEP recommends you book the following number of training sessions:

Introductory class rep training is ideal for new reps, or reps who have not completed NStEP training previously.

Depending on the number of postgraduate reps, we recommend that you organise specific postgraduate training sessions using the form below.

In order to ensure online training provides ample opportunity for discussion and collaboration, NStEP typically allows for 30 spaces on each individual training session.

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. If you are seeking to book multiple in-person training sessions, ideally these should take place **within the same 24-hour period**. Student Trainers will need to travel to the venue, so this ensures time spent travelling is kept to a minimum.

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 *

Duration 90 minutes

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

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.

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 join the training sessions to make a short presentation to reps or 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

- 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.

Class reps will sign up for NStEP training for the 2023-2024 academic year 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.

In-Person Session Venue Requirements

NStEP's training materials require a computer and projector with audio and visual capabilities. Therefore, these are essential equipment requirements for booking in-person training sessions. Training venues should also be accessible and away from noisy areas (e.g. cafeterias). Open movable layouts, without fixed seating are preferred. If possible, the room should be set up for small group work. Please ensure that rooms/spaces are booked ahead of time in your institution.

Essential Equipment:

- Projector with audio/visuals, and computer
- Pens
- Post-It notes

Resources provided by NStEP:

- ✓ Presentation slideshow
- ✓ Trainer's notes
- ✓ Trainer

Other NStEP Training Opportunities

The **Advanced Class Rep Training (ACRT)** module was successfully launched in Autumn 2022. 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 Class Rep Training (ICRT) 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.

Representing Diversity Training (RDT) will run as open sessions delivered online during semester 2 of the academic year 2022-23 and can be booked by reps directly on the '[Book Training](#)' section of NStEP's Student Portal. This training introduces tools and resources that will assist class reps to effectively represent their diverse classmates and to empower fellow students to get involved in student engagement and decision-making. This module will continue to count towards the requirements to achieve a Student Engagement Recognition Award for Academic Representation.

NStEP also offers online self-study modules which can be accessed via the Student Portal on our website. There are currently 3 training modules available: 'Understanding the Student Learning Experience', 'LAPS Strategy for Representation' and 'StudentSurvey.ie and You'. More modules are currently in development and will be added this year.

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

NStEP Training Calendar 2023-2024

Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.

Training Offering	Period Offered	Ideal For...	Delivery Format	How To Book...
Introductory Class Rep Training (Institution/SU Based) (Online & In-Person* Sessions)	Semester 1 4 th Sept. to 15 th Dec. (25 th Sept. to 8 th Dec.*) Semester 2 15 th Jan. to 29 th Mar.	<ul style="list-style-type: none"> ✓ New reps ✓ Reps who have not previously completed NStEP's Introductory Class Rep Training ✓ Reps who wish to take the training again as a 'refresher' 	<ul style="list-style-type: none"> ✓ 90 minute online sessions ✓ 120 minute in-person sessions* ✓ Peer-led by NStEP's team of experienced student trainers 	Students' Union Officers / staff can arrange training for reps using the training request form at: https://studentengagement.ie/training-request/ Or by emailing nstepdevelopment@usi.ie
Introductory Class Rep Training (Open Sessions)	Semester 1 20 th Nov. to 15 th Dec. Semester 2 5 th Feb. to 29 th Mar.	<ul style="list-style-type: none"> ✓ New reps / reps who have not previously completed NStEP's Introductory training ✓ Reps who may have missed introductory training organised by their institution/SU 	<ul style="list-style-type: none"> ✓ 90 minute online sessions ✓ Peer-led by NStEP's team of experienced student trainers 	Reps register for a session that best fits their schedule using the 'Book Training' facility on the NStEP Student Portal
Advanced Class Rep Training (Open Sessions)	Semester 1 16 th Oct. to 15 th Dec. 2022 Semester 2 15 th Jan. to 29 th Mar.	<ul style="list-style-type: none"> ✓ Returning reps / reps with experience in the role ✓ Reps who have previously completed NStEP's Introductory training 	<ul style="list-style-type: none"> ✓ 90 minute online sessions ✓ Peer-led by NStEP's team of experienced student trainers 	Reps register for a session that best fits their schedule using the 'Book Training' facility on the NStEP Student Portal
Representing Diversity Training (Open Sessions)	Semester 2 ONLY 15 th Jan. to 29 th Mar.	<ul style="list-style-type: none"> ✓ Reps looking to develop an awareness in the areas of Equality, Diversity, and Inclusion ✓ Students who may not be class reps but hold other representative roles ✓ Reps working towards a Student Engagement Recognition Award 	<ul style="list-style-type: none"> ✓ 90 minute online sessions ✓ Peer-led by NStEP's team of experienced student trainers 	Students/Reps register for a session that best fits their schedule using the 'Book Training' facility on the NStEP Student Portal
Online Modules	Available throughout the academic year New modules released on rolling basis	<ul style="list-style-type: none"> ✓ Reps looking to pursue further development opportunities ✓ Reps working towards a Student Engagement Recognition Award ✓ Some modules are more appropriate for students more broadly active in engagement or partnership activities 	<ul style="list-style-type: none"> ✓ Self-study ✓ Approx. 30 minutes to complete ✓ Fully flexible – can be completed any time 	Online modules are available on NStEP's Student Portal . Students create an account and are free to take any module
Student Engagement Recognition Award (SERA) Applications	1 st April to 3 rd May 2024	<ul style="list-style-type: none"> ✓ Reps who have completed the prerequisites towards achieving an award 	<ul style="list-style-type: none"> ✓ Compile a short questionnaire and written reflection 	Completed via a form submission on the NStEP Student Portal

N.B. In-Person Introductory Class Rep Training sessions are **ONLY** available during Semester 1 (2nd October – 8th December 2023)