



National Student Engagement Programme

Clár Rannpháirtíochta Náisiúnta
na Mac Léinn

Introductory Class Rep Training 2025-26 Booking Guide

Introduction

The National Student Engagement Programme (NStEP) has trained over 7,700 student representatives (class reps) since its training programme was piloted in 2016. Feedback from participants has consistently highlighted its value, with 98% 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, 18th August**, for Introductory Class Rep Training for the 2025-26 academic year.

Institution staff and/or Students' Union officers of [partnered institutions](#) 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 2025 semester between Monday 1st September, and Friday 12th 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 2026 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 18th August 2025 • Priority booking will close on 30th September • Final booking requests for the Autumn semester must be submitted by 30th November 2025 	<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 - 1st September 2024 • Final day for training Semester 1 – 12th December • Semester 2 training bookings accepted from 1 December 2025

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 35 registrations
In-person sessions are generally capped at 50 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? *
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.

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 *

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

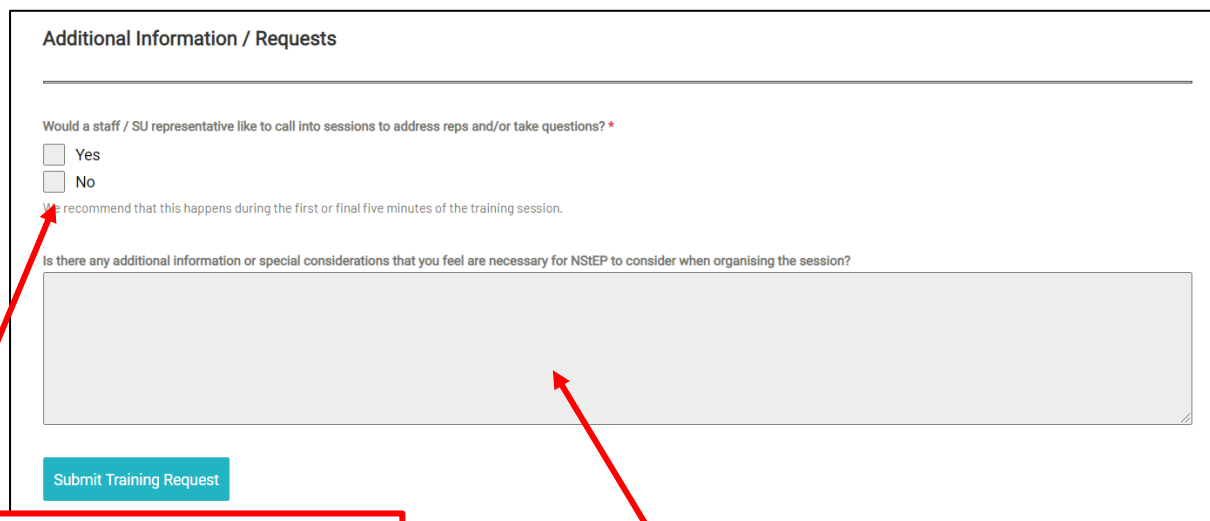
Choose dates for training. Consider spreading training across a few days to create more opportunities for reps to attend.

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 button options: "Yes" and "No". A red arrow points from the "Yes" option to a red-bordered box on the left. Below the radio buttons is a line of text: "We recommend that this happens during the first or final five minutes of the training session." Below this is another question: "Is there any additional information or special considerations that you feel are necessary for NStEP to consider when organising the session?". Below this question is a large, empty text area. A red arrow points from this text area to a red-bordered box on the right. At the bottom left of the form is a blue button labeled "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 NStEP may need to consider.

- 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 2025-2026 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 can be provided shortly after the session (upon request) 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

Advanced Class Rep Training (ACRT) will be available as open sessions, which offers reps the opportunity to network and share experiences with peers from other institutions and with specific institutional sessions. 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

Representing Diversity Training (RDT) will run as open sessions or with specific institutional sessions delivered online during the Spring semester of the academic year 2025-26. 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.

Each training session (ICRT, ACRT and RDT) will be facilitated by our team of experienced student trainers and will be delivered in a 90-minute online format. Students are able to choose from a number of open sessions available throughout the academic year using the [Book Training](#) facility on NStEP's Student Portal.

NStEP also offers [online self-study modules](#) which can be accessed via the Student Portal on our website. There are currently 4 training modules available: 'Governance and Student Representation', 'Understanding the Student Learning Experience', 'LAPS Strategy for Representation' and 'StudentSurvey.ie and You'.

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

NStEP Training Calendar 2025 - 2026

	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.
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Training Offering	Period Offered	Ideal For...	Delivery Format	How to Book
Introductory Class Rep Training <ul style="list-style-type: none"> Institution/SU Based Online & In-Person Sessions 	<u>Semester 1</u> 1 st Sept. to 12 th Dec. <u>Semester 2</u> 12 th Jan. to 27 th March	✓ New Reps ✓ Reps who have not yet completed ICRT ✓ Reps who wish to retake training as a 'refresher'	✓ 90 minute sessions ✓ Peer-led by NStEP's team of experienced student trainers	Students' Union Officers / staff can arrange training for reps using the <u>training request</u> form or by emailing nstepdevelopment@usi.ie
Introductory Class Rep Training <ul style="list-style-type: none"> Open Sessions 	<u>Semester 1</u> 3 rd Nov. to 12 th Dec. <u>Semester 2</u> 16 th Feb. to 27 th March	✓ New Reps ✓ Reps who missed their Institution / SU based session	✓ 90 minute sessions ✓ Peer-led by NStEP's team of experienced student trainers	Reps register for a session that best fits their schedule using the <u>'Book Training'</u> facility
Advanced Class Rep Training <ul style="list-style-type: none"> Online Open Sessions Institution/ SU Based* 	<u>Semester 1</u> 13 th Oct. to 12 th Dec. <u>Semester 2</u> 12 th Jan. to 27 th March	✓ Returning Reps with experience of the role ✓ Reps that have completed ICRT	✓ 90 minute sessions ✓ Peer-led by NStEP's team of experienced student trainers	Reps register for a session that best fits their schedule using the <u>'Book Training'</u> facility
Representing Diversity Training <ul style="list-style-type: none"> Online Open Sessions Institution/ SU Based* 	<u>Semester 2 ONLY</u> 12 th January to 27 th March 2026	Reps or students looking to develop an awareness of Equality, Diversity and Inclusion	✓ 90 minute sessions ✓ Peer-led by NStEP's team of experienced student trainers	Students/Reps register for a session that best fits their schedule using the <u>'Book Training'</u> facility
Online Modules	Available all year	✓ Reps or students looking to pursue further develop opportunities	✓ Self-study ✓ Fully flexible - can be completed at any time	Online modules are available on the <u>NStEP Student Portal</u>
Student Engagement Recognition Awards (SERAs)	29 th March to 1 st May 2026	✓ Reps who have completed the prerequisites towards achieving an award	✓ Complete a short questionnaire and written reflection	Completed via a form submission on the <u>NStEP Student Portal</u>



nstep@usi.ie



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