



Training and Support Policy for Student Representatives, Ambassadors, and Student Association Officers

(UKMC Student Association - All Programmes)

Date	Author	Summary of Changes	Version	Authorised
24/06/2025	Dr Abbas Mohammed	New institutional policy for student leadership training and support	1.0	Academic Board
Policy Owner	The Policy is jointly owned by the Student Engagement Lead and the UKMCSA Executive Committee. Oversight is provided by the Student Experience, Engagement and Employability Committee and the Academic Board. Day-to-day implementation is managed by the Student Engagement Lead.			
Additional Responsible Parties	This policy applies to all student leaders, support staff, training facilitators, and institutional committees responsible for student development and engagement across UKMC and its partner campuses.			
Assessment	Relevant Details			
Equality Analysis	Completed in June 2025, aligned with UKMC, Equality, Diversity, and Inclusion Policy			
Legal	Reviewed for alignment with OfS guidance, safeguarding law, and relevant education policy			
Information Governance	Reviewed for compliance with UKMC Data Protection Policy and UK GDPR			
Student-Facing Procedures	Developed following input from student leadership forums and UKMCSA-led consultations (April–May 2025)			
Consultation	Relevant Contributions			
Student Association via HR	Not applicable (no HR involvement was required for this consultation)			
Students via Course Representatives (CRs)	Feedback gathered through student forums, SSLCs, and ambassador workshops (April–May 2025)			
Relevant External Stakeholders	Benchmarked against sector norms (QAA, OfS) and reviewed against partner expectations			
Other (if applicable)	Not Applicable			
Authorisation and Version Control				
Authorised by	Academic Board			

Authorisation Date	24 June 2025
Effective From	1 July 2025
Next Review Date	June 2027 (Annual review, monitored by the Student Experience, Engagement and Employability Committee)
Document Access and Communication	
Document Location	UKMC Student-Facing Procedures page -[https://ukmc.ac.uk/policies-and-legislation]
Dissemination Plan	This policy will be distributed through officer induction briefings, ambassador onboarding, Class Representatives training, and the Student Portal Publication.

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1. Introduction

This policy defines the training and support framework for all UKMC student leaders, including Class Representatives, Ambassadors, and elected UKMCSA Officers. It responds to institutional, regulatory, and quality assurance needs, ensuring that student representation is professional, inclusive, and compliant with both UKMC and sector-wide expectations.

It reflects the College's commitment to equipping student leaders with essential knowledge, safeguarding standards, and developmental opportunities that align with best practice in higher education and student engagement.

2. Purpose

This policy aims to:

- Set out a clear, consistent approach to student leadership training across all roles and programmes.
- Foster meaningful student engagement through knowledge, confidence, and clarity of role.
- Align student activities with institutional values, regulatory duties, and external partnership expectations.
- Strengthen peer representation through inclusive and supportive development pathways.

Note: UKMCSA is not a separate legal entity. All student leadership activities are governed by UKMC institutional policies and oversight.

3. Scope and Implication

Applies to:

- Elected and appointed Class Representatives
- UKMCSA Executive Officers
- UKMC Ambassadors (e.g. for Wellbeing, Library, Sports, Digital Platforms)
- Staff facilitating training and supporting engagement
- Institutional and academic boards receiving student input

This policy links with elections policy, safeguarding and prevent procedures, complaints and appeals, academic representation structures, and quality monitoring.

4. Definitions

Term	Definition
Class Representative	An elected student who communicates feedback between their cohort and academic staff and supports the improvement of learning and teaching.
UKMCSA Officer	An elected or appointed student leader responsible for a defined thematic or operational area within the UKMC student association
Ambassador	An appointed student who promotes, supports, or represents institutional services, events, or campaigns on behalf of the college.
Blended Delivery	A training approach that combines in-person sessions, live online teaching, and asynchronous digital learning resources.
Training Toolkit	A standardised package of training materials, role descriptions, and compliance guidance provided to support student leadership development.
Student Engagement Lead	A designated staff or senior student role tasked with coordinating leadership training, monitoring progress, and assuring quality and reporting.

5. Policy Statement

UKMC is committed to ensuring that all student representatives are prepared, supported, and recognised for their contributions. Training will be inclusive, consistent, and benchmarked to sector expectations. It will:

- Enable student leaders to operate with professionalism and confidence.
- Ensure legal, safeguarding, and institutional compliance.
- Promote co-creation and student voice across formal and informal spaces.
- Be reviewed regularly with student input.

6. Procedures and Provisions

Training will follow a progressive, developmental model comprising three key phases:

Phase 1: Induction and Institutional Orientation

All student leaders must complete mandatory induction training, covering:

- Overview of UKMC governance, UKMCSA structure, and expectations of representation.
- Introduction to safeguarding responsibilities and Prevent duties.
- Data protection and confidentiality protocols.

- Equality, diversity, and inclusion (EDI) values and legal context.
- Academic misconduct, digital conduct, and boundaries of role.

Student leaders are not responsible for case management or welfare assessment. Any safeguarding or wellbeing concern raised to a representative must be escalated through UKMC's recognised referral pathways, rather than being handled personally.

Phase 2: Role-Specific Development

Tailored sessions will be delivered based on role type:

- Class Representatives: Academic voice, SSLC engagement, feedback escalation, constructive dialogue.
- Officers: Campaign planning, policy consultation, strategic planning, board participation.
- Ambassadors: Outreach skills, well-being signposting, event planning, content moderation.

Phase 3: Leadership Progression and Reflection

Advanced development opportunities will include:

- Participation in partnership governance (e.g., Programme Boards).
- Leadership and influence workshops.
- Project design, impact measurement, and HEAR portfolio-building.
- Reflective sessions on representation, ethics, and institutional change.

Training will be delivered using a blended learning approach, including in-person workshops, live online webinars, and digital toolkits accessible via the Student Voice Hub.

All training and development activities will be made accessible through flexible scheduling, online alternatives, and reasonable adjustments for students with disabilities, caring responsibilities, or other access requirements.

7. Compliance and Review

To uphold the integrity of student representation:

- Completion of core training is mandatory for any student leader to:
 - Represent students in governance forums (e.g., SSLCs, academic boards)
 - Lead campaigns or initiatives under the UKMCSA brand

- Qualify for HEAR recognition, internal awards, or external representation opportunities
- The Student Engagement Lead will monitor participation via attendance logs and completion records.
- Annual review will be conducted by the Student Experience, Engagement and Employability Committee, with input from:
 - UKMCSA Officers
 - Class Representatives and Ambassadors
 - Academic and professional services staff
- HEAR recognition, commendation, or certification will only be awarded where mandatory training components have been completed and verified through attendance or completion records.

8. Roles and Responsibilities

Role/Group	Responsibility
Student Engagement Lead	Oversees training design, compliance monitoring, and review
UKMCSA Officers	Deliver peer mentoring, facilitate sessions, and support engagement
Academic and Support Staff	Co-deliver sessions and contribute insights aligned with programme goals
Quality and HR Teams	Ensure legal and policy alignment
Partner Universities	Collaborate in leadership and governance-based training
Student Leaders	Attend, complete, and apply training in accordance with institutional policy

9. Guidance and Provisions

This policy is supported by a suite of operational toolkits and guidance resources designed to ensure consistency, clarity, and accessibility in training delivery and participation. These include:

- Induction Session Checklists - structured templates for consistent content delivery
- Login Guides - for accessing Teams, Moodle, and Student Voice platforms
- Role Descriptions - for Class Representatives, Officers, and Ambassadors
- Feedback Forms - standardised templates for session evaluations and improvement

- Referral Flowcharts - outlining support and escalation pathways for welfare and conduct issues
- Digital Conduct Guidelines - providing clarity on appropriate online behaviours and confidentiality

These resources will be reviewed and updated annually and will be made available via the Student Voice Hub and UKMC digital platforms.

All toolkit content and operational guidance will be signed off by the Student Engagement Lead to ensure accuracy, consistency, and alignment with institutional policy.

10. Related UKMC Policies

This policy aligns with the following institutional policies and should be read in conjunction with them to ensure consistency in governance, student development, and safeguarding:

Policy Title	Link to Document
UKMC Student Representation Policy	https://ukmc.ac.uk/policies-and-legislation
UKMC Code of Conduct	https://ukmc.ac.uk/policies-and-legislation
UKMC Campaigns and Communications Policy	https://ukmc.ac.uk/policies-and-legislation
UKMC Safeguarding and Prevent Policy	https://ukmc.ac.uk/policies-and-legislation
UKMC Equality, Diversity and Inclusion Policy	https://ukmc.ac.uk/policies-and-legislation
UKMC Mental Health and Wellbeing Referral Policy	https://ukmc.ac.uk/policies-and-legislation
UKMC IT and Data Security Policy	https://ukmc.ac.uk/policies-and-legislation

11. External Reference Points

This policy is informed by and aligned with the following external frameworks, which underpin effective and lawful student leadership training in the UK higher education sector:

- [Education Act 1994 \(Representation and Governance\)](#)

- [Equality Act 2010](#) (Inclusive Practice)
- [UK General Data Protection Regulation](#) (UK GDPR)
- [Office for Students](#) (OfS) Student Engagement Expectations
- [QAA UK Quality Code for Higher Education](#) - Theme: Student Engagement
- [CCCU](#) and [University of Wolverhampton](#) Student Leadership Training Frameworks

Review and Approval

Approved by: Academic Board

Date of Approval: 22 June 2025