



University  
of Dundee



# Guide 8

## The Student Voice and Representation Agreement

**Guide 8:** Student  
Voice Support  
Officer and Resource



## Guide 8: Student Voice Support Officer and Resources

### Support

For both students and staff, support is provided by the Joint Representation Working Group (JRWG) on any area of the representation, partnership and feedback system.

Key members of both DUSA and the university can be contacted to provide guidance on the representation system and discuss any suggestions or ideas you may have to enhance it.

Members of the JRWG and key contacts:

DUSA	Role	University	
<b>Vice President Representation</b> <a href="mailto:vpr@dusa.co.uk">vpr@dusa.co.uk</a>	Acts as the first point of contact for all student representatives and works specifically on representation enhancement	Director of Quality & Academic Standards	Leads the University's work in relation to the assurance of standards and enhancement of the learning experience for students.
<b>Vice President Academia</b> <a href="mailto:vpa@dusa.co.uk">vpa@dusa.co.uk</a>	Takes the student lead for quality and academic enhancement	Quality and Academic Standards Manager	First point of contact within the University for queries about student representation and will lead on the Universities work in relation to the Student Partnership Agreement and Joint Agreement
<b>DUSA President</b> <a href="mailto:president@dusa.co.uk">president@dusa.co.uk</a>	Has overall responsibility for student representation and quality		
<b>Sabbatical Officers</b>	Each school will have a designated member of the DUSA Executive to act as a liaison and support the quality procedures in each school		
<b>Democratic Support &amp; Policy Coordinator</b> <a href="mailto:ssquire@dusa.co.uk">ssquire@dusa.co.uk</a>	Co-leads enhancement of representation system with the Vice President of Representation and leads on representative training and development		

## Student Voice Support Officers (SVSO)

SVSO's are a team of current students and recent graduates who work for DUSA but are employed to support the engagement system at the University. The role has four main priorities:

- To lead student representative training workshops which ensures representatives have the required skills and knowledge to effectively represent their peers
- Support students in quality processes by working with staff teams to engage representatives and other students to take an active role in feeding in their experience. This includes briefing student representatives and conducting consultations and other feedback mechanisms
- Helping to engage student representatives within the SRC to bring forward their ideas for improvement and aid taking agreed areas of work forward
- Supporting activities identified through the Student Partnership Agreement (SPA) including conducting research, engaging students and other actions that meet the agreed objectives

The SVSO team are managed by DUSA's Democratic Support & Policy Coordinator with oversight from the Vice President of Representation and Director of Quality & Academic Standards.

For more information contact: [ssquire@dusa.co.uk](mailto:ssquire@dusa.co.uk)

## Resources

In addition to the Student Voice and Representation Agreement there are a number of sector wide resources available to students and staff to aid them in their roles and responsibilities:

### → **Student Partnership in Quality Scotland (sparqs)**

sparqs is a sector agency which supports higher and further education institutions to engage students in the enhancement of the learning experience: [sparqs.ac.uk/](http://sparqs.ac.uk/)

### **Quality Enhancement Framework (QEF)**

The QEF underpins Scottish Higher Educations [approach to enhancement](#)

### **Quality Code Student Engagement Guidance**

Quality Assurance Agency (QAA) have developed a [guide to student engagement](#) inline with the Quality Code.





University  
of Dundee





### Quality and Academic Standards

University of Dundee  
Dundee,  
DD1 4HN  
Scotland UK

e: [qualityandacademicstandards@dundee.ac.uk](mailto:qualityandacademicstandards@dundee.ac.uk)

**[dundee.ac.uk](http://dundee.ac.uk)**



 [UniversityofDundee](https://www.facebook.com/UniversityofDundee)  
 [@dundeuni](https://twitter.com/dundeuni)

### Dundee University Students' Association

Airlie Place,  
Dundee,  
DD1 4HP  
Scotland, UK

e: [vpr@dusa.co.uk](mailto:vpr@dusa.co.uk)

**[dusa.co.uk](http://dusa.co.uk)**

 [DUSA.TheUnion](https://www.facebook.com/DUSA.TheUnion)  
 [@dusa\\_theunion](https://twitter.com/dusa_theunion)

The University of Dundee is a registered Scottish Charity, No. SC015096