



Student Representation Policy

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1. SCOPE

This policy applies to all registered students of the London School of Hygiene & Tropical Medicine (LSHTM), including taught and doctoral degree students, whether studying on campus, online or by distance learning.

It also applies to members of the Students' Representative Council, student representatives, academic staff, professional services staff and members of LSHTM Committees.

This policy governs the arrangements through which students are represented and engaged in matters relating to the educational and wider student experience at LSHTM.

2. PURPOSE AND OVERVIEW

LSHTM is committed to working in partnership with its students to maintain and enhance the quality of the educational experience.

This policy sets out the framework through which LSHTM liaises with the SRC and through which students are enabled to contribute to decision-making, quality assurance and enhancement activities.

The policy defines the respective roles and responsibilities of LSHTM and the SRC in supporting effective student representation and engagement. It should be read alongside the SRC Constitution.

3. PRINCIPLES OF STUDENT REPRESENTATION

3.1 LSHTM recognises students as key stakeholders in their education and seeks to involve them actively in shaping and enhancing the student experience.

3.2 Student representation and engagement are intended to strengthen the quality of education and to foster a strong academic community in which students and staff work in partnership.

3.3 Student representation and engagement at LSHTM will be guided by the following principles:



- 3.3.1 Students will be provided with meaningful opportunities to contribute to the development, monitoring and improvement of learning, teaching, assessment and support services.
- 3.3.2 Mechanisms will be in place to ensure that both individual and collective student views can be expressed and considered.
- 3.3.3 Engagement will be based on open, constructive and respectful dialogue between students and staff, with a shared aim of enhancing the educational experience.
- 3.3.4 LSHTM retains responsibility for the management and quality of its provision, but will be open to and actively seek student input at appropriate stages of decision-making and review.
- 3.3.5 Processes for representation and engagement will be proportionate, transparent and accessible, taking account of the diversity of the student body, different modes of study and potential barriers to participation.
- 3.3.6 LSHTM will respond to student feedback in a timely manner and will report back on actions taken in order to close the feedback loop.

4. THE STUDENTS' REPRESENTATIVE COUNCIL (SRC)

- 4.1 The SRC is the recognised representative organisation for LSHTM students. It operates in accordance with its Constitution and Standing Orders, and within the framework of LSHTM's Royal Charter and Ordinances, and applicable legislation.
- 4.2 The SRC comprises:
 - 4.2.1 Elected Executive Officers, who represent the student body at institutional level.
 - 4.2.2 Elected programme and department representatives (Representative Members), who represent defined student constituencies.
 - 4.2.3 The wider student membership.
- 4.3 All registered students are members of the SRC unless they opt out. Students who opt out may not vote in SRC elections nor stand for elected SRC positions but will not otherwise be disadvantaged in access to LSHTM facilities, services or academic opportunities.
- 4.4 LSHTM will engage regularly with the SRC Executive and will treat the SRC as a key partner in matters relating to student representation, engagement and enhancement of the student experience.
- 4.5 Elections for Executive Officers are conducted in accordance with the SRC Constitution and Standing Orders. Detailed procedures governing elections are set out in **Appendix A** to this policy.
- 4.6 Each taught programme and doctoral degree department will elect Representative Members who will act as student representatives, in numbers proportionate to the size and structure of the programme or department. Responsibility for conducting these elections is devolved to the relevant programme or department.
- 4.7 The responsibilities of Representative Members include gathering and communicating student views, attending relevant meetings, contributing to committee discussions where appointed, and



providing feedback to students on outcomes and actions. An indicative role description & principles for these representatives is set out in **Appendix B** to this policy.

- 4.8 SRC Executive Officers and Representative Members will be offered appropriate induction and training following their election. This training, normally delivered by the Access & Student Experience team, will support representatives in understanding their roles and responsibilities, including matters relating to representation, governance and committee participation, communication, and collaborative working. The content and format of training will be reviewed periodically to ensure it remains effective and relevant.
- 4.9 LSHTM will provide, through the Access & Student Experience Team, ongoing support to the SRC Executive to enable them to fulfil their roles effectively. This support will include regular meetings, assistance with events and initiatives, oversight of SRC finances, guidance in fulfilling constitutional duties (e.g. organising meetings with programme representatives and general meetings), and facilitating mentorship with relevant staff members for each role.

5. STUDENT FEEDBACK & ENGAGEMENT

- 5.1 LSHTM will maintain a range of mechanisms to gather and consider student feedback. These include institutional surveys, modules and programme evaluations, structured discussions, focus groups and committee participation.
- 5.2 The SRC will be invited to provide input into the design and timing of major surveys and may raise issues identified through its own engagement with students.
- 5.3 Where the SRC proposes to conduct substantial surveys or mass communications, it will liaise with relevant LSHTM staff to ensure coordination and to minimise duplication or survey fatigue.
- 5.4 LSHTM is responsible for considering student feedback carefully and for communicating, through appropriate channels, the actions taken in response.

6. STUDENT WELFARE & INDIVIDUAL REPRESENTATION

- 6.1 SRC Executive Officers may assist individual students by signposting relevant LSHTM support services and formal procedures, including those relating to welfare, complaints, appeals and disciplinary matters. Where appropriate and with the student's consent, the SRC may provide advice or accompany students to associated meetings.
- 6.2 SRC Executive Officers will receive training on supporting students through formal procedures, complaints and disciplinary matters. Ongoing guidance will be offered by the Access & Student Experience Team and Executive Officers should seek assistance on such matters where they are unsure how to act.



6.3 In all instances, SRC Executive Officers should seek the explicit consent of any student they assist in formal procedures, complaints and disciplinary matters before disclosing identifiable information with LSHTM.

6.4 LSHTM will only share confidential information with a student representative where explicit consent has been provided by the student concerned.

7. STUDENT ACTIVITIES & COMMUNITY

7.1 The SRC and LSHTM will support student-led activities, clubs and societies as part of the wider student experience.

7.2 Recognising the high annual turnover of students, particularly on intensive programmes, LSHTM may provide practical support to ensure continuity and effective handover of activities between cohorts.

7.3 The SRC and LSHTM will signpost appropriate mechanisms for student individuals and groups to bid for funding towards activities and initiatives that enhance student community and wellbeing.

7.4 The SRC and LSHTM may support and endorse engagement by LSHTM students with clubs, societies, activities and resources organised by other higher education institutions, particularly where comparable provision is not available within LSHTM.

8. STUDENT INVOLVEMENT IN COMMITTEES & QUALITY PROCESSES

8.1 SRC Executive Officers will be members of key LSHTM Governance Committees. Through these roles, students contribute to discussions on matters such as teaching delivery, assessment, learning resources, programme development, student support and the wider student experience.

8.2 The SRC Executive Officers who are members on Council and Council Committees must adhere to member's standards (Section B2.2 of LSHTM's Ordinances).

8.3 Student committee members are expected to prepare for and attend meetings, engage with committee documentation and represent the broader student experience.

8.4 Committee Chairs and other staff are expected to ensure that student members are appropriately briefed and supported and are given genuine opportunities to contribute to discussion and decision-making.

8.5 Student members will not normally be excluded from committee business except where matters relate to individual students or staff, or where discussions involve confidential staffing or resource issues.

8.6 The appointment of further student representatives to relevant LSHTM committees and working groups should be made as per the Terms of Reference for each such group.



8.7 In addition to standing committees, students may be invited to participate in periodic reviews, validation panels, working groups or other structured quality processes. In some cases, recent alumni may be invited to contribute where this provides a reflective experience.



Appendix A: Election Mechanisms

1. Overview

- 1.1 A Returning Officer, appointed by the Registrar & Director of Education Services, shall oversee elections.
- 1.2 Election processes for Representative Members shall be devolved to the individual programme or department according to its size and requirements. Directors of each programme or department are the relevant 'organisers'.
- 1.3 Only students registered for at least nine consecutive months may stand for and vote in elections, and hold SRC Executive positions.

2. Election of Representative Members

- 2.1 Registered SRC members may only vote in relation to their own programme or department.
- 2.2 Election of Representative Members, whilst relatively informal, is expected to operate on an open and democratic basis.
- 2.3 At the start academic year, or at the beginning of any short programme starting at a different time of the year, organisers should set a nominations deadline and indicate how the election will operate.
- 2.4 Students interested in acting as a Representative Member may self-nominate or have their name put forward by others, though in the latter case they must be willing to take on the role.
- 2.5 By shortly after the deadline for nominations, the organiser should circulate details of all names received.
- 2.6 Where nominations are uncontested (i.e. the number of nominations does not exceed the number of vacancies), appointments may be made on the designated date without formal voting. Where insufficient nominations are received to fill vacancies, the organiser should re-convince nominations and may specifically ask individuals to stand.
- 2.7 If there are more nominations than vacancies for particular positions, a vote will take place. Voting at a physical meeting shall be by show of hands (also counting any advance votes received from absentees). Electronic votes shall be counted by the organiser.
- 2.8 Programme and department representative positions should usually be filled by approximately four weeks after the start of the academic year.
- 2.9 Announcement of results: once all representative appointments have been confirmed, their names and contact details should be circulated to all students on the programme or in the department, to the relevant Faculty Education Administration Team and to the Access & Student Experience Team.

3. Election of SRC Executive Officers



- 3.1 As per the SRC Constitution, election of Executive Officers should always be by secret ballot, overseen by a Returning Officer appointed by the Registrar & Director of Education Services. A secure electronic voting system will be used and should allow full 'one member, one vote' participation by all eligible SRC member students, including remote participation. Proxy voting shall not be permitted.
- 3.2 Voting should conform to the Electoral Reform Society's [Single Transferable Vote guidelines](#).
- 3.3 In the event of a dispute regarding election outcomes or the interpretation of agreed processes, the decision of the Returning Officer shall be final.
- 3.4 The Returning Officer should work with the SRC each year to ensure that any appropriate changes to election processes are considered for the following year.
- 3.5 Only students registered for at least nine consecutive months may stand for and vote in elections and hold SRC Executive positions. Candidates for Vice-President positions related to specific academic levels (Taught Programmes, Distance Learning and Doctoral Degrees) must be enrolled in the corresponding programme but will be elected by the entire student body.
- 3.6 Elections shall take place at the start of the academic year, in October. In the event of a vacancy not being filled, a by-election will be held at the earliest opportunity in the same academic year.
- 3.7 The Returning Officer will maintain a page with all relevant dates and details on the Virtual Student Hub for students to view.

4. Nominations

- 4.1 The Returning Officer will publish details of the SRC Executive posts to be elected, instructions on how to nominate and a nominations deadline on the Virtual Student Hub.
- 4.2 Candidates for Executive Officer roles must nominate themselves by way of email before the specified nominations deadline. Nominations will only be counted where the student has supplied their name, programme and supporting statement (up to 250 words of text).
- 4.3 Candidates may stand for more than one Executive post.
- 4.4 Should no nominations be received for a particular position, the Returning Officer will determine when and if nominations will be re-opened for the affected role.
- 4.5 Candidates may withdraw from the process at any time, by notification to the Returning Officer. Depending on timing, the names of withdrawn candidates may still appear on the ballot.

5. Rules & Complaints

- 5.1 Candidates should focus on their respective campaigns. Group nominations and group campaigning (slates) are not permitted.
- 5.2 Candidates should act in good faith, treating students and each other with respect.



- 5.3 The Returning Officer will publish any additional rules and guidance on the Virtual Student Hub.
- 5.4 It is the responsibility of each candidate to read and make themselves aware of the election rules.
- 5.5 Any complaints made are to be handled by the Returning Officer. In the event of rule-break the Returning Officer reserves discretion to issue warnings to candidates or ultimately remove them from the election.

6. Campaigns

- 6.1 After the closing date for nominations, the Returning Officer will publish on the Virtual Student Hub the details of candidates' names, the positions they are standing for and the supporting statements they have provided.
- 6.2 Candidates will be given the opportunity to showcase additional campaign materials. Details of these materials and how they will be communicated will be published on the Virtual Student Hub ahead of the nominations deadline.
- 6.3 The Returning Officer will set a deadline for campaign materials to be submitted ahead of hustings and voting.
- 6.4 The Returning Officer will coordinate at least one hustings event at which candidates will be invited to speak directly to students. All candidates will receive the same time limit applied to speeches.

7. Voting

- 7.1 The Returning Officer will ensure all eligible electors are supplied with details of how to vote, using a secure electronic system. Voting should open only after nominations close and hustings have concluded.
- 7.2 The results of votes will be tallied and checked by the Returning Officer and reviewed by one other member of staff. They will sign off the overall results and produce a record copy that will be made available to students on request.
- 7.3 In the event that a candidate who has stood for more than one position gains the most votes for more than one position, the Returning Officer will contact them before the formal release of results, and they shall be appointed to their first preference of positions; with the other position(s) being filled by the candidates with the next highest number of total votes achieved under the election system used.
- 7.4 A minimum turnout of 3% of the eligible electorate must vote in order for the election to be treated as valid. If turnout is lower, the results of the election will be set aside, the appointment of Officers deferred, and a new election process initiated from the nominations stage.

8. Announcement & Post-election



- 8.1 Election results will be announced by the Returning Officer at a prearranged time to candidates and the student body. Executive Officers' names will also be made publicly available on SRC web pages.
- 8.2 If a Representative member is elected as an Executive Officer, that individual must stand down from the Representative role and a by-election shall be held for their vacated position will be held at the earliest opportunity in the same academic year.

Appendix B: Representative Members – role description & principles

1. Purpose of Representative Member roles

- 1.1 Programme and Department Representatives act as a link between students and LSHTM staff. Their primary role is to gather, represent and communicate the views and experiences of the students they represent.
- 1.2 Representatives play an important role in ensuring that the student voice is considered in the development and delivery of programmes. By sharing collective student feedback and communicating outcomes back to their peers, representatives help ensure that student perspectives remain part of the decision-making process within programmes and beyond.

2. Elections and Term of Office

- 2.1 Elections for Representative members shall be devolved to the individual programme or department according to the size and requirements of each programme or department.
- 2.1 Representative members are normally elected for a fixed term. The timing of elections and the length of the term may vary depending on the type of programme.
- 2.2 Intensive master's degree and doctoral degree programmes typically elect representatives in October for a term lasting one academic year (October-September).
- 2.3 Distance learning programmes may elect representatives between November and early January, with terms running for at least one calendar year (January-December), often including a short overlap period between cohorts.

3. Core Responsibilities

- 3.1 Representatives are expected to represent the experience, views and opinions of students on their programme or in their department (or, for intensive MSc Public Health, within their programme tutor group). Their duties shall include:
- Liaise with and foster communication amongst the students they represent
 - Communicate student feedback and concerns to LSHTM representatives
 - Help develop the SRC's position with regard to the student interest



- Liaise with and where appropriate support the SRC Executive
- Attend SRC General Meetings and participate in other relevant SRC activities
- Take part in LSHTM committees and any SRC committees or groups as appropriate

4. Meetings

4.1 Representatives are normally invited to attend meetings where student feedback can inform programme development and decision making. The specific meetings and their frequency may vary by programme or faculty but typically includes on a termly basis:

- Programme/Department Committee meeting
- Faculty Student Representative meeting
- SRC Executive and MSc Programme Representative meeting
- Doctoral Degree Student Representatives and Dean of Doctoral College meeting
- SRC all-student General Meetings

5. Detailed Expectations

5.1 Representatives are expected to:

- Make their role and contact details known to students on their programme or in their department
- Gather student feedback using a range of communication methods
- Ensure feedback reflects the views of a diverse range of students
- Present an accurate summary of student feedback at relevant meetings
- Attend meetings associated with the role as outlined above
- Prepare short summaries for Programme/Department Committee meetings as required
- Canvas student opinion on specific issues when necessary
- Signpost student queries or concerns to appropriate staff (e.g. Programme Director)
- Communicate outcomes or progress to student feedback to the wider cohort
- Engage with the SRC Executive to ensure student interests are accurately represented

Please note that this list is not exhaustive. Programmes may involve representatives in additional activities where appropriate.

6. Training and Support

6.1 Representative Members will be offered appropriate induction and training following their election. This training, normally delivered by the Access & Student Experience team, will support representatives in understanding their roles and responsibilities, including matters relating to representation, governance and committee participation, communication, and collaborative working. The content and format of training will be reviewed periodically to ensure it remains effective and relevant.

7. Suggested Methods for Representative Members



The following guidance outlines suggested approaches Representatives may find helpful in fulfilling their role. Methods may vary between programmes and cohorts.

7.1 Communication & Feedback

7.1.1 **Gathering student feedback** - For smaller cohorts, informal discussions may be sufficient to gather student opinion. In larger cohorts, or where a broader range of views is needed, representatives may wish to use more structured approaches such as:

- Polls via messaging platforms (e.g. WhatsApp groups)
- Short surveys using appropriate tools (e.g. Microsoft Forms)
- Polling features within online platforms (e.g. Zoom)
- Short focus groups with students from the programme or department

Where surveys or structured feedback methods are used, responses should normally be anonymised before sharing feedback with staff. This helps ensure that students feel comfortable in sharing honest feedback.

7.1.2 **Closing the feedback loop** - An important part of the representative role is ensuring that students are kept informed of the outcome of issues raised. This helps ensure that students feel heard and encourages continued engagement with the representation process. Representatives are encouraged to:

- Share minutes from Programme Committee meeting with students
- Provide short summaries of issues discussed and any outcomes or next steps
- Inform students where feedback has been acted upon or is under review

7.2 Teamwork

7.2.1 Where programmes or departments have multiple representatives, collaboration can help ensure that responsibilities are manageable and that feedback reflects a wider range of student perspectives. It can also strengthen the credibility of the feedback presented to staff. Representatives may find it helpful to:

- Maintain regular communication with other representatives on the programme or in the department
- Share responsibility for gathering feedback and communicating with students
- Divide report writing or meeting preparation tasks
- Rotate roles such as chairing student meetings or taking notes
- Coordinate communication with staff and students

7.3 Boundaries of the Representative Role

7.3.1 Representatives act as student representatives rather than staff members. While students may approach their representatives with individual concerns or personal issues, representatives are not expected to resolve these matters directly. Instead, representatives should normally signpost students to the appropriate staff member or service. For example:



- Questions about academic expectations or coursework should usually be directed to a Personal Tutor, Module Organiser or Supervisor.
- Issues relating to programme organisation may be directed to the Programme Administrator, Module Organiser or Research Degree Manager.
- Concerns about communication with a Personal Tutor or Supervisor may be raised with the Programme Director or Faculty Research Degrees Director.

The representative role focuses on collective student issues rather than individual casework.

7.4 **Relationship with the Students' Representative Council (SRC) Executive**

- 7.4.1 The SRC is an independent, student-led body that represents the interests of all master's, distance learning and doctoral degree students at LSHTM. Its Executive is made up of seven elected roles. The primary role of the SRC Executive is to serve as a medium for representing to LSHTM governance genuine student body issues in educational, cultural, sporting, social, welfare and general interests.
- 7.4.2 Representatives play an important role in connecting programme or department-level feedback with wider student representation. Engagement with the SRC Executive helps ensure that common issues affecting students across programmes can be identified and raised through appropriate institutional channels.
- 7.4.3 The SRC Executive typically:
- Organises meetings with Representatives during the academic year
 - Holds all-student General Meetings
 - Facilitates communication between representatives across programmes and departments
- 7.4.4 In return, Representatives can assist the SRC Executive by:
- Helping develop the SRC's position regarding the student interest
 - Liaising with and, where appropriate, providing input to the SRC Executive
 - Attending SRC meetings
 - Taking part in LSHTM committees and any SRC committees or groups as appropriate

7.5 **Benefits of being a Representative**

- 7.5.1 Serving as a Representative can provide a number of personal and professional benefits, including:
- Opportunities to develop professional and social networks
 - Increased understanding of how programmes and institutions operate
 - Development of transferable skills such as leadership, communication, advocacy and teamwork
 - The opportunity to contribute to improvements that benefit current and future students