

Impact report – Individual representation

Background

The pilot programme to provide individual representation to students going through specific parts of the complaints and appeals process was agreed to be carried out as a service by the Association.

The need for individual representation was identified by the Association through research and consultation work with our members. It was therefore included as a key project in our current strategy: to undertake a feasibility study, working with the Student Casework office, and then make recommendations for a potential service in this area.

Following this feasibility study, a business case was presented to PVC-Students for consideration of funding which was agreed.

The Business case has now been delivered and the service went live in September 2021. Prior to the service going live a resource hub was created on the Associations website in August 2021 to provide generic information about complaint for students.

The service currently provides direct case support to students involved in cases covered by Category 1* (Stage 2 appeals & Stage 3 case reviews only) and Category 2* (Central Disciplinary Cases).

Current insights

The service has supported students at different points throughout their complaints or appeal. The majority of cases have been about plagiarism, degree classifications and tutor related complaints.

Today these are the figures. The table outlines the number of students who have contacted us for Individual Representation, the number of contacts received and the number of current cases open:

Month	Open Cases	New Cases	Contacts
September	3	6	25
October	3	2	3
November	6	12	43
December	8	4	41
January	10	5	25
February	9	1	32
March	5	6	20
Total	43	36	169

Since the launch of the Student Advice and Representation hub in mid-August, the average website visits on the hub per month is 442. A promotional video was also created for students explaining the support available to them through this service. The current views reached on the video are 539 views. You can find the video [here](#).

Student Feedback

Below are examples of students providing positive feedback about the service.

“Thank you for your email and your support. It is a huge relief to me that you are able to support me and attend the meeting.”

“Thank you so much for your time last week. It was very reassuring to be able to talk to someone about my experiences and get some emotional support around it.”

“Thank you for all your help, honestly it’s so lovely to have someone help me”.

Future plans

The service is currently planning to implement a case management system. The case management will allow us to easily track each case, send emails to students and will provide us with reports to show the impact of the service. This will include tracking the volume, type and length of time cases take to support each student.