**Developing Informatics Class Rep Training - EUSA**

**Identification**

At the University of Edinburgh there are 22 Schools, each with their own method of managing the Class Rep system. The majority of these collect their student feedback through Student-Staff Liaison Committees however there are some notable exceptions to this.

The School of Informatics have meetings every week throughout the semester where students are invited over lunch to meet with the Director of Teaching and bring up any issues so they can be resolved as soon as possible. This meant that much of the training was not directly applicable to their situation.

EUSA is lucky enough to have institutionally based Associate Trainers. Having been part of the sparqs pilot scheme, training has been devised to better reflect the structure of the university and is delivered by a group of trainers who have all been Class Reps before at the University of Edinburgh.

Student Representatives in the School, knowing that we now had Edinburgh specific training, approached us to see if it would be possible to tailor this even further to run a session that was Informatics specific.

**Development**

The process of development was begun by the Informatics School Reps meeting with EUSA staff to go through the current training session and supporting materials to see where it would need to be changed. This way a set of case studies, contact information and the section on working with staff were all edited to ensure that the reps would be well supported in managing the different system.

Once this was in place, the group of trainers was approached to see who would be comfortable delivering this session. When the trainer was in place EUSA facilitated a meeting with the School Reps and EUSA staff to run through the session to allow them to feel comfortable and make any changes to the trainer notes that they would require. In addition to their presence, the Informatics School Reps and EUSA staff also attended the session to answer any questions that the Class Reps had and also to be able to observe the session and have first-hand experience of how useful it was.

**Impact**

The training received very positive feedback in comparison, the noticeable comparison was the increase in usefulness from Informatics students who had attended the generic University of Edinburgh training and the Informatics specific training.

There is a strong and productive relationship between the staff and students in the School of Informatics and the level of rep engagement has notably increased. The success of this training has led to EUSA identifying more areas within the University and running School specific training across three areas now, with a view to more.

Fundamentally, Class Reps feel more confident and well equipped to carry out their role and make a real difference to the university experience.