

SVR Cheat Sheet

A brief desk aide for academic staff



What is a Student Voice Rep?

Student Voice Representatives (SVRs) are student volunteers who play a vital role in representing the views of their classmates. They celebrate what is working well, identify opportunities for improvement, and gather feedback on all aspects of the student experience. This feedback is shared through course committee meetings, SVR meetings, and other student representation channels, helping to inform positive change across the University. By working in partnership with SVRs, encouraging open dialogue, and closing the feedback loop, staff help create a culture where students feel listened to and empowered to shape their learning experience.

This short document will provide you with the tools and information needed to support the SVR recruitment process. As a student-facing member of staff, you play a vital role in our efforts to support students who want to make UHI an even better place for their peers and wider student community.

Benefits for SVRs

- Gain confidence in meetings and professional discussions
- Celebrate success and help shape positive change
- Develop communication, leadership and problem solving skills
- Work in partnership with academic staff
- Make a positive impact on the learning and student experience
- Represent and champion the views of their classmates
- Attend certificated SVR training held by HISA
- Ongoing support from both HISA and UHI staff

Staff Actions

- Highlight the SVR role to students/invite HISA to deliver a class talk about the SVR role.
- Promote the role of SVR in class and encourage volunteers
- Ensure the chosen SVR(s) for your class has been registered with HISA
- Provide opportunities for the SVR(s) to gather feedback from their classmates
- Attending course committee meetings prepared to discuss student feedback openly
- Closing the feedback loop by explaining what actions have been taken (or why changes may not be possible)

Useful resources and deadlines

Useful HISA Emails -

- hisa.argyll@uhi.ac.uk
- hisa.inverness@uhi.ac.uk
- crhs.hisa@uhi.ac.uk
- hisa.moray@uhi.ac.uk
- hisa.nwh@uhi.ac.uk
- hisa.orkney@uhi.ac.uk
- hisa.perth@uhi.ac.uk
- hisa.sams@uhi.ac.uk
- hisa.shetland@uhi.ac.uk
- rep.hisa@uhi.ac.uk

Useful links -

- HISA Website, SVR Section - [LINK](#)
- HISA Elections - [LINK](#)
- HISA Executive Committee - [LINK](#)
- Student Groups - [LINK](#)
- Local Campus page - [LINK](#)
- SVR sign up form - [LINK](#)
- *Code of conduct form - [LINK](#)

*code of conduct form is only for SVRs registered by a member of AP staff and will also be sent out by HISA staff. Only to be used when requested.

SVR Deadlines -

- SVR Recruitment - End of September
- SVR registration - As soon as an SVR is chosen
- Training window - 21st September until 16th October

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Responsibilities of a Student Voice Rep

- Attend the training sessions set up by HISA
- Make sure that the class and lecturer know who you are
- Gather feedback and opinions (Both positive and negative, it's important to share the
- Communicate feedback to UHI staff, students and HISA
- When requested, gather and offer feedback to HISA or the college regarding specific queries (e.g. Inductions, transformation, etc.)
- To feedback to the class on any issues that they have raised, or any decisions which may effect them
- To attend SVR meetings, actively participating before, during and after.
- To offer apologies for any meeting to which you are invited and are unable to attend.
- When requested, to help HISA promote and share information about upcoming surveys, events, and activities.
- Work with HISA and UHI North, West and Hebrides staff to develop solutions.
- To inform HISA if you are unable to continue on in your role as SVR, so that your fellow students can elect a new one.

Key Skills/Transferable Skills

The role of Student Voice Repräsentative affords students that get involved the oppertunity to develop and improve a wide verietiy of skills, all of which benefit them in future employment, and give them an edge in an increasingly competitve jobs market. These experiences and skills are valued by employers and will help their CV stand out.

Communication (Verbal, Written, Digital)	IT literacy and proficiency
Research and report writing	Critical thinking and negotiation
Gathering information and data, and presenting/delivering this at meetings	Gathering and disseminating balanced feedback
Networking, relationship building, and social skills	Time management, planning and prioritisation
Interacting, discussing and working as a team in a hybrid format	Reflective practice
Knowledge of democracy and representation, and experience working in a democratic environment	Meeting and committee skills, including interacting with senior management

Remember: SVRs represent the views of their peers, not just their own opinions. By working together, staff and SVRs can build a culture of partnership where students feel heard and valued, and continuous enhancement becomes part of everyday practice.

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FAQ

What is expected of an SVR?

As much as they would like to get out of it. They can involve themselves with HISA as much as they would like, but they are only expected to gather feedback and attend meetings. This should only take up 1 - 2 hours of their time per week.

How many SVRs should I have?

It depends on class size, but ideally one to two per class.

How much time will they spend away from studies?

Hopefully none at all! But, possibly one - two hours per month for SVR meetings. Meetings will be arranged outside of class times if possible, but in the rare cases they are not, remind your SVR(s) they can miss a small amount of class time to attend. If you would like to know when meetings are going to be held, please contact your local HISA team, or check our website - [Link](#)

How do SVRs get registered?

Once an SVR has been elected, a volunteer steps up, or however else an SVR is chosen, supply them with the link to the SVR Registration Form, or you can fill it out on their behalf. If the form is not filled in, they are not classed as a Student Voice Rep. They will not be counted towards UHI [INSERT AP] SVR stats, and they won't be able to attend meetings.

What happens after registration?

If they filled in the form themselves, they will receive a welcome email from their local HISA team with next steps, like attending training. They will also be recorded as an SVR on SITS.

If you or another member of staff filled out the form on their behalf, then they need to agree to the code of conduct. An email will go out to them from their local HISA team asking them to confirm this, once they do, they will be invited to training. Please remind these SVRs to check their emails.

How do they attend training?

Training sessions will be held by and communicated to SVRs by HISA. Once they have been registered, the local HISA team will send a welcome email with a selection of training dates they can choose from. These sessions are primarily online, if there are going to be in person sessions, that will be communicated by your local HISA team.

What can SVRs feedback to HISA?

Anything and everything that impacts their student journey. Estates issues, learning and teaching feedback, assessment feedback, finance and funding, enrolment, etc.

What falls outside the SVR role?

Technically nothing. If something effects a students ability to participate in their student journey it can be brought to us. In extreme cases, Issues relating to finance, accommodation, disciplinary matters, social matters, mental health, etc, should be signposted to the HISA Advice Service - [Link](#)

The SVR should not use their role to air their own personal dissatisfactions.

How do I know if my class has an SVR?

If your rep hasn't informed you of their status, the local HISA team updates all SVR records on SITS. You can also ask your local HISA team, just supply your course name and code when asking.