

Course Rep Job Description

What is a Course Rep?

Course Reps are an important link between learners/apprentices and College staff. They represent their own individual views and those of their peers.

Who can be a Course Rep?

Any learner at SSC who is passionate about succeeding and helping others to succeed.

What are the advantages of being a Course Rep?

It looks great on your CV; it helps you to develop useful and employer-friendly skills, essential for helping you to stand out from the crowd; it offers an opportunity to meet new people/make new friends and to meet the College's key decision makers. They are a very friendly bunch of people, and they will help you to have your say and make the College a better place and help your course reach its full potential. As if that wasn't enough, you will receive a certificate of recognition for being a Course Rep.

Main duties include (but not limited to):

- You will be expected to demonstrate commitment by attending all **Learner Voice Forums** throughout the year including a Learner Conference in May.
- Talking to learners/apprentices on your course **and on other courses/apprenticeships within your Course Area** to actively seek out issues, suggestions, compliments in relation to those courses/your college;
- Accurately record the details of each issue/suggestion/compliment manually or electronically (notebook/tablet) for discussion at meetings, prioritising and fast tracking more urgent issues directly to the Quality Manager;
- Be a useful source of information and share information/feedback with the College and other learners on your course in a professional, positive, accurate and timely manner; (incl. details of changes implemented/College plans, as a direct result of learner feedback);
- Successful candidates will also have the opportunity of attending other events, such as Open Events etc. to represent the College and your course (full training will be provided, and travel costs reimbursed).

Reporting to:

Melanie Cooper (Quality Manager) will be your direct contact for day-to-day queries/issues/organisational aspects; however, meetings will be attended by several staff whom you will engage with and report to, these include members of the College Executive Leadership Team, Governing Body, Quality Teams, Curriculum and Business Support Area Managers.

Person Specification:

Qualifications & Knowledge: Good IT skills preferable but not essential.

Skills:

The ability to work as a member of a team, computer literate (preferred), ability to organise your own workload, good communicator and listener, able to demonstrate discretion when dealing with sensitive issues, accurate note taking and record keeping, ability to form and maintain appropriate professional relationships and personal boundaries, willingness to use authority and maintain good levels of discipline in an education environment (e.g. good behaviour, attendance, punctuality), responsible and respectful attitude towards all staff, students and visitors, to be a good role model to others. It is essential that candidates are pro-active in seeking out and checking accuracy of information (e.g. checking emails for updates/meeting dates etc.)

How to apply?

Please inform your Course Tutor to register your interest in this post. The absolute deadline for Course Rep selection is **Friday 25th September 2026**. Successful applicants will be notified during w/c 5th October 2026. Training will take place during w/c 12th October 2026

Please direct all queries to: melanie.cooper@southstaffs.ac.uk