



UNION EXECUTIVE COMMITTEE MINUTES

PRESIDENT, CHAIR
TUESDAY 1ST DECEMBER 2020, 10AM
VIA MICROSOFT TEAMS

Present: Phoebe Bastiani (President of the Students' Union – Chair, PRES, she/her); Evie Kyte (President of Inclusivity & Diversity, PID, she/her); Sian Doherty (President of Sports, PS, she/her); Simeon Orduen (President of Education, PE, he/him); Ellis Leonard (President of Activities, PA, he/him); Ryan Ward (Student Trustee, RW, he/him)

Attending: Jane Stafford (Chief Executive, CEO, she/her); Nicole Steele (Student Voice Manager, SVM, she/her); Alexandra Tute (Student Opportunities Manager, SOM, she/her); Gina Rayment (Advice Centre Manager, ACM, she/her); Leanne Spencer (Administration Co-Ordinator – Minutes, AC, she/her)

Apologies: Huseyin Arslan (Student Trustee, HA, he/him)

1. Minutes of previous meeting

Approved as a correct record.

2. Matters arising

Noted, all have been actioned since previous meeting

CEO suggested PRES review the actions document with AC to remove old outstanding actions.

ACTION AC and PRES to review the actions document and remove old outstanding actions.

3. President Accountability Reports

a. President of the Students' Union

Take as read.

ACM asked if there were any dates and links to the coffee mornings; PRES replied that there were, and she will send them to ACM.

ACTION PRES to send the dates and links to the coffee mornings to ACM

SVM asked if PRES had a plan for when the student credits survey will be going ahead; PRES replied that it would be going out in January. PRES explained that it has been written and she will send it to SVM.

ACTION PRES to send the Student Credit survey to SVM

b. President of Inclusivity & Diversity

Take as read.

There were no questions for PID from the Committee on her report.

c. President of Activities

Take as read.



There were no questions for PA from the Committee on his report.

d. President of Sport

Take as read.

PS announced that we hit the target for the Movember campaign and thanked everyone for their help.

There were no questions for PS from the Committee on her report.

e. President of Education

Take as read.

PE announced that he has been invited to lead a conversation at the next HYMS meeting regarding the HYMS Representative.

PE said that he has been working with ACM and the Advice Centre Advisor to support international students with their problems with the accommodation team.

RW asked if the international students who were having to pay excess internet charges could access the hardship fund; PE replied that international students were not eligible for the fund and that he has been working with ACM on this issue. PRES explained that we will be focussing on this as a campaign next year as even domestic students are having issues accessing the fund.

4. Student Voice Team Highlight Report

Take as read.

SVM announced that the second Union Council co-opted the HYMS Students' Representative and the motions passed. SVM expressed concerns that there were few questions and little debate on the motions.

SVM stated that all the departments in the Faculty of Business, Law, and Politics have got their Student Staff Forums in place. All the Faculty of Arts, Culture, and Education departments, except for arts, have their Student Staff Forums in place.

SVM said that she has met with PE and the Associate Deans of Student Experience to talk about academic representation. SVM explained that it was an honest conversation where it was noted that some things are not working as they should do, and we are keen to work on this so that students are represented sufficiently.

PRES noted that the Union Council "cool down" was quiet and expressed concerns that there is not a lot of engagement. PRES suggested that we do a warm-up as well to encourage students attending Union Council to engage more.

PRES suggested that SVM and the Campaigns & Democracy Co-Ordinator attend the warm-up to answer general questions. SVM agreed and will organise a warm-up session for the next Union Council.



ACTION SVM to organise a warm-up session for the next Union Council

CEO suggested the use of break out rooms on Teams for discussion on decisions.

ACTION SVM and the Campaigns & Democracy Co-Ordinator will discuss with the Chair of Union Council about how we can work the breakouts into the meeting pending on the agenda for Union Council

5. Student Opportunities Highlight Report

Take as read.

SOM explained that she had a productive meeting with the Sport Centre Team on Friday regarding the relationship with them. The participation grant proposal was discussed, and we agreed to split it between us and the groups

SOM said that she and PA met with the Alumni Team to discuss the plans for HUSSO's 60th Anniversary celebrations. SOM said that there will be some articles from alumni released, there will be a virtual careers event, and an in-person celebration towards the end of 2021.

SOM stated that we will be removing HullStars so she will be working with the Outreach & Engagement Co-Ordinator on the work around this.

There were no questions for SOM from the Committee on her report.

6. Customer Engagement Workstream Representation Request Form

SVM explained that this meeting will be looking at a project around the systems that customers engage with. The purpose of the project is to streamline these systems to make it easier for students.

SVM stated that the university would like to have one student to become a member of the work stream, a member of staff, and 6-10 students who will become part of a focus group.

A discussion was had on the representation request form, the following points were raised:

- ACM would have a good overall view on how many students struggle with the processes at the university
- Concerns were expressed on our capacity as an organisation to send attendees and engage with the project to our best ability
- A President should sit on the group to represent the interests of students

The committee **AGREED** that ACM would attend the first meeting with PRES. SVM will find students for the focus group.

ACTION AC to contact Gareth Wilson regarding the committee's decision

ACTION SVM to find students for the focus group

ACTION SVM to send the papers from the meeting that she attended to PRES and ACM

7. Advice Centre Highlight Report

Take as read.

ACM suggested that she and PRES should have a meeting to draft a response to the VC on the No Pressure campaign to highlight that the university are not letting students out of their contracts due to illness.

ACTION ACM and PRES to have a meeting on the No Pressure campaign

RW noted that a figure is missing in the funding table as the total is incorrect; ACM apologised for the error and explained that the extra £400 of funding was for "other" housing compensation.

8. Community Handbook

SOM explained that this is the final version of the Community Handbook and welcomed feedback from the committee.

SOM stated that we are hoping to launch it at WelcomeFest and noted that it can be easily updated as it is an electronic copy which will be on the website rather than a paper copy.

CEO expressed concerns that the handbook does not seem very inclusive or diverse. CEO suggested that there be information and events included for international students who are new to Hull and mature students. CEO noted that the handbook should reflect the whole student population and expressed concerns that it seems to be targeted mainly at undergraduates.

PRES agreed and suggested that it needs to be more inclusive for BAME students, LGBTQ+ students, and disabled students.

PRES suggested that we could also signpost for sexual violence too so that the information is readily available to students.

ACTION PID and PRES to gather information on sexual violence signposting for the handbook and send to SOM

SVM noted that there were some typos.

ACTION SVM to send list of typos to SOM to correct

ACTION SOM to update doc to reflect the comments in time for WelcomeFest

9. Policy Review Report

Take as read

CEO noted that this report highlights what policies will sit with this committee. CEO explained that she has created a Policy and Procedure Development and Management Policy which sets out how to handle the policy procedures. CEO stated that we will eventually have a suite of policies which look the same and have training attached to them.

ACTION CEO to share the Policy and Procedure Development and Management Policy with the committee



Any Other Business

BAME Representative paper (PID)

PID explained that the purpose of this paper is to review the usage of the word BAME and consider the creation of a working group to discuss the term BAME, and how we can best represent BAME students.

PID stated that she has spoken with the current BAME Representative on this issue. PID noted that we would need to consider how the BAME Rep position works as the current BAME Rep feels that she does not have the lived experience to support the various BAME students.

PID suggested that we set up a task and finish group where students can come together to discuss the various issues with a view to completing the work by the Part Time Officers election in March 2022. PID will take the idea to Union Council to ensure that the project continues if PID is not in her role from June 2021 onwards.

A discussion was had on the BAME Representative paper, the following points were raised:

- Concerns were expressed that 2022 is a long way off for students and that we may need to make some sharper decisions on this as a Union.
- The proposed work is mainly to change the title of BAME Rep
- Students are not happy with the term so student task and finish groups will be put in place to discuss suitable alternatives
- It was noted that we do not have to wait until March 2022 to recruit to the roles, but we could create new roles in the meantime
- It was noted that there seems to be a lot of different uses for the term BAME such as the BAME Rep, BAME Attainment gap, and government use
- Concerns were raised about whether we continue to use the term once we have acknowledged that we do not agree with it

The committee **AGREED** that the paper should go to the Equality, Diversity, and Inclusion Committee for further discussion and decision.

Next meeting: 20th January 2021

President of the Students' Union Report

Phoebe Bastiani

30/11/20

Objectives		
<u>Objective & Context</u> Name the objective you are working towards. Briefly describe why this is your objective, who it affects and what outcome you would like to achieve.	<u>Completed actions</u> Include subheadings and detail of engagement with students, meetings and feedback to students.	<u>Next Steps</u> List your next steps and what you hope to achieve from them.
<p><u>Sustainability & Community</u> To improve environmental sustainability of HUSU and the wider University community</p>	<p>BIODIVERSITY</p> <ul style="list-style-type: none"> Confirmed that the University are happy for us to use Salmon Grove and turn it into a wildlife reserve <p>CAMPUS WASTE</p> <ul style="list-style-type: none"> Planning a recycling awareness campaign to launch on Global Recycling Day in March <p>ACCOMMODATION</p> <ul style="list-style-type: none"> Continued to put pressure on local landlords to be transparent with students on their website e.g. Kexgill and UPP University accommodation No rush, no pressure campaign 	<ul style="list-style-type: none"> Confirm that the University are happy for us to use Salmon Grove as a wildlife reserve Plan some days for Forces of Nature to clear Salmon Grove-March (Great British Spring Clean) Do an audit of the University campus and recycling bins See if Hull Employability awards will accept Green Ambassadors as a

	<ul style="list-style-type: none"> Published a statement about on-campus security and helped to set up a survey for students to give feedback on their experiences of University accommodation 	<p>contributing achievement</p> <ul style="list-style-type: none"> Working with HUSU staff to deliver other community schemes such as pink bags etc.
<u>Additional Costs & Value 4 Money</u>	<p>STUDENTS FIRST: REFUND. RETHINK. REINVEST.</p> <ul style="list-style-type: none"> Written an open letter to Gavin Williamson with Diana Johnson MP about nursing students tuition fees <p>STUDENT CREDITS</p> <ul style="list-style-type: none"> Created a survey and petition to put out to students <p>ADDITIONAL COSTS</p> <ul style="list-style-type: none"> Written a policy based on additional costs motion which will be taken to UC in Dec 	<ul style="list-style-type: none"> Help to organise a protest Put out a petition for students about hardship funding and bursaries for covid impact Publish the open letter Launch and promote student credits survey and petition
<u>Support, Safety, & Mental Health</u>	<p>CONSENT</p> <ul style="list-style-type: none"> Wrote the content for the online module which will be published on My Journey Launched 'This Ends Now' campaign <p>RECLAIM THE NIGHT</p> <ul style="list-style-type: none"> Held the virtual reclaim the night and delivered speeches <p>MENTAL HEALTH</p> <ul style="list-style-type: none"> Held an online open forum for students Launched 'Healthy Heads Hull' campaign Organising a series of coffee mornings with various staff and lecturers 	<ul style="list-style-type: none"> Campaign for SVLOs Improve the experience of students who have made a complaint of sexual misconduct Work in partnership with the University on projects such as the Wellbeing Champions Re schedule physical march for Reclaim the Night in March 2021 Set the 'End the Stigma' billboards campaign in motion

<u>Social & Transparency</u>	<ul style="list-style-type: none"> Started weekly drop-in sessions on teams for students 	<ul style="list-style-type: none"> Doing a podcast with JAM about student housing
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<u>Core Responsibilities</u> Includes meetings, events, extra campaigns, training, assisting student training etc. include details of student engagement and student feedback where relevant. Check your standing order for guidance.	
Name of activity	Description
Student Minds Development Day	Learned more about how to support student mental health
Senate	Gave feedback of the University's new Internationalisation Strategy
Student Complaint Review	Continued to conduct and started to finalise a review of a student's complaint in partnership with the University
USEEEC Strategy	Chaired my first task and finish group meeting for developing the new University student experience strategy

President of Inclusivity and Diversity Report

Evie Kyte

09.11.2020

Objectives		
<u>Objective & Context</u> Name the objective you are working towards. Briefly describe why this is your objective, who it affects and what outcome you would like to achieve.	<u>Completed actions</u> Include subheadings and detail of engagement with students, meetings and feedback to students.	<u>Next Steps</u> List your next steps and what you hope to achieve from them.
<p>Disability History Month</p> <ul style="list-style-type: none"> Facilitate activities and support Sarah, disabled students' representative for our first celebration of Disability History month as a Students' Union. 	<ul style="list-style-type: none"> Written a blog about disabled people that inspire me to be released on HUSU website (Jessica Kellgren and Rosie Jones). Been in contact with students and relevant societies about contributing to DHM. Including, Chloe, a student with a hearing impairment and the BSL society about doing BSL videos throughout DHM. Brought paper to relationship committee with University, to ensure we have more collaborative and organised approach to History Months going forwards. 	<ul style="list-style-type: none"> Finalise dates for releasing materials (eg blogs/videos), so we can create an all-encompassing calendar of events between the University and Students' Union.
<p>Sexual Assault Support (This Ends Now Campaign #TEN) (With Phoebe)</p>	<ul style="list-style-type: none"> Finally named the sexual assault campaign! This Ends Now #TEN, as only 10% of students who experience sexual assault report it to the university or the police. 	<ul style="list-style-type: none"> Finalising consent training on Friday 13th November.

	<ul style="list-style-type: none"> • Researched Sexual Violence Liaison Officers • Re-planned Reclaim the Night as a virtual event. • Been in touch with various relevant societies and organisations about getting involved in Reclaim the Night. • Written speech for Reclaim the Night 	<ul style="list-style-type: none"> • Organise TEN action group meeting for two weeks' time, where students can bring their ideas about the next steps and priorities in terms of sexual assault support.
BAME Mental Health	<ul style="list-style-type: none"> • Set up action group on Facebook. • Promoted survey • Open Forum- written key themes/findings going forwards. • Raised campaign with Central hub manager. • Read through Prevent and Safeguarding training to identify potential issues where this might disproportionately impact black and Muslim students from accessing student services. 	<ul style="list-style-type: none"> • Present update and timeline of campaign at Union Council for any questions/comments. • Create Instagram page for BAME Mental Health campaign. • Draw report together of main findings and present at December Union Council. • Get student feedback on knowledge and impact of the Prevent training.

<p><u>Core Responsibilities</u> Includes meetings, events, extra campaigns, training, assisting student training etc. include details of student engagement and student feedback where relevant. Check your standing order for guidance.</p>	
Name of activity	Description

Mental Health First Aid Training	The President team took part in a two day course in how to respond to people disclosing mental health problems/crisis.

President of Activities Report

Ellis Leonard

11.11.2020

Objectives		
<u>Objective & Context</u> Name the objective you are working towards. Briefly describe why this is your objective, who it affects and what outcome you would like to achieve.	<u>Completed actions</u> Include subheadings and detail of engagement with students, meetings and feedback to students.	<u>Next Steps</u> List your next steps and what you hope to achieve from them.
Students First Campaign	<p>This month the president team launched a Campaign surrounding tuition fees. Within this, Phoebe got in touch with Joe who launched a petition to lower them, and I got in touch with Mark and his team of students who launched the Student Protest Hull Facebook page, discussed having a protest on campus and puts posters around campus.</p> <p>We expressed our interest in getting involved and how we can support them in this. Mark and his team were extremely excited to see the Students Union getting involved due to thinking we were the same as the University. We have a meeting in the diary for 13th November with the president team , Nicole and Elise to see how we get this campaign off the ground and liked with our Students First campaign!</p>	Lockdown poses challenges for this, but we were planning a protest for January/New Year so hopefully that will still be doable.

<p>Security on Campus</p>	<p>The president team has been seeing a lot of red flags in regards to Security on campus since September. In the last week we've had a lot more brought to us and highlighted on social media. I've been screenshotting everything I come across (good or bad) and making sure to compile a list of what has been said.</p> <p>Upon doing my own research into this I have found somethings that are definitely security risks, as well as finding a guard on shift making tiktoks. Phoebe organised a meeting which will take place on the 12th November. Beforehand myself and Phoebe drafted a statement on the issues that are currently happening, and I emailed Matt at UPP to ask some questions. Nicole is drafting a Survey for us to go out to students asking them to express their concerns regarding security.</p>	<p>We are looking at working closely with the University on these issues, and have deeply researched into this. Looking at the UPP Contracts, and taking it upon ourselves to get in contact with students.</p> <p>We will be continuing to work on this regardless of outcomes from the University, and only hope they support us in supporting students.</p> <p>I will be requesting a formal investigation that I believe the president team should have full knowledge in how it happens. I will be volunteering to be heavily involved.</p>
<p>#SOctober</p>	<p>SOctober ran rather well – Massive thanks to Emma O in marketing for sending over lots of pictures throughout the month for me to do shoutouts!</p> <p>Only 7 groups in the end signed up but I used a lot Virtual Fairs information- this just gave me appetite to work on more advertisement events for Societies and groups though! I am now looking at a societies week which would end with Societies Awards. And continuing to look at how we can help groups throughout this second lockdown!</p>	<p>Look at a Societies Week and what that could entail, make plans for it to run every year as a celebration of Societies ?</p> <p>Volunteering week?</p> <p>Sports Week with ending on Trophy Pres with Sian?</p>

	.	Endless possibilities (well, almost)
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Next Month I will be focussing on:

- Students First Campaign
- Security on Campus
- Student Media Executive Committee
- Academic Societies

President of Sports Report

Sian Doherty

11/11/2020

Objectives		
<u>Objective & Context</u> Name the objective you are working towards. Briefly describe why this is your objective, who it affects and what outcome you would like to achieve.	<u>Completed actions</u> Include subheadings and detail of engagement with students, meetings and feedback to students.	<u>Next Steps</u> List your next steps and what you hope to achieve from them.
Recognise – recognising the issues that are at the forefront of the AU by listening to student voices and organising the Sports Zone.	<p><u>Cost of Sport</u></p> <ul style="list-style-type: none"> - Vicky Dean, Kevin Pearson, Steve Curtis, Matt Thompson - Created a spreadsheet to keep up to date with sports pass purchases. - Notified each sport about their sports pass numbers compared to their membership numbers – requested that they notify their members that if they are using facilities they need to purchase a sports pass - Notified the sports that needed to decreased their time allocations. - This has been put on hold due to lockdown. 	<p>Wait for updates to see if sports can resume again in semester 1 post-lockdown.</p> <p>Reach out to AU teams to see whether they would want a refund or deduct it from next semester sports passes – this can be looked at if it is 4 weeks or 6 weeks.</p>

1	Club	SP no. (2019)	SP no. (2020)	SP + additional sports no. (2020)
2	American Football	34	35	36
3	Archery	26	0	1
4	Badminton	52	31	33
5	Baseball	17	10	10
6	Basketball Ladies	28	13	21
7	Basketball Men	42	28	23
8	Boxing	20	12	13
9	Boxing	48	24	28
10	Cheerleading	13	8	6
11	Cricket Men	32	30	31
12	Cricket Women	16	18	13
13	Dance Sport	18	18	13
14	Fencing	12	12	12
15	Football Ladies	53	28	28
16	Football Men	75	52	52
17	Hockey Ladies	40	43	43
18	Hockey Men	23	24	26
19	HYMS	11	56	62
20	Judo	23	8	3
21	Karate	11	7	7
22	Lacrosse Men	36	25	25
23	Lacrosse Women	46	38	45
24	MMA	18	5	5
25	Netball League	31	74	75
26	Netball Squad	78	93	36
27	Rugby League	10	20	20
28	Rugby Union Men	37	28	23
29	Rugby Union Women	28	27	27
30	Squash	22	13	20
31	Table Tennis	1	4	4
32	Trampolining	16	18	13
33	Ultimate Frisbee	14	22	23
34	Volleyball	22	13	15
35	Wheelchair Basketball	8	8	8
36		1016	317	366

Sports Pass Refund

- Vicky Dean, Kevin Pearson
- Cross referenced responses to names on the system
- Members who completed the form and bought the sports pass online have been issued a refund - 405 in total!
- Still waiting on how to issues refunds to those who purchased at reception.

Engage - engage as many students in sport, the AU and the Union as possible, both physically and socially.

November

- had a meeting with the two University of Hull Movember Ambassador (David and Eliza), RAG chair (Huey), Ellis, one of my Participation and Inclusivity Officers (Sam), and the Women's Representative in Sport (Jenny) to discuss ideas.
- Agreed that the app will be used as it was used to some success last year.

Do the video talking about mental health.

	<ul style="list-style-type: none"> - Movember Page: movember.com/n/hulluni - Sam and David sent out a virtual letter to mens/mixed teams to see if there was any interest in male members getting involved in a video talking about mental health. (See https://www.youtube.com/watch?v=PT_tSiOI1DU) - Sam created a google form and sent it out to mixed teams to see why their uptake of movember was so much lower than single gender sports. - As of 11/11/2020 we have raised £11,725. 	
<p>Promote – giving all teams/events professional and consistent promotion throughout the university, union and on social media.</p>	<p><u>Food Drive</u></p> <ul style="list-style-type: none"> - After emailing Union staff to ask about the likelihood of being able to organise a food drive there seemed to be a lack of responses/potential barriers deterred me going forward with the idea myself. - Dance Squad then picked up the idea and I helped advertise it on the presidents’ page and on my social media. - Dance squad set up a stall outside the union to collect donations – over 10 teams got involved and donated! - Promoted the overall collection on my social media. - Was put in staff and student newsletter. 	



President of Education Report

Simeon N. Orduen

16/11/2020

Objectives		
<u>Objective & Context</u> Name the objective you are working towards. Briefly describe why this is your objective, who it affects and what outcome you would like to achieve.	<u>Completed actions</u> Include subheadings and detail of engagement with students, meetings and feedback to students.	<u>Next Steps</u> List your next steps and what you hope to achieve from them.
University meetings	<p>Raised issues regarding the learning experience of students has been a priority for me. I have also met with Students on occasion to ensure that student voice is listened to and taken seriously:</p> <ul style="list-style-type: none"> • Library: <ul style="list-style-type: none"> The University sent comms to students regarding limiting student access to the floors above the second floor. Prior to this, a few had already raised a query with regards to the number of open hours available to them. However, this only further escalated the situation. I ensure to raise this at: <ul style="list-style-type: none"> - The Learning Resource Fund Committee. - My meeting with the Pro-Vice Chancellor for Education (PVC-Ed) - An email addressed senior library staff & PVC-Ed. 	<ul style="list-style-type: none"> • I need to keep working on this alongside the rest of the team. <p>Together with the reps within my zone, we need to keep working and doing our best to ensure that student voice is represented</p>

	<ul style="list-style-type: none"> - Met with students (Emily Birch & Nia Crompton-Crockford) to discuss in detail what the queries were to ensure I had covered all bases. - Had a meeting along with Phoebe and finally got the library floors opened to the 6th floor. We will need to keep pressing. We have an upcoming meeting to discuss the potential extending of the open hours. • International Student experience meeting: I have been in a meeting together with the International students' officer, Yipeng Zeng, who was passionately raising the concerns of International students. Together, I think we were able to sufficiently fill the whole hour with enough to paint a dire picture of the International student experience. However, we need to be constructive in our next meeting to think of how we can start shifting things in the right direction. • PGT Enhancement project: <ul style="list-style-type: none"> - In a lot of ways, this was quite like the meeting with the International Students' experience. Together with the Postgraduate Students' officer who is also passionate about improving student experience, we raised several issues and did what we could to inform the discussions & conversations. However, both these meetings were the first time that the Students' Union was involved in the discussions of these group. We are hopeful that future ones would be more and more productive. 	
Armistice day	In order to commemorate Armistice day, I spent quite a chunk of my time to ensure that the African side of the story was told as well.	

	<p>You can find and read the article here: https://hulluniunion.com/news/article/remembering-african-troops</p>	
Blended learning	<p>This section is just a bunch of stuff that I did to try and ensure that blended learning works for students:</p> <ul style="list-style-type: none"> • Unfortunately, the University has said that they will not be considering discounts for International students nor those who are shielding. For now, I am considering what to do next. • Students were complaining about lack of heating in lecture theatres and proper cleaning, particularly in the Esk building. It took a while, but I am hopeful that this should have finally been resolved. I will do a check-in with the course rep for the cohort that reported these to me to ensure that things are now in order. <p>Digital poverty: This is an issue that needs to be looked at. I have been informed by the PVC Educating that this is currently been looked at from a few angles to provide students the support they will require to either resolve this or at least mitigate for this. I am yet to receive anything final for now. The hardship fund is obviously still in place and students still can apply for this.</p>	<p>Continue to pay attention to the various elements of Blended learning taking into consideration as well as how it impacts on the various student demography.</p>

Core Responsibilities

Includes meetings, events, extra campaigns, training, assisting student training etc. include details of student engagement and student feedback where relevant. Check your standing order for guidance.

Name of activity	Description
Mental Health First Aid Training	The President team took part in a two day course in how to respond to people disclosing mental health problems/crisis.