

Terms of Reference: Student Reference Group (SRG)

Policy author	University Study Hub Coordinator
Date of next review	December - 2026

Purpose

The Student Reference Group (SRG) at Uni Hub Playford is a collaborative forum that facilitates open and meaningful dialogue between student users, Uni Hub Playford staff and the Executive Advisory Committee (EAC).

Function

The SRG supports student engagement, transparency and ongoing improvement across Uni Hub Playford. It aims to provide a structured way for student feedback to inform decisions and enhance the services delivered.

Key functions of the SRG include, but are not limited to:

- Provide a platform for student feedback relating to Uni Hub Playford.
- Identify and prioritise areas for continuous improvement to enhance the overall student experience.
- Seek and monitor broader student feedback and sentiment, ensuring that Uni Hub Playford remains responsive and student focused.

Meetings

Frequency	Bi-monthly during teaching periods each academic year. Meeting dates will be set at the beginning of each academic year.
Duration	60 minutes.
Quorum	At least 5 student members attending a meeting.
Location	In person at Uni Hub Playford Elizabeth Campus and Online via Teams (link to be shared in advance).
Format	Agenda for the upcoming meeting along with previous meeting notes will be distributed at least three days prior to the meeting.

	Structure of the meeting will follow the agenda items. Meeting notes will be circulated within seven days post-meeting and stored in a SharePoint provided by Uni Hub Playford.
Review and assessment	The Chair will manage the frequency according to the above schedule. This reference group will be continuing. The Chair will have the ability to amend the format of the meeting.

Membership

Term of membership

a. Staff members

Staff participation is ongoing and forms part of their professional responsibilities or the function of the group.

b. Student members

Student appointments are for a 12-month period aligned with the academic year, with the option to extend membership for up to 24 months if appropriate.

Membership structure

1. Chair

- a. The Chair will be nominated by the student cohort from among the student representatives.

2. Staff attendance

- a. At least one of the following staff members will attend each meeting:
 - i. Uni Hub Playford Coordinator
 - ii. Uni Hub Playford Student Advisor
 - iii. Manager, Business and Industry Growth

3. Student representation

- a. Student members should include representatives from the following categories where possible:
 - i. Undergraduate domestic student
 - ii. Postgraduate domestic student
 - iii. TAFE SA student

- iv. Online university student representative
- v. Representative from an underrepresented cohort
- vi. Aboriginal and/or Torres Strait Islander student

Membership expectations

The advisory group will comprise a minimum of six (6) and a maximum of fifteen (15) student members.

Student members are expected to attend at least 75% of scheduled meetings to maintain active membership.

Reporting and responsibility

Student feedback, advice, and issues will be reported to the Uni Hub Playford management team. Where appropriate, the team will act in response.

If no action is required or an issue cannot be addressed, students will receive feedback outlining the outcome of the management discussion within one month of the meeting.

A summary of matters raised by the SRG will be provided to the EAC as part of regular reporting.

Additional information

At the conclusion of their tenure, student members will receive a Certificate of Appreciation in recognition of their contribution.