

# Class Representative Policy

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<b>Approved By:</b>	Executive Committee
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## Introduction

The purpose of this policy is to provide clear direction for the University of Canterbury Students' Association (UCSA) to administer an effective Class Representative system.

## Policy Statement

The mission of the UCSA is to help students succeed and belong. The Class Representative system promotes open channels of communication between University of Canterbury ("UC") staff and students. It encourages low level resolution of course related issues and provides ongoing student feedback to UC and the UCSA.

## Responsibility

The Class Representative system is the responsibility of the Advocacy and Welfare team. It is a mechanism to provide feedback to the student executive and the UCSA as a whole.

## Policy Content

### 1. Purpose

The purpose of the Class Representative system is to enable students to facilitate low level resolution, liaise with students and University of Canterbury staff, ensure open channels of communication, and provide constructive feedback to both UC and the UCSA.

### 2. Definitions

- A. Class Representative: A student enrolled in a course or programme, who is selected by students in that course or programme, by departmental staff or students who volunteer for the role.
- B. Department: A Department, School, Faculty or other teaching unit at UC.
- C. UC Staff: Employees of the University of Canterbury who are engaged in Academic teaching and/or research (academic staff) or Support services (general staff).

### 3. Representation

- A. Undergraduate courses can have as many Class Representatives as the department or relevant UC staff deem appropriate.

- B. Class Representatives can be selected to represent a department year level or whole programme as agreed upon by the department, the Class Representative and relevant UC staff.

#### 4. Selection Process

- A. The selection of a Class Representative is to be determined by the respective Departments. However, they are encouraged to ask for volunteers in the first instance and where more than the required number of students volunteers, arrange for a vote (i.e. show of hands).
- B. A Class Representative should be determined as soon as possible at the beginning of the course.

#### 5. Responsibilities

- A. Class Representative:
  - I. The key role of the Class Representative is to assist communication between students and UC Staff in relation to course matters. Training will be provided to Class Representatives to enable them to perform this role effectively. By providing this communication, the aim is that resolutions will be achieved informally and at the lowest level.
  - II. The Class Representatives are expected to act courteously and respectfully to both students and UC staff members. They are also expected to adhere to the University of Canterbury [Student Code of Conduct](#). Failure to do so may lead to the student being removed from their role as Class Representative. Removal of a Class Representative from their role is at the discretion of the UCSA Advocacy and Welfare team in discussion with the relevant UC Staff.
  - III. Class Representatives are expected to complete all relevant tasks set by the UCSA Advocacy and Welfare team, including but not limited to:
    - a. Register on the UCSA website: Class Representatives are required to register on the UCSA website. The Class Representative's name and email address will be publicly available on the UCSA website to students searching a particular course.
    - b. Make their contact details available to their classmates: The Class Representative's contact details (e.g. name, UC email address) are to be made available to other students. This could include an introductory email to their classmates to be sent via the UCSA Advocacy and Welfare team. Other options include having the Class Representative put their details on Learn and/or setting up a group using social media.
    - c. Attend training: Class Representatives are required to participate in a training session that will inform them of what they are required to do in their role. It will provide them with techniques for approaching UC Staff and for dealing with their classmates' course related issues. It will also give the Class Representatives information about the services available to students at UC and those provided by the UCSA Advocacy and Welfare team.
    - d. Provide feedback to their Department: Class Representatives are required to provide feedback to their Department regarding their course. This feedback should reflect the opinions of the Class Representative's classmates. Feedback is to be provided in the manner requested by the relevant Department i.e. attend student-staff meetings, respond to emails, respond to surveys.
    - e. Provide feedback to the UCSA: It is necessary for the Class Representatives to complete a UCSA survey to provide feedback regarding their role, course, and engagement with the Department.
- B. UCSA Advocacy and Welfare Team:
  - I. The UCSA Advocacy and Welfare team shall be responsible for co-ordinating and facilitating the class representative system across the University, as well as providing ongoing training and support for representatives.
  - II. The UCSA Advocacy and Welfare team shall maintain communication with Class Representatives via email, providing updates and relevant information for them to share with their classmates.

- III. The UCSA Advocacy and Welfare team shall maintain regular contact with Departments to ensure the Class Representative system is working effectively. They will also inform department administrators of the names of students who have signed up to be a Class Representative.
- C. Departments:
- I. UC Departments are encouraged to hold student-staff meetings to discuss how courses are progressing and to obtain feedback from the Class Representatives.

## **6. Recognition**

Class Representatives who complete all of the tasks set by the UCSA Advocacy and Welfare team will have their commitment recognised by the UCSA. The form of recognition (i.e. certificate, letter of service) is to be determined by the Advocacy and Welfare team, President and student Executive.

## **7. Co-curricular record (CCR)**

The CCR is UC's co-curricular transcript. Class Representatives who sign up with the CCR via the CCR website will be initially accepted into the CCR only if they have signed up on the UCSA website and are currently a Class Representative for their course. At the end of their course the Class Representative will only be granted CCR for Class Reps if they have completed all required steps and are thus eligible for their certificate. At the UCSA's discretion the Class Representative can be advised of any outstanding steps so that their CCR application can be approved.

Any changes to the CCR, such as approvals for retrospective applications, will be advised by UC CCR staff.