

# Class Representative Policy

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## Introduction

The purpose of this policy is to provide clear direction for the University of Canterbury Students' Association (**the 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 UCSA Advocacy and Welfare team. It is a mechanism to provide feedback to: UC, the UCSA Student Executive, and the UCSA as a whole.

## Policy Content

### 1. Definitions

- A.** Class Representative: A student enrolled in a course or programme, who volunteers or is selected by students in that course or programme or by the relevant departmental staff, and who serves as a conduit between students in the course/programme, UC Staff, and the UCSA.
- 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).
- D.** UCSA Advocacy and Welfare Team: A team of employees of the UCSA who are responsible for providing advocacy and welfare services to enrolled UC students, including administering the Class Representative system.

- E. UCSA Student Advocate: An employee in the UCSA Advocacy and Welfare team, who is responsible for administering the Class Representative system, and supports and advocates for UC students.

## 2. Purpose

- A. The purpose of the Class Representative system is to enable students to facilitate low level resolution of course-related concerns, liaise with students and UC staff, ensure open channels of communication, and provide constructive feedback to both UC and the UCSA.
- B. The purpose of the Class Representative system is not to provide an avenue for students to raise serious concerns or grievances about a member of UC staff. The Class Representative system is not intended to be adversarial in nature, with the Class Representative representing the class *against* members of UC staff. Where students have serious concerns or grievances about a member of UC staff, Class Representatives are urged to refer the matter to the UCSA Student Advocate.

## 3. Representation

- A. Class Representatives are ordinarily appointed to represent the students in a specific course. Such courses may be term-, semester-, or whole-year in length.
- B. Courses can have as many Class Representatives as the Department or relevant UC staff deem appropriate.
- C. Class Representatives can also be appointed to represent a whole year level within a Department or programme (e.g. 300-level Mechanical Engineering), as agreed upon by the Department, the Class Representative, relevant UC staff, and the UCSA Student Advocate.

## 4. Selection Process

- A. The process for selecting a Class Representative or Representatives for a course is to be determined by the relevant Department.
- B. A suggested process for selecting a Class Representative can be found in Appendix A.
- C. The Class Representative(s) for a course should be determined as soon as possible at the beginning of that course.
- D. If a student approaches the lecturer after the course has begun to volunteer as a Class Representative and there are already one or more Class Representatives in that course, then the lecturer may allow that student to become an additional Class Representative at the lecturer's discretion, taking into regard:
  - i. The size of the course,
  - ii. The number of existing Class Representatives, and
  - iii. The length of time remaining before the conclusion of the course.

## 5. Criteria

- A. The Class Representative must be a student who is currently enrolled in the relevant course and/or programme.
- B. The Class Representative must be willing and able to act as a conduit for communication between students in the relevant course and/or programme, and relevant UC Staff.
- C. No student can appoint themselves as an official Class Representative for a course or programme without first following the process for selecting a Class Representative determined by the relevant Department, or discussing the matter with the relevant UC Staff.

## 6. Responsibilities

- A. Class Representative:
  - i. The key role of the Class Representative is to facilitate communication between students and UC Staff regarding course-related matters. Training will be provided to Class

Representatives to enable them to perform this role effectively. By providing this communication, the aim is that any issues can be resolved informally and at the lowest level.

- ii. The Class Representatives are expected to act courteously and respectfully to both students and UC Staff. They are also expected to adhere to the UC [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 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:
    1. Registering through the UCSA Website: Applications to be a Class Representative are made to the relevant UC Staff. After being appointed through the relevant Department process, Class Representatives are required to register through the Class Representative page on the UCSA website.
    2. Introducing themselves to their classmates: Class Representatives are required to introduce themselves to the students in the course and/or programme by:
      - a. Emailing the UCSA Student Advocate a message to be sent out to the relevant course through an all-course email;
      - b. Introducing themselves in-person in class;
      - c. Asking relevant UC Staff to post their contact details on the relevant course/programme LEARN page(s); or
      - d. Any other method of communication, at the discretion of the relevant UC Staff and/or the UCSA Student Advocate.
    3. Completing training: Class Representatives are required to participate in training provided by the UCSA Advocacy and Welfare team 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.
    4. Providing 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 students in the Class Representative's course and/or programme. Feedback is to be provided in the manner requested by the relevant Department e.g. attending student-staff meetings, responding to emails or surveys etc.
    5. Providing feedback to the UCSA: Class Representatives are required 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. UC 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.

**7. Information**

**A.** When a Class Representative registers through the UCSA website, they must provide the following information:

- i. Name;
- ii. Phone number;
- iii. Relevant course(s) they are registering as a Class Representative for;
- iv. UC student number; and
- v. UC username.

**B.** The following information provided by Class Representatives when they register will be publically available through the UCSA website, to allow students in their course/programme to contact them regarding course information:

- i. Name;
- ii. Relevant course(s) they are registered as a Class Representative for; and
- iii. UCLive email address (derived from their UC username).

This information will be deleted from the UCSA website at the end of the relevant academic year.

**C.** All other information provided by Class Representatives is used for administrative and statistical purposes, and will not be published. This information may be retained to allow the UCSA to continually improve their services.

**D.** The personal information provided to the UCSA by Class Representatives is protected by the Privacy Act 1993. As such, subject to the exceptions listed in para 7.B above, any information a student provides will not be shared with any non-relevant UCSA staff. The information will be stored in a secure manner for a period of at least seven years. Students are able to obtain this information and request changes as required by law.

**8. Co-curricular record (CCR)**

**A.** The CCR is UC's co-curricular transcript. Class Representatives who sign up to the CCR via the CCR website will only be initially accepted into the relevant CCR activity if they have signed up through the UCSA website and are currently a Class Representative for their course. At the end of their course the Class Representative may submit a claim for recognition through CCR. This claim will only be approved by the UCSA Advocacy and Welfare team if the Class Representative has completed all the required steps, including a sufficiently detailed reflective statement. At the UCSA's discretion the Class Representative may be advised of any outstanding steps the Class Representative must complete for their CCR claim to be approved.

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

## **Appendix A: Suggested Class Representative Selection Process**

A suggested process for selecting a Class Representative is as follows:

- 1)** At the beginning of the course, the lecturer should ask for volunteers from the class to act as Class Representative.
- 2)** If there is only one student volunteer, or the lecturer believes the course is of sufficient size to appoint all the volunteers as Class Representatives, then all those students who volunteer may be appointed as Class Representatives without a class vote.
- 3)** If there are multiple volunteers to be Class Representative, and the lecturer believes that the course is not of sufficient size for all those who have volunteered to act as Class Representatives, then the lecturer should take a vote of the students in the course to determine who will be the Class Representative(s); e.g. through a show of hands or similar.
- 4)** If there are no student volunteers when the lecturer first asks, but student(s) approach the lecturer later to volunteer, then the lecturer should follow a similar process as that found in (1)-(3) to select who is to act as Class Representative.
- 5)** Once a Class Representative or Representatives have been appointed, the relevant UC Staff should provide the Representative(s) with the UCSA Class Representative Information Sheet (Students), which directs the Representative(s) to register through the UCSA Website.