

Student Representative Policy

Category:	Governance
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Approved By:	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 Student Representative system.

Policy Statement

The mission of the UCSA is to help students succeed and belong. The Student 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 Student Representative system is the responsibility of the UCSA 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 Student Representative system is to enable students to facilitate low level resolution, liaise with students and UC staff, ensure open channels of communication, and provide constructive feedback to both UC and the UCSA.

2. Definitions

- A. Student 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, 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. Student Representative Forum: an online forum where Student Representatives may communicate with their classmates and relevant UC Staff and resolve student requests, and where students can contact their Student Representative(s) and create and submit requests.

3. Representation

- A. Courses can have as many Student Representatives as the department or relevant UC staff deem appropriate.
- B. Student Representatives can be selected to represent a department year level or whole programme as agreed upon by the department, the Student Representative and relevant UC staff.

4. Selection Process

- A. The selection of a Student 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. The Student Representative(s) for a course should be determined as soon as possible at the beginning of that course.

5. Responsibilities

- A. Student Representative:
 - I. The key role of the Student Representative is to facilitate communication between students and UC Staff regarding course-related matters. Training will be provided to Student 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 Student 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 Student Representative. Removal of a Student Representative from their role is at the discretion of the UCSA Advocacy and Welfare team in discussion with relevant UC Staff.
 - III. Student Representatives are expected to complete all relevant tasks set by the UCSA Advocacy and Welfare team, including but not limited to:
 - a. Registering through the Student Representative Forum: Student Representatives are required to register through the online Student Representative Forum, accessible through Learn or direct URL. Applications to be a Student Representative are made through the Student Representative Forum, and then either approved or declined by the relevant UC academic staff.
 - b. Introducing themselves to their classmates: Student Representatives' names and email addresses will be available through the Student Representative Forum to other students in the course for which that student is a Representative, as well as to relevant UC staff involved with that course or its relevant department(s), and the members of the UCSA Advocacy and Welfare team. The Student Representative is required to introduce themselves to their classmates through the Student Representative Forum.
 - c. Completing training: Student 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 Student Representatives information about the services available to students at UC and those provided by the UCSA Advocacy and Welfare team.
 - d. Providing feedback to their Department: Student Representatives are required to provide feedback to their Department regarding their course. This feedback should reflect the opinions of the Student Representative's classmates. 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.
 - e. Providing feedback to the UCSA: Student 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 Student 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 Student 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 Student Representative system is working effectively. They will also inform department administrators of the names of students who have signed up to be a Student 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 Student Representatives.

6. Co-curricular record (CCR)

The CCR is UC's co-curricular transcript. Student 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 Student Representative Forum and are currently a Student Representative for their course. At the end of their course the Student Representative may submit a claim for recognition through CCR. This claim will only be approved by the UCSA Advocacy and Welfare team if the Student Representative has completed all the required steps, including a sufficiently detailed reflective statement. At the UCSA's discretion the Student Representative may be advised of any outstanding steps the Student Representative must complete for their CCR claim to be approved.

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