

CLASS/QUALIFICATION REPRESENTATIVE GUIDELINES

Section	Academic
Contact	Office of Academic Assurance
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Purpose:

To provide key principles and guidelines for the implementation and management of the class/qualification representative system.

Principles:

- Every class and/or qualification will have the opportunity enabled for student representation. For qualifications with cohorts of students it may be more appropriate for a qualification representative to be used.
- Large classes/qualifications may have more than one representative.
- Where a representative is not elected/selected in a small class/qualification, course or qualification coordinators must advise students of alternative mechanisms by which they can provide feedback and raise issues of concern during the class or qualification.
- There will be at least one occasion each semester for staff and students to meet together either face-to-face or online as appropriate to the class/qualification to discuss issues arising and ways to address them.
- There will be a feedback loop to students advising what action has been taken on matters raised.
- There will be a feedback loop at both College and University level with a summary of the year's activities.
- Written documentation on the class/qualification representation process to be held by each academic unit/qualification to ensure clarity.

Guidelines:

1. The class/qualification representative system is to support a learning and teaching partnership between staff members and students that:
 - enables and encourages students to participate with staff members in the direction and activities of the University with a view to enhancing the student academic, and
 - identifies and addresses issues and areas of concern for students.

2. The Massey University students' associations on each campus and the Extramural Students' Association will operate the class/qualification representative system throughout the University and provide training for the representatives.
3. Colleges and academic units can adopt an approach that best works for their context, providing all the principles and outcomes listed here are met.
4. The class/qualification representative will be elected/selected by their peers within the first two weeks of the semester.
5. If there are no candidates the lecturer will advise the relevant Massey University student association Class Representative Coordinator. The Coordinator will liaise with the class and assist with the selection of a class or qualification representative, where possible.

Roles and Responsibilities:

Information on the role of class/qualification representative

- Information for students on the importance of the class representative system, and the benefits and responsibilities of the role, will be available in orientation resources, on the University website and on the Massey University student associations' websites.
- Massey University student associations will provide training for class/qualification representatives in each semester, and maintain an online Representative Handbook
- Class/qualification representatives may be eligible for recognition through the University's service recognition programmes.

The role of the class/qualification representatives

- Class/qualification representatives provide a link between staff and students and can be a first point of contact for students. They are expected to listen and to refer issues, where necessary, appropriately and sensitively.
- Class/qualification representatives represent the collective views of a class or qualification.
- Class/qualification representatives should make themselves known to students as appropriate to the delivery of the class, for example, in person in class or online,

The role of the academic staff member

- At the earliest opportunity and within two weeks of the start of semester, explain why Massey University has class/qualification representation and facilitate the process of election/selection.
- Course coordinators will ensure contact details of the class/qualification representative are provided on Stream course pages.
- Ensure class/qualification representatives are connected to the relevant student association training.
- Facilitate opportunities throughout the semester/year for feedback.

The role of the academic unit/college

- Explain why Massey University has class/qualification representatives to work with academic staff to facilitate the best learning environment for both students and staff.
- Support academic staff through the process of electing/selecting class/qualification representation.
- Create at least one opportunity per semester for staff and class/qualification representatives to meet to discuss issues and resolve them.

- Provide an annual summary report to the College Learning & Teaching Committee and/or College Board providing information on how many classes/qualifications have representatives, the number of meetings held, key issues identified, how these were resolved, changes made as a result of feedback, how students were informed of resolutions and/or changes and identifying any outstanding matters.
- College Directors of Teaching and Learning will present an annual high level College summary of class/qualification representation activities and outcomes to the University Teaching and Learning Committee.

Definitions:

Academic unit means institute, school or centre

Class/qualification representative means a student enrolled in a class, within a course, or qualification who is selected by students in that class or qualification to facilitate communication between staff and students enrolled in that class or qualification.

Class/course differentiation, a course may be delivered in different modes ie distance, internal, block and on different campuses. Where this is the case, representatives may be appointed within each offering, referred to as a class. This allows for different delivery modes and locations to have their own representation as issues may differ.

Staff member refers to an individual employed by the University on a full or part time basis.

Audience:

All staff and students.

Related procedures / documents:

- [Kaupapa Here Aratohu Student Code of Conduct](#)
- [Research Codes of Conduct](#)
- [Procedures Relating to the Use of the Massey Online Survey Tool \(MOST\)](#)
- [Learning and Teaching Strategy](#)

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