

## CLASS/QUALIFICATION REPRESENTATIVE GUIDELINES

<b>Section</b>	Academic
<b>Contact</b>	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 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.

Massey University Policy Guide  
Class/Qualification Representative Guidelines

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](#)

### **Document Management Control:**

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