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## Class Representative Policy

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### 1 Purpose

- 1.1 The purpose of the Class Representative system is to encourage low level resolution of course related issues and provide ongoing student feedback by promoting open channels of communication between Massey University staff and students.

### 2 Definition

- 2.1 Class Representative: A student enrolled in a course or programme, elected by students in that course or programme, whose role is to represent fellow students and act as a conduit for communication between students and staff.
- 2.2 MUSA: Massey University Students' Association

### 3 Policy Content

#### 3.1 Representation

- a Courses can only have one Class Representative except for:
- i *Multi-streamed courses, in which case each stream may have one Class Representative.*
  - ii *If Course Coordinator and enrolled students agree that another Class Representative is needed to achieve a balanced representation.*

#### 3.2 Election process

- a Students may self-nominate or be nominated by fellow students in the class.
- b The Class Representative shall be elected by the class, normally by a show of hands, within the first two weeks of the course.
- c The Course Coordinator shall arrange the election of the Class Representative but may delegate the election process to a designated Lecturer.

#### 3.3 Responsibilities

- a The key role of the Class Representative is to assist communication between staff and students in relation to course matters and to provide a point of contact for students by:
- i *Being accessible and approachable within reason.*
  - ii *Identifying themselves as the Class Representatives to both students and lecturers in the class.*
  - iii *Actively address any issues raised by students and notify students of action taken.*

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- b Class Representatives are expected to attend a training session, unless:
  - i *The elected Class Representative has undergone the training within the last 12 months.*
- c The Class Representatives are expected to act courteously and respectfully to both students and Massey University staff members. Failure to do so is a breach of the Class Representative's role, which may lead to a discussion between the Student Engagement Coordinator and Lecturers and/or Students to resolve the situation.
- d Class representatives are expected to submit an end-of-semester guided feedback and may also be requested to submit a mid-semester guided feedback through MUSA's online feedback system.
- e Where a Class Representative withdraws from a course, or if for any other reason, they cannot continue as Class Representative, they must inform the Student Engagement Coordinator. The Student Engagement Coordinator will liaise with the designated course staff to arrange the election of a new Class Representative.

### 3.4 Recognition

- a MUSA will recognise Class Representatives' commitment upon request. Formally, the recognition will be in the form of a letter of recommendation.

## 4 Contact Persons

The following persons may be approached in relation to this policy:

### 4.1 Primary contact:

Student Engagement Coordinator  
Room 2.23  
[sec@musa.org.nz](mailto:sec@musa.org.nz)  
06 356 9099 ext. 86451

### 4.2 Secondary contact:

Education Officer  
[exeducation@musa.org.nz](mailto:exeducation@musa.org.nz)  
Room 2.20  
06 356 9099 ext. 86074