



CLASS REPRESENTATIVE POLICY

Policy Number:	TLR 2.09
Name of Policy:	Class Representative Policy (Issue Two)
Applicability:	All Bond University, Bond University College Students
Policy Owner:	Deputy Vice-Chancellor (Academic)
Contact Person:	Student Affairs and Service Quality Managers or equivalent in Bond University College
Policy Status:	Approved Policy
Date created:	4 May 2016
Date last amended:	24 July 2019
Date last exposed:	June 2019
Date of last reviewed:	
Date of next review:	24 July 2022
Related policies:	

1. OVERVIEW

The Class Representative (CR) system has been created to establish two-way communications between students and academic staff to supplement the existing methods of teaching evaluation. The system enables students to provide feedback and constructive criticism to lecturers and tutors during the semester. The CR system forms a central role in assuring the quality of learning and teaching and promotes an academic culture of continuous improvement.

The Bond University Student Association and Faculty Student Associations encourage students to become involved in the system. Becoming a CR enables the student voice to be heard and develops valuable employability attributes.

2. THE POLICY

2.1. Students as Class Representatives

The CR system will apply in all subjects, or in some cases discipline groups, unless the class decides to opt out. CRs should be enrolled in the class or discipline they represent, should be excellent listeners and have diplomatic skills with a view to resolving issues quickly and confidentially.

2.2. Role of Faculty

- Faculties must ensure that representation mechanisms are clearly communicated to all students through links to this Policy and Faculty-specific procedures on iLearn.
- Faculties should ensure that there are CR meetings held to explain the CR role, to outline the CR duties and to solicit CR feedback in order to address issues proactively in a timely manner. CRs should be encouraged to provide both critical and positive feedback.

2.3. Role of Faculty Student Associations

- Faculty Student Associations should work with their respective Faculties to facilitate the SR meetings. Faculty Student Associations are encouraged to take an active role in these meetings, outlining procedures, responsibilities, and the importance of SR's.
- The Academic Affairs Director of each Faculty Student Association is encouraged to communicate with their Associate Dean (Student Affairs and Service Quality) and to assist in presenting at the CR meetings.

2.4. Role of the Bond University Student Association

- The Vice-President (Education) of the Bond University Student Association will be responsible for co-ordinating the class representatives for Core 1: Critical Thinking and Communication; Core 2: Leadership and Team Dynamics; and Core 3: Ethical Thought and Action.
- The Vice-President (Education) will be the student contact for the SR, as the Academic Affairs Director of a Faculty Student Association would be for all other subjects.
- The Academic Affairs Director may contact the Vice President (Education) if they require assistance in developing or managing the SRs.

2.5. Resolution of Concerns

- Step One:** Students are encouraged to raise all matters of concern directly with the lecturer or tutor. The majority of concerns should be dealt with as they arise, quickly and privately.
- Step Two:** If the student does not wish to address the lecturer or tutor directly, or if the lecturer or tutor does not respond within two (2) working days to a concern that has been raised with them, the student is advised to speak with their CR.
- Step Three:** If the concern still exists; the CR will raise the issue with the lecturer or tutor and work with them to find a satisfactory solution to the concern.
- Step Four:** If the concern raised has not been satisfactorily resolved within five (5) working days from when it was originally raised, the CR will escalate the concern to the Faculty Student Association (or Student-Staff Liaison Committee) for resolution.
- Step Five:** The Faculty Student Association or Student-Staff Liaison Committee will keep records of outcomes for all issues raised.
- Step Six:** If the Faculty Student Association or Student-Staff Liaison Committee is unable to resolve the issue, the issue is to be escalated to the relevant Associate Dean (Student Affairs and Service Quality).

3. DEFINITIONS

Class Representative (CR): A student enrolled in the subject, or in some cases discipline group, who has been nominated to assist with the communication of feedback between students and academic staff, or in some cases committee, for that particular subject or discipline group.

4. RELATED PROCEDURES, GUIDELINES AND FORMS

Terms of Reference for Class Representatives – Business Student's Association
Class Representatives Policy ([LAW 2.08](#))