



CLASS REPRESENTATIVES PROTOCOL

Contact Officer	Student Affairs and Service Quality Manager
Date First Approved	December 2009
Approval Authority	Law Executive
Date of Next Review	Under Review

1. OVERVIEW

- 1.1. The class representative system has been created to establish a line of communication between students, lecturers and tutors. The system allows students to communicate feedback to lecturers and tutors and bring potential problems to their attention during the teaching semester. This facilitates the speedy resolution of such problems. The class representative system applies to all compulsory law subjects. The system also applies to elective law subjects, unless the class decides to opt out.
- 1.2. This protocol should be read in conjunction with the University Class Representatives Policy TL 3.6.2

2. DEFINITIONS

For the purposes of this protocol, the following words/phrases have the meaning attributed to them below:

LSA Bond University Law Students' Association.

3. THE PROTOCOL

Selection of Class Representatives

- 3.1. In Week 1 the subject coordinator will call for nominations for Class Representative from amongst the students enrolled in the subject and facilitate the selection by show of hands of the winning nomination.
- 3.2. The subject coordinator will then post the name and contact details of the chosen class representative on the iLearn site for that subject.

Responsibilities of Class Representatives

- 3.3. In Week 4 the class representative will conduct a formal meeting of students during the lecture. Discussion will be held with fellow students, in the absence of the lecturer, regarding general issues relating to the teaching staff in the subject and the quality of their teaching.
- 3.4. The class representative is also expected to be available to hear student feedback outside of the formal meeting and as appropriate, convey that feedback to the subject coordinator.
- 3.5. The Law Students' Association (LSA) [<http://www.bondlsa.com>] encourages students to become involved in the system. Becoming a class representative enables the student voice to be heard and ensures that students are obtaining a quality learning experience.

Assessment

- 3.6. In all subjects, assessment for the subject is at the sole discretion of the subject coordinator. In compulsory subjects, assessment is not a matter of negotiation and it is for the subject coordinator to determine how they might deal with any concerns expressed to them. In elective subjects, although assessment is still at the sole discretion of the subject coordinator, negotiation on assessment is not discouraged.

Indicative Timetable

Week 1 Election of Class Representative	Lecturer to call for nominations Class Representative chosen on a show of hands Subject coordinator posts name and contact details of class representative on subject iLearn site.
Week 3 Briefing of Class Representatives	Class representatives to meet with LSA Academic Affairs Director
Week 4 Class Representatives meeting with students	Lecturer to set aside 10 minutes during lecture for this meeting

Resolution of Problems

3.7. If a student enrolled in a subject has a problem with the quality of teaching in the subject, they should be encouraged by the teaching staff and by the class representative to follow the following process:

3.7.1. Step One: The student should discuss the problem directly with the lecturer or tutor. In most cases the problem will be dealt with quickly and privately, and that will be the end of the matter.

3.7.2. Step Two: If the student does not wish to discuss their problem with the lecturer or tutor directly, or if the lecturer or tutor does not respond to the problem in a manner satisfactory to the student, the student should discuss the problem with the class representative.

3.7.3. Step Three: If the class representative is unable to resolve the problem in discussion with the student, the Class Representative will raise the issue with the lecturer or tutor and work with them to find a satisfactory solution to the problem.

3.7.4. Step Four: If the problem remains unresolved, the class representative and LSA Academic Affairs Director will meet with the Associate Dean (Student Affairs and Service Quality) to resolve the problem.

3.8. All matters, which a user of the protocol reasonable needs to know in order to apply the protocol must be stated. It must be clear what is required (and conversely what is not required) by the Faculty. Therefore, the use of 'will' and 'shall' is appropriate. The use of 'should' or 'may' is to be avoided as it leaves the protocol open to interpretation (Note: it is appropriate to use 'should' in guidelines or procedures). It is important that key requirements are not 'silent' or avoided.

3.9. Note: Feedback can be given by students to either the class representative or the LSA Academic Affairs Director at any time, and not only through this process.

Administrative Matters

3.10. If students wish to change subjects, or discuss their degree structure or related matters, they should contact an Academic Advisor at the Student Business Centre. Other administrative matters, such as changing tutorials, can be dealt with via eStudent and escalated to the Student Business Centre if problems are encountered.

4. RELATED POLICIES AND PROTOCOLS

Class Representatives Policy TL 3.6.2

5. RELATED GUIDELINES AND FORMS

Nil

6. MODIFICATION HISTORY

Date	Sections	Source	Details
December 2009	All		Date of approval
4 April 2012	All		Date of previous reviews
15 August 2013	All		Date of previous reviews
8 September 2015	All		Date of previous reviews
8 September 2017	All		Date of previous reviews
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	All		Date of next review