

Course Representatives: Code of Conduct

By being an elected Course Representative you are automatically agreeing to this code of conduct. This code of conduct is the agreement for all Course Representatives to carry out expected behaviours and responsibilities in their role as a representative of the Students' Union, as well as detailing the process for removal from the role if required.

Course Representatives are a reflection of both the Students' Union as an organisation and the University as an institution, and must conduct themselves accordingly; they are also expected to fulfil the expectations of the role to the best of their ability. Reps are elected into their positions, and are therefore accountable to the students whom they are elected to represent.

By having a formalised process, this will allow the Union and University to respond to and resolve cases in a consistent manner where the effectiveness or conduct of Rep(s) is called into question.

Expectations of Course Representatives

Attendance at Meetings

It is expected that you will attend **all**¹ of the below mandatory meetings **each term** as invited your Course Leader, Students' Union and Subject Representative.

- Meetings with your Course Leader – **Mandatory**
- Meetings with your Subject Representative – **Mandatory**
- Students' Union Annual General Meeting (AGM) – **Mandatory**

If you are unable to attend any of the meetings which you are invited to, it is expected that you will **send apologies** to the Course Leader or Administrator of the meeting at least **one working day in advance** of the meeting.

Failure to attend (without providing apologies) 2 meetings as outlined above, may result in the process to remove you as a Representative. If you are having issues with the scheduled timings of meetings, it is expected that you will report this to your Course Leader.

Feedback

It is expected that the feedback you collect shall be **representative** of the cohort of students that you have been chosen to represent. We therefore expect you to **speak to your students**, complete SimOn (Simple Online Feedback Tool) and ask your cohort to also complete SimOn. www.yourstudentsunion.com/feedback

¹ It is important that you must prioritise your academic studies at UoG above all else. If you are struggling with balancing your role as a Course Rep, please do not hesitate to get in touch with the Student's Union or your Course Leader.

It is expected that you will provide feedback on how issues and topics are progressing to your student cohort, so they can know their issues are being addressed.

It is expected that you will have regular contact with your **Subject Representative** during each term to discuss how meetings are progressing.

Behaviour

It is expected that you will conduct yourself in a **professional and responsible manner** at all times in carrying out your role as a Course Representative.

Any incidents of Bullying and Harassment will not be tolerated and will be dealt with according to the University's procedures.

If you are concerned about a Course Representative's behaviour, or others' behaviours at meetings, it is expected that you will report this to the Students' Union's Student Voice Coordinator (studentreps@glos.ac.uk) or your relevant Course Leader.

Confidentiality

You will occasionally collect student data on matters that need to be treated sensitively or in confidence or a student will present an issue to you, where you need to then signpost them to support. It is expected that you will respect confidentiality and retain anonymity for students concerned when appropriate. In practice, this means:

- Things people share should be treated in confidence.
- Don't assume that other staff/students know any details.
- Don't share information without express permission.
- If you believe someone to be at risk disclose the information only to the relevant staff

If you are unsure what to do or whether information is confidential please clarify with the source of the information and speak to the Students' Union for advice.

Procedure for the Removal of Programme Representatives

Occasionally there may be issues where the conduct of a Representative may be called into question, and the suggestion for a Representative to be removed from their role. This will tend to rise from a Representative breaching anything in this code of conduct, such as not turning up to meetings and not providing apologies or conducting themselves in an unacceptable way. We want to ensure that this is a rarity, and that Representatives know what the process will be for their removal.

The following is the procedure for dealing with the removal:

Stage 1: The Course Representative will receive an email inviting them to a meeting with their Course Leader to discuss the concern informally. They will alert the Students' Union that the meeting has taken place.

Stage 2: If a resolution has not been sought, or the incident is more serious, the Course Representative will be brought to a formal meeting with the Students' Union Education and Course Leader. The result may be for the Course Representative to either address the discussed issue with action, or the University and Students' Union may decide that the Course Representative should be removed from their position.

Stage 3: The Course Representative will have a right to appeal, which if they choose to, a panel will be formed, comprising of members of their School, the University and the Students' Union and they will be invited to discuss why they are appealing the decision. The Course Representative will be notified as to the decision of their appeal.

A Course Representative can only be dismissed from their role from a joint decision by the Course Leader and Students' Union, and after Stage 1 and Stage 2 have taken place.

At all stages, we encourage Course Representatives to stay in communication with the Students' Union and University throughout the year.