POLICY 01 – Code of Conduct

Policy Purpose

To outline the expectations and ethical standards of Te Tira Ahu Pae employees and student reps, volunteers, contractors and affiliated clubs and groups.

To ensure that working relations and the reputation of Te Tira Ahu Pae are of a high standard that prioritises Manaakitanga in the management of all relationships.

This code of conduct will apply at any Te Tira Ahu Pae related event or workplace, including work and social functions held outside working hours, that arise from a workplace relationship or where persons represent Te Tira Ahu Pae.

This policy sits supplementary to and in addition to Schedule B – House Rules in employees IEAs.

Treaty Provisions

1. Article 1: Kāwanatanga
   [Good Governance] – to provide transparency around conduct expectations.
2. Article 2: Tino rangatiratanga
   [independence, autonomy, self-determination and partnership] – to work in partnership to protect the reputation of Te Tira Ahu Pae, to ensure the association is respected and credible.
3. Article 2: Taonga
   [Treasures, active protection and development] –to maintain kaitiakitangi [guardianship] and actively protect the reputation of Te Tira Ahu Pae. To show manaakitanga [respect] for peers and partners.
4. Article 3: Ngā tikanga katoa rite tahi
   [Equality, equity, equal outcomes, access, participation] – to understand that all individuals that work for and with Te Tira Ahu Pae do so with a view to helping students succeed. That a unified team [kotahitanga] will achieve Ngā tikanga katoa rite tahi.
5. Article 4: Nga whakapono katoa
   [religious freedom] – to respect individuals' freedoms and be sensitive to other views.
6. Article 4: Te ritenga Māori
   [Honouring Māori spiritual practices] – Manaakitanga for the associations intentions as formed and ratified, to maintain obligations to Te Tiriti, Te Reo and Tikanga.

Expectations and Standards

1. Persons covered by this code of conduct will act to the highest standards of integrity in their work to retain the trust and confidence of the association and its members.
2. Persons covered by this policy will at all times act;
   a) In a collegial and respectful manner and demonstrate sensitivity to the diversity of the university community;
   b) Honestly, conscientiously, reasonably, respectfully and in good faith;
   c) In ways that are consistent with the provisions of Te Tiriti o Waitangi;

d) In ways that are consistent with the objects of the association and avoid any actions or comments that could harm relationships, including those with Massey University staff, or harm the reputation of Te Tira Ahu Pae.
e) In the best interests of Te Tira Ahu Pae and never use their position or resources entrusted to them by the association for personal gain.
f) In accordance with the Te Tira Ahu Pae constitution and policies;
g) In accordance with respective employment agreements; and
h) With respect to confidential information entrusted to them in the course of their duties.

Responsibility

It is the responsibility of the General, Operations and Representation Manager to ensure the Code of Conduct is adhered to.

It is the responsibility of the Presidents and Manawhakahaere to ensure the Code of Conduct is communicated to student reps.

POLICY 02 – Events

Policy Purpose

To outline the expectations of Te Tira Ahu Paes staff and student reps to work collaboratively to deliver relevant and well attended events for students.

Treaty Provisions

1. Article 1: Kāwanatanga

[Good Governance] – to govern over services appropriately, maintaining governance and operational boundaries while providing opportunities for staff and student reps to collaborate.

2. Article 2: Tino rangatiratanga

[independence, autonomy, self-determination and partnership] – staff and student reps to partner as defined to ensure student views help shape event delivery and themes.

3. Article 2: Taonga

[Treasures, active protection and development] – to show manaakitanga [respect] to members or the team [staff and student reps], to value the strengths and knowledge of team members and opportunities to work together to create events that matter to students.

4. Article 3: Ngā tikanga katoa rite tahi

[Equality, equity, equal outcomes, access, participation] – to understand that all individuals that work for and with Te Tira Ahu Pae do so with a view to helping students succeed. That a unified team [kotahitanga] will achieve Ngā tikanga katoa rite tahi.

5. Article 4: Nga whakapono katoa

[religious freedom] – to respect individuals' freedoms and be sensitive to other views.

6. Article 4: Te ritenga Māori

[Honouring Māori spiritual practices] – Manaakitanga for the associations intentions as formed and ratified, to maintain obligations to Te Tiriti, Te Reo and Tikanga.

Objectives

1. To ensure that events are relevant to students and in turn well attended.
2. To ensure the event plan includes events for all cohorts.
3. To ensure there is appropriate budgetary provision for events.
4. To provide clarity around staff and student rep involvement in event planning and event delivery.
5. To provide clarity around who has authority and responsibility for successful event delivery.

Strategies / Actions

1. The Event Manager must engage and consult with student reps. Student reps feedback should help inform event plan concepts, themes and direction.
2. Student reps shall share student feedback on themes and event ideas with staff on the Event Manager/team. Noting that feedback must be given after consultation with students and include consultation parameters including the number of students that were consulted.

3. The Event team [staff] must seek student feedback on ideas and initiatives for events and be able to demonstrate connection between the event plan and student feedback.
4. There shall be one plan for all events. This plan shall include representation events and cohort specific events and provide clear information on human resource requirements.
5. The Board reserves the right to request that formal student consultation be undertaken and shared prior to committing significant financial resource for a specific event.
6. The Event Manager must undertake formal student evaluation on major events [events that exceed $5,000 or have over 200 attendees] and provide attendance reports and recommendations for the future to the GM. These will be shared with the board.
7. The GM will review the annual Event plan alongside the budget to ensure the Event plan is achievable.
8. Staff shall support the delivery of representation events, when called upon all staff will assist with event delivery. Non event staff shall not assist with event administration.
9. Student reps will attend events and provide support. The role of student reps at event is to engage with students, they should also provide assistance to event team staff with event delivery where possible and help with the recruitment of volunteers.
10. Staff will request student rep support and assistance at significant events so they can be allocated tasks for event delivery. Student reps will have the opportunity to stipulate hours of availability on event days. Student reps are expected to contribute 100% of their hours to O week and re O week events.
11. Kaihāpai, Pasifika Service Support, Club & Event Coordinators and the Event Administrator roles are in place to support the delivery of events. The Kaihāpai and Pasifika Service Support staff do not have capacity to support events that are not specifically designed for Māori and Pasifika students.

Responsibility

It is the responsibility of Event Manager to ensure this policy is adhered to and all events are successfully executed.

It is the responsibility of the Representation Manager to coordinate student rep availability for the Event Manager.

It is the responsibility of all student reps to actively support, engage and assist with event delivery, and while doing so ensure that students know who they are and what they do.

POLICY 03 – Advocacy

Policy Purpose

To outline the expectations of Te Tira Ahu Paes staff and student reps to work collaboratively in the advocacy space while ensuring roles and responsibilities of student reps and advocates are clear.

Advocacy and Representation

At the highest level, student reps represent and speak on behalf of students as a collective and do so via the opportunities Massey University provide and by determining campaigns or initiatives, they deem relevant and important to the student body.

Advocates take on individual or group advocacy cases that arise at a students or student reps request [referral]. Advocates follow the protocols and privacy requirements of Massey University and Te Tira Ahu Pae and have the appropriate skills and experience to fulfil the requirements of the role.

Student Reps must not take on cases nor represent themselves as an Advocate and/or present themselves as being able to uphold the work of an Advocate irrespective of their skills or qualifications [in the professional sense]. They do however undertake advocacy work [verb] on behalf of all students and undertake the action of advocating or supporting a cause for the student body. A student rep should refer any concerning cases to the Advocate Administrator, who can then ensure the appropriate Advocate is allocated the case to support and resolve. An Advocate is required to report tier 2 and above cases to Massey University and the parameters around this requirement are known by the Advocacy team.

Treaty Provisions

1. Article 1: Kāwanatanga

   [Good Governance] – to govern over services appropriately, maintaining governance and operational boundaries while providing opportunities for staff and student reps to collaborate.

2. Article 2: Tino rangatiratanga

   [independence, autonomy, self-determination and partnership] – staff and student reps to partner as defined to ensure student welfare is paramount. To maintain independence between the service and representation arms of the association while taking opportunities to work together to progress association goals and student outcomes.

3. Article 2: Taonga

   [Treasures, active protection and development] – to show manaakitanga [respect] to members or the team [staff and student reps], to value the strengths and knowledge of team members and take opportunities to work together.

4. Article 3: Ngā tikanga katoa rite tahi

   [Equality, equity, equal outcomes, access, participation] – to understand that all individuals that work for and with Te Tira Ahu Pae do so with a view to helping students succeed. That a unified team [kotahitanga] will achieve Ngā tikanga katoa rite tahi.

5. Article 4: Nga whakapono katoa

   [religious freedom] – to respect individuals' freedoms and be sensitive to other views.

6. Article 4: Te ritenga Māori

[Honouring Māori spiritual practices] – Manaakitanga for the associations intentions as formed and ratified, to maintain obligations to Te Tiriti, Te Reo and Tikanga.

Objectives

1. To ensure that student reps and advocates understand each other's remit to represent and advocate for students.
2. To encourage student reps and advocacy staff to work together where situations arise to secure the best outcome for students.
3. To enable student reps and advocacy staff to regularly converse while understanding and maintaining appropriate boundaries.
4. To provide clarity around who has authority and responsibility and where partnerships and collaboration should occur.

Strategies / Actions

1. Clarity of roles and responsibilities of student reps and Advocates to be presented at annual training and development.
2. Student reps and advocates can and should converse, however, student reps are unable to direct Advocates and Advocates are unable to direct student reps. They should however foster and maintain a relationship of support and collaboration on the understanding that one may seek feedback or request support from the other and feedback or support will be reciprocated.
3. Student Reps and Advocates to meet regularly during the year. Advocates to provide feedback to student reps on trends and issues the case load may be showing/highlighting, thus enabling student reps to address or share issues in board or committee meetings or undertake representation work to address an issue that impacts the wider student body via the avenues that are available to them.
   Student reps to share information and insight they are gaining in board and committee meetings and be able to request feedback or support from Advocates.
4. Advocates to consult with Kaihāpai and Pasifika Service Support staff and/or the Pasifika President and Manawhakahaere to ensure Advocacy processes meet the requirements of Māori and Pasifika students. Kaihāpai and Pasifika Service Support staff must be included in policy and process reviews.
5. Student reps are permitted to assume the role of 'support person' in any advocacy case, at the request of a student.
6. All policies developed must go to the board for ratification.
7. Te Whare Tapa Wha, the model of wellbeing, to be used as the base model for Advocacy and Representation work.
8. If an Advocate or student rep is unclear on whether a case or initiative should sit with an Advocate or a student rep they must discuss this with the Operations Manager who will make a judgement call. In some instances, there may be joint responsibilities.

9. Advocates shall ensure that student reps are aware of and invited to Advocacy events. Student reps should attend and support events with a view to ensuring that students in attendance know who they are and what they do.
10. The Class Rep programme is managed by the Advocacy team but will be promoted and marketed by student reps. The plan for achieving this should be prepared in partnership.

Responsibility

It is the responsibility of the Operations Manager to ensure this policy is adhered to, that operational aspects are successfully executed, and Advocates are positively engaging and collaborating with student reps.

It is the responsibility of the Representation Manager to ensure student rep training occurs and student reps are positively engaging and collaborating with Advocates.

It is the responsibility of all student reps to actively engage and collaborate with Advocates and vice-versa.

POLICY 04 – Communications and Marketing

Policy Purpose

To outline the expectations of Te Tira Ahu Paes staff and student reps in the Communications and Marketing area and provide clarity on the roles and responsibilities of student reps and staff.

Treaty Provisions

1. Article 1: Kāwanatanga
   [Good Governance] – to govern over services appropriately, maintaining governance and operational boundaries while ensuring staff and student reps can work together and resources used appropriately.
2. Article 2: Tino rangatiratanga
   [independence, autonomy, self-determination and partnership] – staff and student reps to communicate important and relevant messages to students. To maintain independence between the service and representation arms of the association and the communication style and content of communications.
   Representation comms can only be written by and for the student community a student rep was elected or appointed to represent.
3. Article 2: Taonga
   [Treasures, active protection and development] – to show manaakitanga [respect] to members or the team [staff and student reps], to value the strengths and knowledge of team members and take opportunities to work together.
4. Article 3: Ngā tikanga katoa rite tahi
   [Equality, equity, equal outcomes, access, participation] –to effectively and efficiently communicate with students. To understand that Te Tira Ahu Pae, has limited resources and these resources need to be accessible to staff and student reps.
5. Article 4: Nga whakapono katoa
   [religious freedom] – to respect individuals' freedoms and communicate and share information.
6. Article 4: Te ritenga Māori
   [Honouring Māori spiritual practices] – Manaakitanga for the associations intentions as formed and ratified, to maintain obligations to Te Tiriti, Te Reo and Tikanga.

Objectives

1. To ensure that student reps and staff understand each other's remit to communicate and respond to student statements, feedback and information requests across the various communications platforms used by Te Tira Ahu Pae.
2. To encourage student reps and staff to work together and respond in kind, kotahitanga [unity] in messaging to students.
3. To clarify access rights of staff and student reps to the various communications platforms used by Te Tira Ahu Pae.

4. To clarify student rep and staff access to the associations Designer and Communications and Marketing Coordinator.
5. To understand where authority sits to make decisions where responsibility or delegation may be uncertain.

Strategies / Actions

1. Clarification of roles and responsibilities of the Designer and Communications and Marketing Coordinator to be documented.
2. Comms content should be approved by Managers to ensure content can be reviewed, programmed, and managed by the Designer and Communications and Marketing Coordinator. Use of a one-up approach to reviewing and critiquing comms.
3. All staff and all student reps can and should prepare comms content.
4. Māori and Pasifika service comms [to specifically target or communicate services to Māori or Pasifika students] should be prepared by Kaihāpai and Pasifika Service Support staff.
5. Cohort specific communications relating to student representation should be prepared by cohort student reps.
6. Where issues arise from the implementation of the procedures or responsibilities outlined the GM shall make a decision.

Procedures / Responsibilities

Actions	**Permissions**
Social Media [log ins] Delegated authority.	Communications and Marketing Coordinator [services] Designer [services] Representation Manager [representation] General Manager & Operations Manager [oversight]
Social Media [ability to post or respond] All authority provided. Creation and monitoring restricted and delegated.	Specific staff to be appointed to create posts, monitor posts and respond accordingly [above staff, 1 Advocate; Clubs & Event Coordinator, Kaihāpai and Pasifika Service Support at each campus]. Posts may need to be responded to by different staff, the staff member monitoring the posts will refer accordingly. Student Reps can respond to posts where content is relevant to representation.
Website – content creation Delegated authority to Managers to approve.	Staff must submit content to Managers to approve prior to sending to C&M Coordinator. Student reps to submit content to RM. RM to ensure Presidents and Manawhakahaere have oversight of content prior to posting.
Website – content management [log in access]	Communications and Marketing Coordinator [writes and/or uploads services content].

Access restricted and delegated.	Designer [designs and uploads services and rep content] Representation Manager [writes student rep content].
Design Access restricted and delegated to Managers.	Staff must complete a request for design form to the Designer. Student reps must submit content to RM who will liaise with the Designer. The Designer will manage requests and timelines and will advise when the work will be completed at the time it is submitted.
Massive Magazine	C&M and RM to request and plan regular news and promotional slots with the Editor. Student Reps to liaise and work directly with the Editor and Reporters on representation content. Editor and their team to manage own Facebook posts and responses.
Radio Control	C&M and RM to request and plan regular opportunities to share association information and news on student radio. C&M and RM to communicate opportunities with the appropriate staff and student reps.
Newsletters	C&M to prepare bimonthly newsletters to students. Newsletter content will be requested by the C&M and RM from staff and student reps.
Board Updates	The GM to prepare quarterly board updates to students. Updates to be circulated to the board for review prior to being released on comms platforms.
Other Social Media Platforms [log ins] Delegated authority.	Communications and Marketing Manager [services content] Representation Manager [student rep content] General Manager & Operations Manager [oversight]
Other Social Media Platforms [ability to post or respond] All authority provided. Creation and monitoring restricted and delegated.	Specific staff to be appointed to create posts, monitor posts and respond accordingly [1 Advocate, 1 Clubs Coordinator, Event Administrator, 1 Kaihāpai and 1 Pasifika Service Support]. Student Reps can respond to posts where content is relevant to representation.

Responsibility

It is the responsibility of the Communications and Marketing Coordinator [C&M] and Representation Manager [RM] to proactively seek and secure opportunities to communicate with students.

It is the responsibility of the Communications and Marketing Coordinator [C&M] and Representation Manager [RM] to proactively ensure staff and student reps contribute content and that content is reviewed prior to being posted or disseminated. Any issues with content submitted by staff or student reps must be referred to the GM.