



Class Representative Handbook



TE TIRA AHU PAE
HEI HĀPAI WHAKAMANA
Massey Students' Association

Welcome

Thank you for volunteering to be a Class Rep! You are now part of a team of class representatives from across all campuses and modes of study. Class Reps are an important link between the class, academic staff and the Students' Association. To support this, the University even has a Class Representative Policy requiring staff to fully cooperate with the programme.

This handbook details the basic information needed to be a Class Rep. It is written to explain the role and to give Class Reps guidelines within which to work. With your commitment and passion, we hope you will find the experience an enjoyable one.

If you have any questions about your role, please contact us:

classreps@tetiraahupae.ac.nz



Congratulations! You're a Class Rep...

Your students' association (Te Tira Ahu Pae) is responsible for the representation of students' needs and perspectives on campus. The students' association has a student elected executive, but this small group of representatives cannot accurately represent the huge range of student interests at all levels, in all courses and facets of student life. So, by increasing the scope of representation at the "grass roots", the Class Rep system helps to empower the wider student body. Class Reps are the front line, the first link in the chain of communication, between students, the Students' Association and the University.

Why have Class Reps?

Class Reps play a key role in making sure teaching and learning work well for everyone. They gather feedback on what's being taught, how it's being taught, and how students feel about the quality of their education. This helps improve the learning experience and makes sure students' voices are heard. Class Reps also help teaching staff by sharing what's working, what's not, and what students need—making it easier for staff to teach more effectively.

Class Rep Sign Ups

We encourage Class Reps to sign up before or during the **first week** of each semester. Training takes place in the **third week** (Wednesday 12:00 pm for in-person sessions with various options for online sessions).

- Any student can sign up to be a Class Rep from approx. 2 weeks prior to the first day of lectures. Your Lecturer will ask for volunteers also. If one, two, or more people volunteer or sign up – no problem – they all can become Class Reps.
- There is no limit to the number of Class Reps that can be in a class. However, it is hoped there will be a minimum ratio of one Rep to every 40 students.
- If a student has volunteered to be a Class Rep, they should go to the Te Tira Ahu Pae website and register (<https://portal.tetiraahupae.ac.nz/register>)

What else do Class Reps do?

- There are several University Committees that require student Reps, including College Student and Staff Liaison committees. Contact the Class Rep administrator for details.
- Being a Class Rep may involve dealing with issues or concerns that affect students, providing information both to the students' association, and from the students' association to the rest of your class.
- Being a Class Rep is a good way to find out what other opportunities are available to students.

Being an Effective Rep

The Four Functions of Effective Class Reps

1. Contact with other students in the class
2. Meeting with lecturer/tutor/coordinator regularly
3. Dealing with issues/concerns
4. Attending introductory Class Rep training at least once

Common Issues You May Come Across

- Are assessments fairly weighted and evenly spread throughout the year?
- Are they clearly set out and accessible to students?
- How heavy is the workload?
- Are lectures clearly structured and easy to follow?
- Can you hear and understand what lecturers are saying?
- Are the resources (prescribed texts, library books, web pages, computer labs, etc.) accessible?
- Does the lecturer know if things are not accessible?
- Is marking done in a reasonable timeframe and is feedback useful?

Rewards for Reps

Empowerment

- Play a more active role in determining the direction of your education
- Get the chance to become involved with students' association activities
- Become more aware of issues influencing your education

Skills Development

- Improved communication and mediation skills
- Enhanced problem-solving skills
- A certificate to include on your CV

Meet New and Interesting People

- Get to know the people in your class
- Build relationships with lecturers on a more personal and regular basis
- Learn to interact with people from all levels of the University
- Get to know the student association's executive and staff

Prizes

- Prize draw for fortnightly logbook entries
- A student association sponsored celebration for all Class Reps at the end of the year where you can win prizes

The Dos and Don'ts

The most important function of a Class Rep is to improve communication between the class and the lecturers. This does not have to be about lecture content. It could be about how things are being taught and learned, and how students are being assessed, for instance. It is up to the Class Reps to give the lecturers the feedback they need to continue to give good lectures. Lecturers need to know if they are not delivering a service that is useful and accessible to students.

What Class Reps Do

- Ensure the class has their contact details and keep in touch to stay aware of how students are coping with the course.
- Meet regularly with lecturers (we discuss this in more detail later).
- Attend the two Class Reps meetings held each year. Once for training, and once for the final feedback and party session before Semester Two exams.
- Ensure that the content and structure of the course is consistent with the stated objectives in the course outline and University Calendar.
- Be available to liaise with staff and students

What Class Reps Don't Do

- Don't let Class Rep responsibilities affect your studies or cause undue stress
- Don't deal with large scale or intensive advocacy

- Don't deal with harassment cases
- Don't try and counsel students with personal problems
- Don't get involved with staff employment issues

Remember

Get hold of the Te Tira Ahu Pae Advocacy Team if you are confused, in doubt, or intimidated at any time about any issue either by:

- Filling in the logbook
- Emailing Kat at classreps@tetiraahupae.ac.nz OR
- Filling the Advocacy Support Form at:
portal.tetiraahupae.ac.nz/advocacy_case/



Meeting with Lecturers

Meeting regularly with lecturers every 2 to 3 weeks is the best way to keep communication open and build trust.

If you identify a potential problem, it is best to be open and honest with lecturer(s) before the problem escalates. These are some important things to keep in mind:

- It is important that these meetings involve positive feedback, as well as helping identify potential problems - make sure they don't become dominated by negative criticism.
- Students may raise less urgent concerns, such as lecturers speaking too quietly or quickly, or difficulties accessing library materials. These issues are often best addressed informally during regular meetings, without the need for formal escalation.
- For more urgent problems, arrange to speak to the class (when relevant) and meet with the lecturer as soon as possible. These urgent issues may include assignment due dates, clarity of lecture content, etc.
- If the matter only involves one student, that is Advocacy and not Representation, so advise them to contact the advocacy team by filling out the Advocacy support form.
- Give the class feedback from these meetings, especially if it was something discussed in the class beforehand.

Class Reps are not problem brokers. Class Reps should function to improve communication, to prevent problems not go hunting for them.

If a Class Rep or any other student brings a matter of concern to a lecturer's attention, it is important that neither the student nor the Class Rep feels that they will be disadvantaged in any way as a result. If you have any fears of bringing up feedback with your lecturer contact classreps@tetiraahupae.ac.nz

Resolving Problems

Recommended procedure for dealing with problems:

The issue is brought to your attention by, for example, a lecturer wanting feedback, another Class Rep, a student in class or through your own observations

If it can be resolved within the classroom setting, continue as follows:

1. Approach the lecturer and ask for 5 minutes in class to discuss the matter with students (if you don't have regular lectures in person or online you can post in your class Stream forum).
2. Address the class, introduce the issue and ask for their input. Respect the privacy of the person who has brought the issue up
3. Establish how many people in the class this issue affects
4. Get a general idea from the class of the course (Are there any other issues? Are you happy with the course?), So that you can report on the good as well as the bad news
5. Ask for constructive suggestions from the class on improving or solving the problem.
6. Give feedback to the lecturer. Keep it balanced. If there is a problem, present it in context. Even if a minority of the class is affected by a problem, solutions can often be found that won't hurt the majority

Recommended approach for dealing with problems:

- Make sure you understand the issue
- For general concerns get feedback from the class to establish the extent to which the class is concerned
- Make an appointment with the lecturer
- Treat lecturers and students with respect
- Treat students and lecturers equally
- Respect the rights of students to remain anonymous but also respect the right of lecturers to be informed about issues that have been raised about them
- If you don't think you can deal with a problem, direct the student to see the Student Advocate at Te Tira Ahu Pae
- Remember, pointing people in the right direction can be the best thing you can do



Mutual Responsibilities

Course Coordinators/Lecturers are required to:

- Provide course information to students at the beginning of the course
- Be competent in, and up-to-date with, the subject matter that they teach and select material based on student needs
- Use effective teaching methods and give clear articulate lessons
- Be available for student consultation (in class or during office hours)
- Provide information about student performance, and give guidelines on marking procedures, degree/diploma requirements, and how to improve performance
- Provide fair and consistent assessment and return work within a reasonable timeframe
- Keep appropriate, secure and confidential records of student performance
- Conduct formal subject evaluations, at least every two years, and regularly seek informal student feedback

Students are required to:

- Make informed decisions based on the information provided by the University
- Consult the University Calendar and be familiar with its rules and regulations

- Participate actively in the learning environment, attend lectures, tutorials and labs, and submit assessments on time
- Respect the rights of other students and show tolerance for alternative points of view
- Monitor their own progress and use academic support services and/or staff for information, feedback and advice
- Give the university their feedback through course evaluations, liaison committees and Class Reps
- Bring problems or dissatisfactions to the lecturer's attention, seeking to resolve conflicts informally, before engaging the formal channels



The ABCDs of Effective Communication

Effective communication is the cornerstone of being a great Class Rep. We ask that you adhere to these guidelines as closely as possible to ensure successful communication with staff. Better communication can be as easy as A, B, C, D.

Accurate



“Everyone in the class is complaining that there is not enough practical work for Module 1.”



“I have had a discussion with the class, and we agreed by show of hands that the majority feel that there is not enough practical work on Module 1.”

Balanced



“The whole course is really not well put together and the assessments don’t fit well with the teaching.”



“The theory elements of the course are taught well and interesting to the majority of the class, but the same number feel that it would be helpful to have more practical work to back up the theory.”

Constructive



“As a class we never know what we are supposed to be doing from week to week.”



“The class are keen to have a plan of work and assessment given to us at the beginning of each module.”

Depersonalised



“The class want to tell you that Mr. Smith is a terrible lecturer who never gives assessments back on time.”



“After discussion with the class it was identified that return of assessments is too late to enable us to learn from our mistakes for the next assessments.”

Class Rep's Logbook

What is it?

The Class Rep Logbook is a valuable communication tool between the Class Reps and Te Tira Ahu Pae's advocacy team.

The Logbook involves **fortnightly** online entries for each course you signed up for as a Class Rep. These entries should only take about 2 - 5 minutes each, with a total of 20 minutes per course, per semester.

The Logbook's purpose is to:

- Add consistency to the role of the Class Rep,
- Facilitate regular contact between Class Reps and the Students' Association's Advocacy Team, and
- Provide tangible tracking and feedback mechanism for the Students' Association


Why complete logbook entries?

Prizes!!! There are 6 logbook entry periods and 2 prizes drawn for each semester, plus an End of Year Grand Prize. We would also like to think that you will complete your Logbook because you want to and because your feedback will help us improve your education.

How do I access the logbook?

Make sure you have signed up as Class Rep on our website:
<https://portal.tetiraahupae.ac.nz>

1. Login to the website
2. Go to the Logbook option on the main menu and click

**TE TIRA AHU PAE**
HEI HĀPAI WHAKAMANA

Home Class Representatives ▾ Advocacy Assistance

Katrina Webb ▾

Find a Representative
Logbook
Signup

Welcome to the Te Tira Ahu Pae Class Representative Portal

If you have been a Class Advocate/Representative previously, your sign in details from the old portal will work in the new portal. You do not need to sign up again. Login using the button on the top right of the screen. For assistance please contact classreps@tetiraahupae.ac.nz

Class Rep Sign Up (First Time)

If you are new to being a Class Rep please sign up here:
[Signup to be a Class Rep](#)

Adding Courses

Once you have a login for the portal you can add your courses for this semester here:
[Add Courses](#)

Class Rep Logbook

The Class Rep Logbook is a valuable communication tool between the Class Reps and Te Tira Ahu Pae
[Go to Logbook](#)

3. You will see a list, which includes all the courses you are a Class Rep for and the logbook report windows for the current semester.
4. To enter or update information simply click on the entry you wish to edit. Entries remain editable until the window cut-off date.

Course	Title	Report 1	Report 2	Report 3	Report 4	Report 5	Report 6
		01/07/25	04/08/25	18/08/25	15/09/25	29/09/25	13/10/25
		03/08/25	17/08/25	14/09/25	28/09/25	12/10/25	26/10/25
115116	Introduction to Marketing - Distance	Not Entered	Not Entered	Not Entered	Not Entered	Not Entered	Not Entered
115321	Academic Language for Postgraduate Study - Auckland	Not Entered	Not Entered	Not Entered	Not Entered	Not Entered	Not Entered

5. Once you've opened a new Logbook entry, start by choosing an "Entry Identifier", either: General Update; Issue(s); or Positive Feedback.
6. Enter your feedback or observations in the "Report Comments" field and hit "OK".

New Logbook Entry - Introduction to Marketing (#6)

Please choose the entry identifier so we know what type of entry this is.

If you mark an entry as an 'Issue' we will contact you to see if you need any advocacy support. You can also email us directly about issues or any questions at classreps@tetraahupae.as.nz

Entry Identifier

General Update

Please select the status

Report Comments

File Edit View Insert Format Tools Table Help

Undo Redo Bold Italic Underline Text Color Background Color Bulleted List Numbered List Indent Outdent Decrease Indent Increase Indent Link Unlink Image Video Audio Embed Table Code

The final assignment is due this week and most students have been working hard in their groups

17 words

OK

Entry Identifiers?

Your Logbook allows you three options to choose from, when making an entry:

1. General Update;
2. Issue(s); or
3. Positive Feedback.

General Update

Any observations about the course in general. For example,

- Have you talked to your lecturer recently? or
- Have any relevant discussions with classmates? Or
- Are there any assessments coming up? or
- What is the workload like?
- Anything that is neither an “issue” nor “positive feedback”.

What constitutes an issue?

Issue is anything relating to the course, or the lecturer, that you, or your fellow students, feel is a problem and affects successful progression through the course.

This might be:

- Inconvenient lecture times
- Lecturer talks too fast
- Inconsistent resource materials
- Poor communication of objectives
- Assessment turnover times
- Any assessment or assignment problems, hiccups and concerns
- Anything that relates to the course or the lecturer.

Positive Feedback

We encourage Class Reps to look for good things in their course(s) and lecturer(s) and not focus solely on criticism. Therefore, anything positive that you feel is worth mentioning should be recorded in your Logbook

This can be:

- A well organised course
- Interesting and/or entertaining lectures
- The lecturer is cooperative and helps resolve issues quickly.

Nothing to report on?

Don't just leave the report box blank - give us a general update on the course or relevant student topics.

What does not go into the Logbook

The Logbook is merely a record of facts. Therefore, the following does NOT go into the Logbook:

- Personal issues relating to yourself or a classmate
- University issues, which are external to the course you are a Class Rep for
- Slander and defamation of any kind

If you have any issues of the kinds detailed above, or a personal problem with a lecturer, please bring this directly to the attention of the Students' Association Advocacy Team.

Code of Conduct

Class Reps are volunteers of Te Tira Ahu Pae, and as such, all of your actions, communications and conduct are reflection of the Class Representative system.

Be mindful of how you communicate both inside and outside of your Class Rep role.

Boundaries

- Make sure you understand the limitations of the Class Rep role
- Do not go outside of that role
- Do not do anything that will damage the credibility of the class rep system and relationships with teaching staff
- Never be aggressive or impolite and always maintain a professional and objective demeanor and attitude

The Student Contract

The University and the Student form a contractual relationship when the student accepts an Offer of Enrolment. This constitutes a contract between students and the University, and is governed by University statutes, regulations, and rules, which both parties agree to uphold.

The University will:

- Use best endeavours to provide the student with tuition and supervision of a professional standard in the course(s) in which the student is enrolled.

- Act reasonably and fairly in exercising its powers under the regulatory framework and this Contract.
- Advise the student of any changes in the course(s) required because of changes in funding, staffing or other reasonable cause.

The Student will:

- Use best endeavours to fulfil the requirements prescribed by the University for the course(s).
- Observe the Regulations and Rules of the University and accept the jurisdiction of the University in all matters connected with academic progress and with discipline.
- Pay the fees prescribed by the University for the course(s).

The University and the Student also agree:

- The Contract is formed when the student accepts the Offer of Enrolment. That Contract is subject to the University issuing a Confirmation of Enrolment. If a Confirmation of Enrolment is issued these are the terms of the Contract that apply.
- The Contract will continue for the period for which the student is enrolled by the University and will then end. However, clause 12 will continue to apply after the Contract ends.
- The University and the Student may enter into further contracts, in subsequent periods, by repeating the process in clause 7.
- The relevant Admission Application, Enrolment Application, Offer of Place in a qualification, Offer of Enrolment, Confirmation of Enrolment, regulations, codes, policies, rules of the University and material published in the Calendar also form part of this Contract but nothing else shall be incorporated into the contractual relationship between the Student and the University.

- Liability for failure to perform this Contract is excluded where that failure has been caused by circumstances beyond the control of the University or the Student.
- Any dispute arising out of or in connection with this Contract, or otherwise relating to the performance by the University or its staff of their responsibilities to the Student, shall be resolved through the Grievance Procedures prescribed by the University Calendar, calendar.massey.ac.nz which shall be the exclusive procedures for resolution of such a dispute.

What else do Class Reps do?

There are several University Committees that require student Reps, including College Student and Staff Liaison committees. If this sounds good to you, talk to the advocacy team.

Being a Class Rep can sometimes mean getting involved in issues that affect students, providing information both to the students' association and from the students' association to the rest of your class.

Class Reps become students' contacts – being a Class Rep is a good way to find out what other opportunities are available to students.



How to get hold of a Te Tira Ahu Pae Advocate



www.tetiraahupae.ac.nz
portal.tetiraahupae.ac.nz/advocacy_case



support@tetiraahupae.ac.nz



09 213 6056



Albany Campus: Level Two, Student Central

Manawatū Campus: Level One, Student Services Building

Wellington Campus: Level C, Block 9

