

Student Representative Code of Conduct and Responsibilities

Representatives

The University and the Students' Union (UWSU) jointly run the student representative system working with two types of representatives: Course and School Community.

Course Representatives play a vital role in the academic representation system at the University of Westminster and the UWSU. Course Representatives normally put themselves forward to be a course representative. The University encourages a wide range of views from its student body and therefore in most cases an election is not required¹. As the voice of students in each course, Course Representatives collaborate with Course Leaders, fellow representatives, School Community Representatives, and students to create positive change. A Course Representative's contributions and insights are invaluable in shaping the University of Westminster's academic environment.

School Community Representatives (formerly known as School Representatives) represent the academic interests of every member of their school and act as a bridge between course level and University level. They do not collect feedback from members directly, but they communicate with Course Representatives to identify common trends happening across courses and act on anything that may need to be addressed at school level rather than course level. They also meet with their Head of School to discuss outcomes and actions being taken based on trends the Course Representatives have discovered. School Representatives sit on university committees to represent their schools at some of the decision-making bodies of the university.

¹ Further guidance on elections is available if required

What is the Code of Conduct?

The Student Representative Code of Conduct is a set of guidelines for Student Representatives, outlining the expectations and responsibilities inherent in their position. The Code applies to all Student Representatives and aims to provide clarity and accountability in their actions.

The [University's Student Code of Conduct](#) takes precedence over the Student Representatives Code of Conduct. The Student Code of Conduct sets out the University's expectations in relation to behaviour. Any breach of the Student Code of Conduct may be treated as a disciplinary matter under the University's Student Disciplinary Procedure.

The primary objective of the Student Representative Code of Conduct is to ensure that the role of Student Representative is executed efficiently and transparently while safeguarding the wellbeing of members, staff, and Student Representatives within the University and the UWSU. The overarching goal is to create an inclusive and safe environment that promotes learning and engagement.

The Code outlines the expected behaviours and conduct standards of Student Representatives, as well as the consequences of any breaches. Individuals who accept Student Representative roles commit to complying with the Code and the broader framework of the constitution, rules, regulations, policies, and by-laws of both UWSU and the University of Westminster.

Student Representative will conduct themselves in a manner that is respectful to themselves, members, and staff. They will always conduct themselves professionally and responsibly.

The Student Representative acknowledges that any incidences of bullying, discrimination or harassment of any kind will not be tolerated. Such instances will follow UWSU and University policies and procedures.

If there is a concern about their fellow representative, this should be reported to the su-reps@westminster.ac.uk and the student-engagement inboxes.

The Student Representative agrees to respect and uphold the values of the UWSU and the University.

Student Representative will actively seek to represent the views and interests of all members of their course, school, regardless of their background or identity.

Requirements of Course Representatives

1. The Course Representative understands that they represent the UWSU as an organisation.
2. The Course Representative understands that they represent the students on their course and their collective interests.
3. The Course Representative will practically gather and proactively share the views of students on their course with their Course Leader to enable prompt action to be taken to address any issues.
4. The Course Representative agrees to their official student email address, name, and, where appropriate, their photo being shared with the members they represent in their role and their fellow reps. This may include displaying their details on the UWSU website. UWSU [follows legal GDPR requirements](#). If a Course Representative has any concerns about the use of their data, they can contact the UWSU via email: [su- data@westminster.ac.uk](mailto:su-data@westminster.ac.uk)
5. The Course Representative will maintain a clear distinction between their position as Course Representative and their personal life.
6. If the Course Representative plans and facilitates events, they agree to use the UWSU's resources responsibly and appropriately, ensuring that funds allocated to the Course Representative are used for their agreed purpose as discussed with the UWSU. If expenditure exceeds budget limits, they will notify the UWSU at least a week before the event date and adhere to established financial protocols to maintain transparency. For documenting events and forums, you should ask for consent from others in a photo before taking the photo.

7. The Course Representative agrees to contact the UWSU if they need extra help by using the 1-2-1 booking system and booking with their respective College Coordinator or via the su-reps inbox.
8. The Course Representative can voluntarily stand down from the role at any time. They must put it in writing to the su-reps inbox, student- engagement inbox and their Course Leader.
9. The Course Representative will regularly monitor their emails regarding the Course Representative role.
10. The Course Representative should submit their Course Representative Report in full once a year once it has been sent to them by the su-reps inbox and will do so by the specified deadline. Failure to do so will result in the Course Representative not receiving their certificate and their possible removal from the Course Representative role.

Requirements of School Community Representatives

School Community Representatives Job descriptions will be advertised to the student body and self-nominations will be invited from students interested in the posts. There are specific responsibilities associated with each of the roles and each carries a time commitment. Students will need to apply for the roles by the advertised date. Late applications will not be accepted. Any student who is taking part in study abroad or on a placement or industrial year is unable to apply to become a Representative. Part-time students are eligible to apply for Representative roles if the required hours can be fulfilled.

The appointment of a School Representative is organised by the UWSU College Coordinators and the University's Quality and Standards Team. The recruitment process includes a written application form, shortlisting, and an interview.

Each appointment will be for one academic year unless a vacancy occurs during an academic year. In this case, the appointment would be for the remainder of the academic year a Representative is appointed.

Role and Responsibilities

1. The School Community Representative understands that they represent the UWSU as an organisation.
2. The School Community Representative understands that they represent the students in their School and their collective interests.
3. The School Community Representative agrees to their official student email address, name, and, where appropriate, their photo being shared with the members they represent in their role and their fellow reps. This may include displaying their details on the UWSU website. UWSU [follows legal GDPR requirements](#). If a School Community Representative has any concerns about the use of their data, they can contact the UWSU via email: su-data@westminster.ac.uk
4. The School Community Representative will maintain a clear distinction between their position as School Community Representative and their personal life.
5. If the School Community Representative plans and facilitates events, they agree to use the UWSU's resources responsibly and appropriately, ensuring that funds allocated to the School Community Representative are used for their agreed purpose as discussed with the UWSU. If expenditure exceeds budget limits, they will notify the UWSU at least a week before the event date and adhere to established financial protocols to maintain transparency. For documenting events and forums, you should ask for consent from others in a photo before taking the photo.
6. When planning events, the School Community Representative will ensure that the planning and facilitation of said events does not exceed the allocated hours for the School Community Representative role.
7. The School Community Representative agrees to contact UWSU if they need extra help by using the 1-2-1 booking system and booking with their respective College Coordinator or via the su-reps inbox.

8. The School Community Representative can voluntarily stand down from the role at any time. They must put it in writing to the su-reps inbox, to the student-engagement inbox, and to their Head of School.
9. The School Community Representative will regularly monitor their emails regarding the School Community Representative role.
10. The School Community Representative should submit their School Community Representative reports in full twice a year once it has been sent to them by the su-reps inbox and will do so by the specified deadline. Failure to do so may result in the School Community Representative not receiving their certificate, not receiving their remuneration, and their possible removal from the School Community Representative role.

Training

All student representatives will be required to undertake training before starting their roles. The training will be delivered jointly between the University and the Students' Union.

Student representatives will be invited to training delivered in conjunction by the University Quality and Standards team and the Students' Union this must be completed in full prior to starting their position as Course Representatives and or School Community Representatives. Course Representatives must choose their specialism role before training begins. Extensions to these timelines will be available for those with mitigating circumstances or who can provide evidence of technical difficulties.

Student Representatives returning to their roles must complete refresher training.

Collecting Feedback

1. Student Representatives will not take on personal complaints or grievances of members, and in such situations, they will signpost members to the [University's wellbeing services](#) for support [or complaints processes](#).

2. Student Representatives will actively collect feedback from their peers or representatives whenever possible. This can include but is not limited to via Unitu, email and during class time.
3. Student Representative will not solely focus on negative feedback but also any feedback that could help the course, school or the University, including positive feedback and any ideas that may help.
4. Student Representative agrees to provide regular updates to the members they represent, including sharing the outcome of meetings and actions taken.
5. Student Representative agrees to respect organisational and individual confidentiality but also agrees to never use confidentiality as a reason not to disclose matters in spaces where such things should be transparent and open.

Unitu

1. Student Representatives will use Unitu as their primary platform for logging feedback and any actions resulting from that feedback to aid in closing the feedback loop.
2. Student Representatives will adhere to the rules of Unitu and enforce those rules if they see a breach by members using the platform.
3. When logging feedback, the Student Representatives should adopt a constructive and professional tone, providing actionable insights and suggestions for improvement. Constructive feedback is characterised by the following:
 - 3.1 Offering specific examples or evidence to support observations.
 - 3.2 Framing feedback in a non-confrontational manner, emphasising opportunities for growth and enhancement.
 - 3.3 Avoiding personal attacks or inflammatory language that may detract from the message's credibility or impact.
4. The Student Representatives will treat all feedback as confidential when logging feedback. Feedback will always be made anonymous to protect the identity of the student who logged the

feedback or, for example, the staff member if it mentions one staff member in particular.

5. Unitu will also be used to log any praise and ideas.
6. Student Representatives will escalate feedback in a timely manner and move feedback from the private to the public section on Unitu so that academic colleagues are able to respond to it promptly.
7. The School Community Representative is responsible for effectively escalating feedback that requires broader attention or resolution beyond the school level. The protocol for escalating feedback typically involves the following:
 - 7.1 Presenting feedback to the respective Head of School for initial review and resolution.
 - 7.2 If the issue remains unresolved or requires further attention, the School Community Representative may bring it to the attention of the Academic Representative Forum for collective discussion and action.
 - 7.3 The School Community Representative should adhere to established timelines and guidelines for escalating feedback, ensuring timely resolution and follow-up on identified issues.

Consequences of Violations and the Procedure for the Removal of a Student Representative

1. Non-Engagement with the Student Representative Code of Conduct can be reported to the Students' Union by other students, other representatives, Course Leaders, Heads of Schools, UWSU colleagues or members of the Quality and Standards Office.
2. The report should include the name of the Student Representative, details of the alleged behaviour and any supporting evidence.
3. Any violations of the Code will be investigated by the UWSU, and if the violation does not constitute a breach of the University's Student Code of Conduct, UWSU will determine the appropriate action to be taken. An investigation report will be produced by

UWSU. If the violation constitutes a breach of the University's Student Code of Conduct, it will be referred to the University's Academic Standards team.

4. Action taken by UWSU may include a formal warning, a requirement to attend additional training or removal from a Student Representative role.
5. Student Representatives have the right to appeal the decision of University's Academic Standards team by following the University's complaints procedure.