COMMUNICATION

FIRST THINGS FIRST...
Now that you’ve been elected, here are a few things you should consider doing to set up good channels for communication with your class.

- Introduce yourself in person (best done at the end of a class)
- Send out an email to your class/students introducing you as class rep
- Set up a Facebook page or group for your class and make sure everyone joins

ONGOING COMMUNICATIONS...

- Email/message your class regularly to ask for any issues
- Be open to being approached on a face to face basis
- Forward any issues to Division/Community Reps prior to next SRC Meeting. (Dates can be found at LINK)
As a Class Rep you are expected to meet the following commitments:

1. **Student Fora** – 2 hours per semester

2. **Informative Get-togethers (Voluntary)** – 1 hour per month

3. **Training** – Intro session, then up to 6 x 45 minute sessions over the academic year

4. **Contact with classmates** – approx. 15 minutes per week.
"One of the main things I was able to do was speak to the tutors for certain modules and ask them if they could supply slides for lectures the day before where at all possible. I was able to act as a go between to ask questions where students were too embarrassed to ask themselves or were worried about badgering tutors, whereas I could anonymise it and say 'some students have approached me'."

"A couple of students struggled with illness or family troubles so I gave them the options and the differences between a 24h extension and the process of gaining a longer one. For that I spoke to SEZ and arranged for the student to come in and speak to them. I also directed them to student advisory service who are amazing."

"A lot of the class felt that one of the deadlines for one of the class modules was too early in the term and didn’t give students enough time to properly complete the coursework. We brought this up with the lecturer, and arranged a meeting with both the lecturer and the head of department to discuss class concerns and negotiate potential solutions. Both the lecturer and the department head were very open to hearing class feedback and took what we said on board, and were happy to push the deadline back a week to give students more time to work on it. This was really well received by the class as it meant students had enough time to really work on the coursework and get it fully completed. The lecturer and department head were also really glad to have been made aware of an issue affecting student work and were open for a discussion on how the situation could be improved."
"Myself and our other class rep have been able to raise issues regarding one of our core modules and its appropriateness. I've tried to encourage students to fill in the feedback forms and they are actually changing the structure of the modules next year. It was originally cognitive psychology and research methods and social psychology and now (I think) they are going to combine the cognitive and social elements and teach research methods as a separate module because students found it really challenging in its current format. After speaking to the tutors and discussing the structure of the module discovered they didn't particularly like teaching it that way either so everyone's happy I think."

"On one of our modules there was a lot of mixed messages around a piece of coursework and one student was really unhappy with her grade/feedback. She would have accepted it if they could justify why it got the grade it got but didn't feel it was fair. I anonymously raised this for her with the module head who read it a few times and while she agreed that the feedback on the essay was accurate she felt that the mark was a bit harsh as she had understood the references and has increased the grade, however it is still be to reviewed by the board."

"I'm pleased with some of the stuff I've achieved and glad I could help student who were sometimes quite distressed. I should have made more of an effort to contact the year group as a whole as a lot of my work was with the direct entries but I'm going to set up a year group Facebook page and email them to let them know I'm around over the summer if they have any problems."
ACCOUNTABILITY

If a student feels that an Officer, the entirety of the Student Leadership Team, or the Chair of SRC have acted inappropriately or in breach of Abertay SA’s code of conduct then they have the right to raise this at an SRC meeting. If the issue is with an Officer then contact the Chair of SRC and if the issue is with the Chair then contact the President for further guidance.

SCHEDULE 9: CODE OF CONDUCT

1. Any member holding an elected position or a trustee position can be removed from that position through a procedure linked to the Code of Conduct.

2. The Trustee Board is granted the authority to monitor this Code of Conduct.

Expected Behaviours

3. All members are expected to behave responsibly and act with dignity and respect towards everyone at all times. This applies on Abertay University premises, whilst using Abertay University facilities or participating in any Association activity/ event including affiliated society events wherever they are held or whilst representing or acting on behalf of Abertay SA wherever this may be.

4. The expected behaviours of members includes, but is not limited to, the following:
   4.1. Treat others with respect and dignity;
   4.2. Treat them fairly and without unfair or illegal discrimination;
   4.3. Not offend others with foul language, anti-social behaviour
4.5. Not interfere with other people’s enjoyment of Association or University facilities or activities;
4.6. Not engage in activity or behaviour likely to bring the University or the Association into disrepute;
4.7. Comply with the reasonable requests of staff and officers of the Association and the University;
4.8. Respect the confidentiality of others;
4.9. Adhere to all appropriate policies of the Association
4.10. Comply with all International, EU, UK, Scotland and local laws
4.11. Use the Associations resources responsibly and honestly;
4.12. Undergo any training required as a result of any roles (voluntary or paid) undertaken;
4.13. Not act dishonestly or with intent to commit fraud;

5. In line with the Equality Act, Abertay SA does not tolerate discrimination on the following grounds:
   5.1. religion or belief (as identified by each member of themselves)
   5.2. sexual orientation (as identified by each member of themselves)
   5.3. age
   5.4. disability (as identified by each member of themselves)
   5.5. gender (as identified by each member of themselves)
   5.6. gender reassignment
   5.7. marriage and civil partnership statue
   5.8. race
   5.9. sex
   5.10. Pregnancy
   5.11. Breastfeeding women
   5.12. Political views
   5.13. HIV/Aids status
   5.14. Parental responsibilities
   5.15. colour,
   5.16. nationality,
   5.17. ethnic or national origins,
Sanctions as a result of breaches of the Code of Conduct

6. Any member, SA staff member, University staff Member, or member of Public who feels that a member of the Association has breached the code of conduct raise an issue regarding an Association member, using the complaints procedure.

7. The Complaints Procedure is a Supplementary Document of this Schedule, and may be updated from time to time by the Association’s Senior Staff Member or their designate.

8. Those determining the outcome of a complaint at either formal or informal level may take into consideration any perceived breach of the Association’s code of conduct, when determining any appropriate sanctions.

9. Where the complaints process is activated, the Association may suspend membership of the member(s) concerned.

10. If a complaint is upheld, the panel may invoke sanctions that may range from a written warning about the member’s actions, to the suspension or removal of any or all rights and privileges of membership including the holding of office, and membership of the Association itself.

11. Where an any member elected to any position is, for longer than 3 months, either
   11.1. suspended,
   11.2. removed from office,
   11.3. or barred from holding membership,

their post will be deemed vacant for the duration of the sanction, subject to the outcome of any appeal.

12. A by-election can only be held for the vacant role if the appeal is dismissed, or the window of time in which to appeal, has passed.