

MIT's Class Representative Handbook



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Welcome



**MANUKAU
INSTITUTE OF
TECHNOLOGY**

Tē Whare Takiri o Manukau

Nau mai haere mai!

Kia ora, thank you for putting your hand up to be a class rep! Yay!

Your role as a class rep is super important as you have the privilege of implementing changes to the quality of teaching in your classroom, school, and campus community as well as being the voice for your fellow students.

Manukau Institute of Technology and the staff share a strong commitment to improving the quality of our learning and teaching environments. Our class reps play an important part in ensuring we receive feedback needed for improvement. We appreciate your effort and reading this handbook is just the first step to becoming the best rep you can be.

How to use this handbook

This handbook is a guide to help you throughout your journey as a class rep. It will explain how to be a class rep and who to reach out to for support.

All class reps are required to send their Full Name, Student ID and your Course Code to the Student Voice Coordinator, this allows us to keep track of who the class reps are as well as allow us to contact you for anything that may arise.

If you have any questions about this handbook or anything you may need help with, **contact the Student Voice Coordinator** and they will help you.

To contact the Student Voice Coordinator, send an email to **studentvoice@manukau.ac.nz**

We are super excited to go through this journey with you and help make the MIT experience an amazing one!

Ngā manaakitanga,
The Student Voice Coordinator



The Student Voice at MIT

What do you do now?

Class reps play a vital role in shaping student life at MIT — they amplify the voices of their peers by sharing wins, raising concerns, and bringing fresh ideas to the table, all with the goal of making MIT a better place to learn, grow, and succeed.

There are three levels of representation here at MIT that make up the Student Voice;

Student Council

They contribute to the strategic decision making of MIT in the best interests of current and future Students. They also represent and advocate for the views of MIT Students at the highest level: at an institute and national level.

Student Voice Representatives

They represent the views and opinions of students within a specific school (they study in) and also work in partnership with the Student Council and the MIT staff to meaningfully shape the educational experience of our current and future students.

Class Representatives

They represent students in their classroom and ensure that issues, ideas and feedback is raised appropriately and responded to. Also working with other class reps across your cohort to ensure that feedback is appropriately escalated to your student voice rep and academic leads when needed.

1. Register

Send your Full Name, Student ID and Course Code to the Student Voice Coordinator. From there, we will invite you to join the advisory meetings for your campus where you will provide any important updates.

2. Meet with your Academic Lead

This is a very important relationship to have as they will be your first point of contact if any issues arise. Work on the best way to communicate with each other.

3. Introduce yourself to the class

Show your class who they can go to for support during their studying journey. It's important to be visible as much as you can.

4. Join all events

Get to know your fellow peers and MIT by joining the events that happen around you. You may also get a chance to meet with other Student Leaders and see what they're doing in their role.

5. Reap the benefits!

Being a class rep comes with its perks and benefits. They include:

- Personal and leadership development
- Professional development (Build your CV!)
- Empowerment to speak to issues affecting your learning and the class.
- Strong communication skills and experience in dispute resolution.
- Opportunity to build relationships and networks.



How to be a good class rep

Be visible

Make sure students know who you are and how to contact you. This can be done by introducing yourself in front of your class and leaving your contact details on the board or anywhere visible.

Be approachable

Make sure students feel comfortable coming to you for questions and feedback.

Communicate

Keep in touch with your Student Voice rep, lecturer and/or academic lead and keep them informed on issues that arise within your class.

Keep your class updated on anything that happens within your cohorts, around campus and MIT.

Advocate

Depending on the role you have taken up be there to support your classmates or school when concerns arise and advocate for them on issues that happen in class or school.

Referrals

Refer students to the necessary services where needed.

Engage

Attend campus advisory meetings to provide staff with the necessary updates that occur in your class and or school. You can also call your own meetings to see how the class or school is going.

Listen

Be open to listen to your fellow students and keep an open mind when hearing their concerns.

Avoid

- Doing too much and overloading yourself with class rep work.
- Helping students with their personal problems on your own.
- Dealing with intense advocacy cases.
- Dealing with harassment or serious conflicts.

If it seems like a personal issue, we have a whole team of support. Remember to refer students to the necessary services provided (there is a full list on page 7).

If you have any questions or need help, contact the Student Voice Coordinator at

studentvoice@manukau.ac.nz



Your focus

As a class rep your key role is to communicate any issues relating to yours and your classmates, schools experience on campus to your lecturers and/or academic lead.

Tasks as a class rep

- **Gathering feedback**

You must encourage your fellow students to share their views and opinions on their experience. Listen to everything they share, especially those with a different experience to you. Collecting feedback can be through meetings or a simple online form.

- **Acting on feedback**

Once you have all the feedback, summarise it all into a helpful and usable document and present it to staff. It helps to work alongside staff to tackle issues and develop solutions together.

- **Reporting back**

For any outcome you must share this with the students, staff and anyone who was involved with the situation. This ensures everyone stays on the same page.

Topics to focus on:

- Curriculum
- Learning resources
- Learning and teaching process
- Assessment and feedback
- Student progression and achievement
- Guidance and support
- Quality enhancement and assurance

Student Feedback form

The student feedback form is another way to provide feedback online if needed. Follow these simple steps to find the form:

- Go to the MIT website.
- Put 'Student Feedback Form' in the search box.
- Choose a concern, complaint, compliment, comment.
- Put your feedback in and submit.

Alternatively you can send your feedback through to

studentvoice@manukau.ac.nz

Top tip!

Be visible to your classmates. They must be able to find you, this could be made possible by introducing yourself to everyone in front of your class as well as leaving your preferred way of communication visible.



Contacts for relevant services

| Service | Contact details |
|------------------------------------|--|
| Campus Security | security@manukau.ac.nz |
| Career & Employment Solutions | careersolutions@manukau.ac.nz |
| Chaplaincy & Spiritual Support | thechaplains@manukau.ac.nz |
| Concerns & Complaints | advisors@manukau.ac.nz |
| Counselling | counsellors@manukau.ac.nz |
| Disability Support Services | disability@manukau.ac.nz |
| International Student Support | internationaladmin@manukau.ac.nz |
| Library & Learning Services | library@manukau.ac.nz learning.services@manukau.ac.nz |
| Māori and Pasifika Trades Training | maoripasifikatrades@manukau.ac.nz |
| MIT Children's Education Centre | child.centre@manukau.ac.nz |
| Pasifika Development Office | mitpcc@manukau.ac.nz |
| Student Advisors | wecare@manukau.ac.nz |
| Student Advocacy & Appeals | advocacy@manukau.ac.nz |
| Student Council | studentvoice@manukau.ac.nz |
| Student Life | studentlife@manukau.ac.nz |
| Student Voice/Clubs & Groups | studentvoice@manukau.ac.nz |
| Tauira Māori Student Support | tauiramaori@manukau.ac.nz |
| Wellbeing Coordinators | wellbeing@manukau.ac.nz |