1. What is a Course Representative?
   a. How are they selected?
   b. What do I have to do?
      i. Engagement with Course Convenors
      ii. Engagement with Students
      iii. Feedback
   c. Discretion
   d. Recognition

Overview:
Under the ANUSA College of Engineering and Computer Science Course Representatives System, each CECS course will have at least one student representative elected from the enrolled cohort. As a Course Rep, you are essentially the bridging link between the Year Reps but also ANUSA Representatives, academic staff, and the College Education Committee. You will be a key source and channel of feedback, working with the ANUSA Reps and, through them, the Education Committee and academic staff, to identify and address key issues faced by students both in individual courses and across the College. It is a key student leadership opportunity within the College designed to ensure CECS maintains the best student experiences at the ANU, and to create a lively and interconnected CECS student community.

(a) How are they selected?

| TIMELINE |
|------------------|--------------------------------------------------|
| Week 1 | Course Convenors (CCs) announce the available positions in the introductory week of lectures and designate a day in Week 2 to hold elections. Students volunteer candidacy including a brief introduction regarding their suitability for the role (no more than 100 words), which is posted on the course Wattle page and emailed to student email addresses. |
| Week 2 | Elections are held in class or through an online Wattle poll by Friday. For classes of less than 50 students, there will be one position available. For classes of more than 50 students, there will be two positions available. |
| Week 3 | Information about election results including contact details for the representatives is sent to the ANUSA College Representatives. |
| Week 4 | Year Representatives organise an induction session for all elected Course Representatives to explain the role and expectations. |
| Week 5 | |

NOTES:
1. If there are not enough candidates for a competition, one candidate may be elected unopposed in class.
2. There should be **no more** than two representatives for each course.

(b) What do I have to do?

(i) **Engagement with Course Convenors:**
A healthy engagement with course convenors is the key to successful representation of a course group. By becoming a course rep, you have become the voice of your classmates; especially to students facing problems yet who feel uncomfortable confronting lecturers. You will have to work constructively with convenors if you want to improve the learning experience and engagement of your cohort.

You should aim to meet with your lecturer(s) and/or course convenor(s) at least once a semester, before the mid-semester teaching break, or as soon as any issue arises. This way, you can address issues facing students as soon as they arise, and not after 13 weeks in a SELT review. It is also advised that reps meet a second time in the last few weeks of semester to discuss the course overall.

(ii) **Engagement with Students:**
It’s pretty simple: you can’t represent if you don’t know the people you’re representing. This doesn’t mean you have to become best friends with everyone in your course; but it does mean that you will have to make an effort to ensure at least the majority of people know who you are, and how you can help.

Here are a few suggestions:
- Set up a facebook page for you and your classmates to channel feedback and communicate outside of class (this is also a great resource for revision and keeping up to date)
- Post on Wattle with your contact details (facebook, email, phone number: whatever you feel comfortable distributing) and a brief introduction
- Introduce yourself to your classmates after lectures (this may seem daunting, but remember the people who were chosen to represent need to feel comfortable providing feedback)

(iii) **Feedback:**
This is your new middle name! The course rep role depends on being able to identify any common issues within your course, and channel any feedback (positive or negative, or somewhere in between) from the student body to your ANUSA representatives. If any serious issues arise (for example academic or professional misconduct), this can be taken to the College Education Committee through your ANUSA Representatives as a confidential item.

**Meetings with the Year Representatives:**
Course Representatives are required to attend two meetings a semester organised and run by the Year Representatives. The first meeting will be held in week 4 or 5 and will be an orientation session introducing representatives to the role and their responsibilities and expectations. It is also an opportunity to flag any issues that seem likely to arise in the semester and develop mechanisms to deal with them early on. This session should not exceed 1.5 hours.

The second meeting will be held in the second teaching period of the semester, and will be an opportunity for the course representatives to discuss any problems faced by students, including those have not yet been resolved since the first meeting. Depending on the kinds of issues raised, this session should also not exceed 1.5 hours.

**Meeting with Course Convenors and Lecturers:**
As part of the role of engaging with academic staff, course representatives are advised to meet with course convenors/lecturers at least twice a semester: once before the mid-semester teaching break, and once after.

**SELT Reviews:**
SELT is one of the most effective mechanisms for the College to identify and address problems consistently faced by students in courses. You should encourage as many students in your course as possible to complete their SELT reviews on time, and before the exam period when people become distracted. This is also an effective way of measuring student opinion before writing the report.

**The Report:**
Representatives are **required** to compile an **at least one-page report** at the end of the Semester reviewing the quality of education delivery and any problems encountered by students. The report should cover 6 sections:

1. Overview of Course;
2. Things Done Well;
3. General Areas for Improvement;
4. Specific Issues Encountered by Students;
5. Suggested Improvements; and
6. Conclusion.

The report should respect individual students’ privacy and right to anonymity. It should be impartial and well considered, and not merely vindictive and defamatory. Any report judged to fail these requirements would be rendered void.

Reports would be submitted to and compiled by the ANUSA representatives (sa.cecs@anu.edu.au), who would then present them to the Sub-Dean (Education) at the end of Semester, as well as to individual course convenors, to supplement SELT data. If any serious problems arise, the course report will be raised as a confidential item at the College Education Committee.
(c) Discretion:
As the mouthpiece of your course, there are standards of discretion and professionalism that you will have to meet in the role.

If serious issues arise (personal or professional misconduct) then you should immediately meet with the affected students and assess the scope of the problem. If it appears that disciplinary or more serious action should be taken against a member or members of staff, then you must refer the affected person to the official ANU University Complaints Process (see below). If the issue is more serious that course or staff-related matters, then you may both or the affected person individually approach the Deputy Vice-Chancellor (Students), the ANU Departments, ANUSA, ANU Counseling Centre, ANU Security or the Police. These are very delicate circumstances, and proper handling depends on the proper and considerate maintenance of the affected student(s) rights to privacy and an understanding of the delicacy of the situation.
Do I have a legitimate grievance? Seek advice from Dean of Students/ANUSA/Disabilities Services/ANU Women’s Department/another relevant authority.

Step 1: Identifying the grievance

Step 2: Informal Resolution

- How can I resolve the dispute? Students may:
  - Take no further action
  - Informally approach the person concerned (with the Dean of Students’ help, if required)
  - Proceed to formal complaint
- How do I lodge a formal complaint?
  - Contact the responsible person
  - If coursework complaints = course convenor
  - If staff complaints = Supervisor/Head of School or Department

Step 3: Formal Complaint

- How is my complaint considered?
  1. Action by responsible officer
  2. Referral to Delegated Authority
  3. Reference to Deputy Vice-Chancellor

Step 4: Consideration of Complaint

- What kinds of resolutions are available?
  - Oral/written apology;
  - Agreement to mediate;
  - Oral/written caution; etc.

Step 5: Determination and Record Keeping

For more detailed information about the complaints procedure, please refer to https://policies.anu.edu.au/ppl/document/ANUP_000540.

There are specific complaints procedures for:
- Assessment review and appeals
- Academic progress
- Fees complaints
- Discipline rules
- Library and IT Access
- Facilities and Services

NOTE: Disciplinary action is not provided for as part of this process. However, at any stage in this process, a responsible officer, delegated authority or the Deputy Vice-Chancellor may refer the complaint for consideration under the University’s disciplinary provisions.

Any reports of sexual assault should be reported to the Police and/or Unisafe.

On-Campus Contacts:
ANU Students’ Association (http://www.anusa.com.au)
ANU Counseling (http://counselling.anu.edu.au/)
Academic Skills and Services Centre (https://academicskills.anu.edu.au/)
Unisafe (http://facilities.anu.edu.au/unisafe/)
ANU Women’s Department (http://anuwomensdepartment.com/)
ANU Disability Services Centre (http://disability.anu.edu.au/)
ANU Queer Department (http://anusasexualitydepartment.wordpress.com/)
(d) Recognition:
Each semester there will be a ‘Course Representatives Awards’ competition, in which all participating courses will vote for the four most outstanding representatives. Students may nominate an individual course representative, and the four representatives with the highest percentage of satisfaction (i.e. votes from their course-mates) will go into the running to receive prizes.

All representatives who complete their entire tenure (i.e. through the submission of a Course Report) will also receive a certificate from the Sub-Dean of Education.