



Programme Representatives Code of Conduct

Academic Year 2024/25

Code of Conduct

This code of conduct is the agreement for all Programme Representatives to carry out expected behaviours and responsibilities in their role as a representative of the Students' Union and City, University of London, as well as detailing the process for removal from the role if required.

Programme Representatives reflect both the Students' Union as an organisation and the University as an institution and must conduct themselves accordingly. They are also expected to fulfil the expectations of the role to the best of their ability. Reps are elected to their positions and are therefore accountable to the students whom they are elected to represent.

By having a formalised process, this will allow the Union and University to respond to and resolve cases in a consistent manner where the effectiveness or conduct of Rep(s) is called into question.

Please return signed for your course to keep on record.

Expectations of a Programme Representative

Attendance at Meetings

It is expected that you will attend all the below **mandatory** meetings each term as invited by the University and Students' Union.

- Student-Staff Liaison Committees (SSLC)
- Student Experience Committees (SEC)

We ask that you aim to attend **at least one** of the below meetings **per term**:

- Annual Programme Evaluations (APEs)
- Programme Approval and Review Committees (PARCs)
- Programme Committees (PCs)
- Teaching and Learning Committees (TLCs)

If you are unable to attend any of the meetings which you are invited to, it is expected that you will **send apologies** to the Secretary of the meeting **at least one working day in advance** of the meeting.

It is expected that you will **send through any comments** you have on any item of the agenda to the Secretary, so that the meeting can receive your feedback.

Failure to attend (without providing apologies) two meetings as outlined above, may result in the process to remove you as a Representative. If you are having issues with the scheduled timings of meetings, it is expected that you will report this to your Course Officer.

It is important that you prioritise your academic studies at City University above all else. If you are struggling with balancing your role as a Programme Rep and your studies, please do not hesitate to contact the Student's Union or your Programme Director.

Feedback

It is expected that the feedback you collect shall be **representative** of the cohort of students that you have been chosen to represent. We therefore expect you to **consult**



your students on matters arising at committees, and to report their opinions to the respective committees.

In all feedback you offer, you should observe the **ABCD** rule – in being **Accurate, Balanced, Constructive** and **Depersonalised**.

It is expected that you will provide feedback on how issues and topics are progressing at each committee to your student cohort, so they can know their issues are being addressed.

It is expected that you will have regular contact with **Assembly Members** from your School during each term to discuss how meetings are progressing.

Behaviour

It is expected that you will always conduct yourself in a **professional** and **responsible** manner in carrying out your role as a Programme Representative. As a Representative, you will act according to the [University's Policy on Student Conduct](#). **Any incidents of Bullying and Harassment will not be tolerated and will be dealt with according to the University's procedures.**

If you are concerned about a Programme Representative's behaviour, or others' behaviours at a committee or meeting, it is expected that you will report this to the Students' Union's Representation Team (studentrep@city.ac.uk) or your relevant Course Officer or Programme Director.

Confidentiality

You will occasionally collect student data on matters that need to be treated sensitively or in confidence or a student will present an issue to you, where you need to then signpost them to support. It is expected that you will respect confidentiality and retain anonymity for students concerned when appropriate. In practice, this means:

- Things people share should be treated in confidence.
- Do not assume that other staff/students know any details.
- Do not share information without express permission.
- If you believe someone to be at risk disclose the information only to the relevant authorities
- The limits of confidentiality should be set by open and agreed policy rather than assumption.

If you are unsure what to do or whether information is confidential, please clarify with the source of the information and speak to the Students' Union for advice.

Please note the expectations of Programme Representatives apply throughout the 2023/25 Academic Year and are applicable to both online and in person teaching and meetings.

Procedure for the Removal of a Programme Representative

Occasionally there may be issues where the conduct of a Representative may be called into question, and the suggestion for a Representative to be removed from their role. This will tend to rise from a Representative breaching anything in this code of conduct, such as not turning up to meetings and not providing

apologies or conducting themselves in an unacceptable way. We want to ensure that this is a rarity, and that Representatives know what the process will be for their removal.

The following is the procedure for dealing with the removal:

Stage 1: The Programme Representative will receive an email inviting them to a meeting with their Course Officer/Programme Director/Quality Officer to discuss the concern informally. They will alert the Students' Union that the meeting has taken place.

Stage 2: If a resolution has not been sought, or the incident is more serious, the Programme Representative will be brought to a formal meeting with the Vice President Education and Quality Officer. The result may be for the Programme Representative to either address the discussed issue with action, or the University and Students' Union may decide that the Programme Representative should be removed from their position.

Stage 3: The Programme Representative will have a right to appeal, which if they choose to, a panel will be formed, comprising of members of their School, the University and the Students' Union and they will be invited to discuss why they are appealing the decision. The Programme Representative will be notified as to the decision of their appeal.

A Programme Representative can only be dismissed from their role from a joint decision by the Quality Officer and Students' Union, and after Stage 1 and Stage 2 have taken place.

At all stages, we encourage Programme Representatives to stay in communication with the Students' Union and University throughout the process.

Agreement

I confirm that I have read and understood this code of conduct and agree to carry it out in my time as a Programme Representative.

Name: _____

Course: _____

Signed: _____

Date: _____