

School Community Organiser Code of Conduct

The Students' Union (SU) has developed this set of guidelines to help School Community Organisers (SCOs) understand what is expected of them, what to expect from fellow SCOs and what they can expect from Herts SU. These guidelines are to be followed in online and face-to-face activity (both on-campus and off-campus).

The Students' Union expects all SCOs to:

- Adhere to the aims and objectives laid out in the SCO job description.
- Attend compulsory SCO training.
- Attend all SCO Forums, by providing a written update at a minimum.
- Provide information, where relevant to the SCO role, to the Students' Union upon request.
- Communicate with the Students' Union and engage with Students' Union events and activities including Freshers' Week and relevant meetings.
- Display consistently high standards of behaviour and attitude when representing Herts SU any environment.
- Ensure that all equipment purchased through the Students' Union is looked after, recorded, and kept for future use of SCOs, except for personalised items.
- Ensure the proper handling and/or collection of student data such as feedback.
- Follow all rules, policies and guidelines laid down by the Students' Union and University.
- Attend appraisals twice per year.
- Not abuse their position as an SCO to obtain undue personal benefit or reward.
- Treat all SCOs, Student Representatives, officials, guests, and Students' Union staff with respect.
- Communicate regularly with the SCOs in your School as well as other Schools.
- Behave in accordance with Herts SU's Zero Tolerance approach and the Equality Act 2010.

SCOs can expect the Students' Union to:

- Display consistently high standards of behaviour and attitude when acting as members of Students' Union staff.
- Ensure the proper handling of data and not share details or external marketing material without consent.
- Promote the work of SCOs to the wider student body. Provide financial support for SCO events and initiatives where able.
- Provide training and general support for SCOs.
- Represent their views at University and Students' Union meetings.
- Share news and updates relating to SCOs.
- Support SCOs in coordinating events.

- Treat all SCOs with respect and maintain an appropriate working relationship with members.

Disciplinary Procedure

If SCOs do not adhere to the code of conduct or other Union policies, this may result in disciplinary action.

Where there is reason to believe that an SCO has broken Herts SU's rules and regulations or acted against our values, a disciplinary procedure will be instigated. This may include:

- Breaching Herts SU's governance.
- Action likely to cause injury or harm.
- Damaging Herts SU and University of Hertfordshire property.
- Behaviour that brings Herts SU into disrepute.
- Behaviour or language that goes against our zero-tolerance policy or the equality act.
- Breaching GDPR by incorrectly collecting and/or storing student data.

This is not an exhaustive list of offences.

Dependent on what level the situation is classed as by the Student Development team, this will determine which procedure the team will follow. The procedures are laid out below.

Initial investigation

1. The responsible staff members within the Union will initially consider and investigate the situation. They may reach out for further information if this is needed.
2. Upon investigation, they will provide a written response as to what will happen next within 10 working days of receiving the information.

Procedure

This procedure will be followed if the offence is deemed to be as such by the Student Development team after the initial investigation laid out above.

1. A panel made up of the Representation Coordinator and Student Development Manager will meet with all parties involved separately to gather information.
 - a. If no contact can be made, or there is no response by the student(s), within 5 working days of the initial communication being sent or made, then the panel can reach a conclusion to the investigation without any contact with the accused.
2. The panel will review the situation and will come to a decision based on the details set out above.
3. If no more information is needed to make a decision, the decision will be sent in writing to those involved within 10 working days of the final meeting.

This could be:

- a) Take no further action.
- b) Facilitate an informal discussion between members to resolve the issue.
- c) Removal of SCO position.
- d) Removal of Herts SU membership and therefore banned from all SU activity.
- e) Determine that the nature of the incident is sufficiently serious that it should be referred to the University's disciplinary proceedings.

Appeals Procedure

In all cases, if the student(s) are dissatisfied with the outcome of the initial investigation or the outcome of a Disciplinary Panel, they will then have 5 days to request a review of the decision made. They will have to provide a written response outlining reasons as to why you are not satisfied with the outcome. Please note, an exception to this time limit may be authorised in the case of an exceptional circumstance such as illness or disability.

They have the right to appeal on the following grounds:

1. A procedural or administrative error of the original hearing.
2. The level of disciplinary sanction imposed.
3. If considering any new material evidence not produced at the original hearing.

An appeal hearing will normally be held within 14 working days of receipt of the letter of appeal. An appeal will be heard by a panel, who previously were not involved in the case. A Member will have the right to be accompanied by a companion or friend.

The Member will be notified of the results of the appeal in writing within five working days of the hearing. The Member will have no further right of appeal.

The outcome of the appeal could be (but is not limited to):

1. To uphold the disciplinary sanction.
2. To reduce the disciplinary sanction to a lower level.
3. To increase the disciplinary sanction and/or impose other remedial action.
4. To impose other remedial action.
5. To overturn the disciplinary decision and sanction.

Advice and Support

If you have experienced, witnessed, or been informed about a situation and would like independent support, you can contact Herts SU's Advice and Support team:

Email: advice@hertssu.com

Or in person at the Students' Union, Hutton Hub, College Lane 10am-4pm.