

Student Rep Code of Conduct

As a Student Representative (Rep), you play an important role in ensuring that student voices are heard and acted upon. This code of conduct outlines the expectations and responsibilities of all Reps, and you must abide by this in order to hold the position of a Student Rep. If you have any questions about anything in this code of conduct, please contact reps@hertssu.com.

Expectations of Student Reps

As a Student Rep, you are expected to:

- Actively gather and represent the views of students on your course, ensuring a wide range of perspectives are included.
- Communicate clearly with your peers and provide updates on outcomes and actions from meetings or feedback raised to staff.
- Attend relevant meetings such as Programme Academic Experience Groups (PAEGs) and School Student Forums (SFFs) and engage fully, or provide advance written notice to the meeting organiser if you are unable to attend.
- Complete any required training and engage with opportunities provided by Hertfordshire Students' Union to support you in your role.
- Work collaboratively with other students, staff, and the Students' Union.
- Use communication channels, including social media and WhatsApp, responsibly and respectfully and in line with all GDPR legislation.

Standards of Behaviour

As a Student Rep, you must:

- Treat all students, staff, and fellow reps with respect and professionalism.
- Act in the best interests of the student body, rather than for personal gain.
- Follow University of Hertfordshire and Hertfordshire Students' Union policies and values, including but not limited to the Memorandum, Articles of Association, bye-laws and Student Code of Conduct.
- Use Students' Union resources appropriately and responsibly.
- Maintain confidentiality when required, particularly when handling sensitive information.

Unacceptable Behaviour

As a Student Rep, you must not:

- Share confidential information without permission unless given consent.
- Act in a way that could bring the Students' Union or University into disrepute.
- Misuse your role for personal advantage or to disadvantage others.
- Engage in behaviour that is discriminatory, harmful, or inappropriate.
- Share inappropriate or incorrect advice to students.

Support from Hertfordshire Students' Union

Student Reps can expect Hertfordshire Students' Union to:

- Provide training, guidance, and ongoing support
- Ensure proper handling of your student data once registered as a Student Rep
- Promote the work of Student Reps and provide updates to support you in your role.
- Treat you with respect and maintain a supportive working relationship.

Non-Engagement

If a Student Rep is unresponsive or non-engaged (e.g. not attending any meetings or no communication or participation over a sustained period of four weeks), the Students' Union will have the option to remove them from the role where necessary.

In these circumstances, the following steps will be taken:

- The engagement concern will be reported to the Students' Union team for review by emailing reps@hertssu.com
- We will initially contact the Student Rep to check in and ensure they are okay, offering support where needed.
- If there is no response within five working days, we will escalate the concern by contacting the Dean of Students to raise a welfare concern.
- After this check has been completed, and if there are no welfare concerns, the Student Rep will be issued a ten working day notice, informing them that their role will be ending due to non-engagement.
- If there is still no response or improvement following this period, the Student Rep will be removed from the role.

Disciplinary Process

Hertfordshire Students' Union is committed to supporting Student Reps to succeed in their role. Where concerns arise, the focus will always be on early intervention, clear communication, and providing opportunities to improve.

However, if you do not meet the expectations outlined in this Code of Conduct, the following process may be followed:

1. Informal Support and Guidance

In the first instance, concerns will usually be addressed informally. This may include:

- A conversation with a member of staff from Hertfordshire Students' Union and/or a member of academic staff (i.e. programme leader) from the University to highlight the concern.
- Clarifying expectations of the role
- Offering additional support, guidance, or training

The aim at this stage is to help you improve and continue in your role successfully.

2. Formal Review

If concerns continue, or if the issue is more serious, a formal review may be initiated. This will involve:

- An investigation into the concern
- Providing you with an opportunity to respond

- A review of any relevant evidence

Following this, an outcome will be decided, which may include:

- A formal warning
- A clear set of actions or expectations for improvement within a given timeframe

3. Final Action

If there is no improvement following a formal review, or in cases of serious misconduct, further action may be taken, including:

- A final warning
- Removal from the Student Rep role
- Referral to [University Disciplinary processes](#) or [Students' Union Individual Member Disciplinary Process](#).

4. Immediate Removal

In cases of serious misconduct, the Students' Union reserves the right to remove a Student Rep from their position without prior warning. This may include (but is not limited to):

- Behaviour that is discriminatory, harmful, or breaches equality legislation
- Misuse of confidential information and breaches of GDPR
- Actions that bring the Students' Union or University into disrepute
- Misuse of the role for personal gain
- Where requested by the University, including where the student is subject to other disciplinary proceedings that will impact their ability to hold the role of a Student Rep.

Right to Support

At all stages of any disciplinary process, you will be treated fairly and with respect. You may seek advice or support from Hertfordshire Students' Union's [Advice and Support team](#) by emailing them at advice@hertssu.com if needed.