



Class Representative Handbook

A Guide to Academic Representation

Contents

Our Aims	2
What Happens Now?	2
What is a Class Representative?	3
Your Role	3
How to be an Effective Class Representative	3
Your Focus	4
Important Things to Know from ANU Policy	5
Course Content and Structure	5
Course Workload	6
Teaching Methods	6
Assessment and Feedback	7
Teaching Facilities and Academic Support	8
Tips For How To Perform Your Role Effectively	8
Class Representative-Staff Meetings	8
The A,B,C,D of Effective Feedback	10
Communication with Students	11
Problem Solving	12
Support for you in your Role	12
ANUSA – Your Student Association	13
Relevant ANU Services	15



Our Aims

This Handbook aims to provide you with written guidance on how to be effective in your role, and what support is available to you and other students along the way. An online version can be accessed via the ANUSA website. It will be complemented by face-to-face training sessions and ongoing communication with ANUSA. If you have any questions, concerns or ideas you are always welcome to contact sa.vicepres@anu.edu.au.

What Happens Now?

This handbook gives you an overview of why Class Representatives are important, what your role entails, some handy tips for how to do your role well, and contact details of different support systems available to you and to the students in your class.

Have a read, and then take the following next steps to make sure you can be an effective Class Representative:

1. Have your details accessible

Your Course Convener will upload your contact details on Wattle and then pass them on to the school's Student Administrator. The Student Administrators will compile a list of Class Representatives to send to ANUSA. Your details will be entered into a database that will be accessible from the ANUSA website so you can easily be contacted by your class.

2. Meet with your Course Convener

Discuss the ways in which you can work together, including how to best collect and present class feedback; and deal with any issues that might arise during the course. This is an important relationship as they should be the first point of referral for most issues.

3. View/Read Class Representative Training

Class Representative training will be in the form of this handbook and an in-person training session which will also be recorded for those who are unable to attend. We will let you know when it comes out.

4. Join the Class Representative Facebook Group

Every Semester, ANUSA creates a Facebook Group for Class Representatives to connect and share their thoughts on the year. It's also a space for ANUSA to share important information as well as hear directly from students their concerns and worries.

You can find a link to the 2025 Semester 1 Facebook Group here:

<https://www.facebook.com/share/g/16FQmHQAv8/>

5. Make sure you're familiar with the ANUSA Course Escalation Guide

ANUSA has prepared an easy-to-follow guide for what you can tell students who need assistance. It's a simple way to explain where students should go if they ever need help. Per ANU policy, this document must also be posted on every single Wattle course page – make sure your Course Convener has posted it! [This](#) link shows the document.

What is a Class Representative?

Support – Class Representatives provide the first point of contact for other students in their course. They help resolve basic problems, offer guidance and provide support.

Consultation – Class Representatives provide an important point of consultation when changes need to be made or are being proposed. More specifically, they work within ANU's academic representation structures to provide constructive feedback about teaching quality and assessment, course content and facilities to academic staff and student representatives across Academic College and University committees.

Voice – Class Representatives are, most importantly, the ears and voices of ANU students. They provide an important link between students, lecturers, tutors, ANUSA, and the University. Your peers trust their class representatives to amplify their voice and raise concerns where necessary.

YOUR VOICE MATTERS. AS A CLASS REPRESENTATIVE, YOU ARE
SEEN AS A LEADER WHO CAN SPEAK AND SHARE THE
EXPERIENCES OF YOUR COURSE. WHEN YOU SPEAK, THE
UNIVERSITY MUST LISTEN.

Your Role

How to be an Effective Class Representative

Be visible

Make sure the students you represent know you and how to contact you. Through the duration of the course, stay in contact and consult with your class.

Be approachable

Your role matters and it's important that you're proactive. This means being visible and approachable. You should be known by both students and staff in your course or programme. Generally, Class Representatives rely on making themselves known – usually by addressing the class in lectures, both at the beginning of the course and at regular intervals during the course. We recommend that you make yourself known to support staff, such as course administrators, in addition to academic staff.

Communicate

Keep in touch with your Course Convener. Keep them informed about positive aspects of course delivery and assessment; and any arising issues.

Listen

Be available to listen and support students with their concerns.

Engage

Attend Staff/Student Liaison meetings and any Class Representative meetings called by your School, College or ANUSA College Representatives.

Promote

Promote your classmates' participation in University-wide reviews and consultations.

Avoid

Avoid overloading yourself with Class Representative work.

You don't have to deal with large-scale or intensive advocacy cases, nor do you have to deal with harassing or serious cases. You also don't have to counsel students with serious personal problems. There are professional services at the ANU with full time staff able to support students with these cases.

Refer any students who need additional support to ANU Counselling Centre, the Dean of Students or ANUSA Student Assistance.

Contact ANU Counselling

E: counsellingcentre@anu.edu.au

P: 02 6125 2211

Contact ANUSA Student Assistance

E: sa.assistance@anu.edu.au

P: 02 6125 2444

Contact Dean of Students

E: dean.students@anu.edu.au

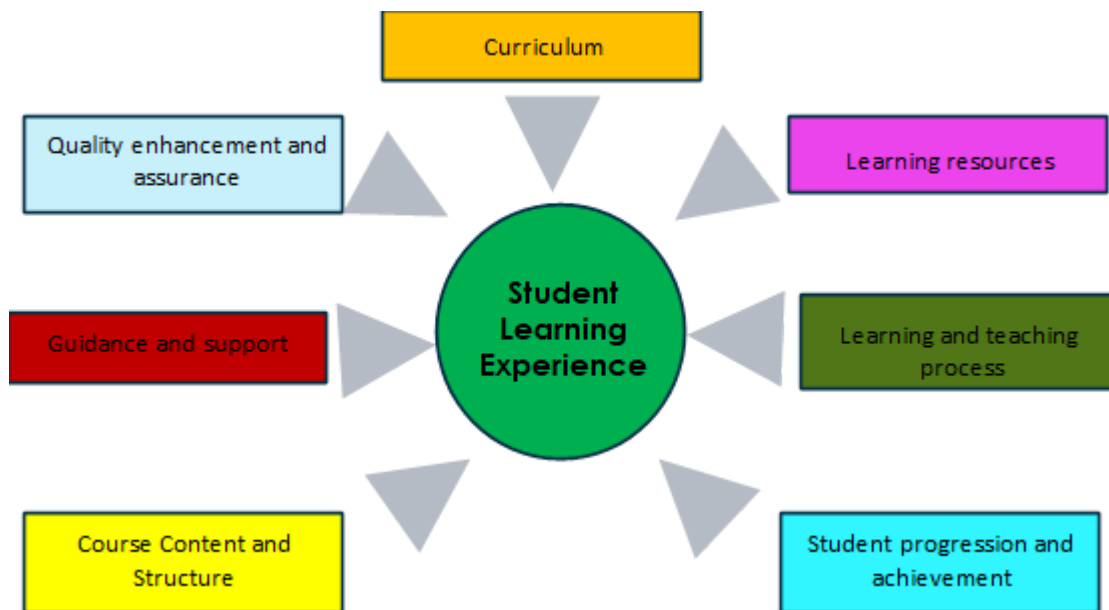
P: 02 6125 4184

Your Focus

As a Class Representative your key role is to provide feedback to your lecturers, course coordinators and the University about your fellow classmates' experiences. Furthermore, your role is:

- To continuously improve the student learning experience in partnership with the ANU and ANUSA by helping create solutions to problems.
- To represent your fellow classmates' views and opinions on all matters relating to learning and teaching.
- To provide both positive and negative feedback to staff.
- To act as a communication channel between staff and students.

Your focus should be on auditing the course to ensure that it is consistent with university policy. Consider what contributes to the Student Learning Experience and how you can provide feedback on each component to enhance it.



Questions to focus on:

- Does the course follow the stated course aims and objectives?
- Are the course aims and objectives easily understood?
- Have students been consulted when major changes have been made to the course?

Important Things to Know from ANU Policy

Course Content and Structure

Lecture recordings:

Lectures must be recorded. If your lectures aren't being recorded, then the Course Convener/Lecturer is required to have received approval from the Associate Dean for Education from the relevant College.

Course Outline:

Course Outlines must be available two weeks before teaching begins.

https://policies.anu.edu.au/ppl/document/ANUP_018809

Course Outlines can be changed and altered in the first week of semester - so students have time to ask for changes to assessment structures and have that easily approved. As is mentioned in the Assessment Policy (below), course convenors must respond to student concerns and suggestions.

https://policies.anu.edu.au/ppl/document/ANUP_004603

Assessments must have marking criteria or rubrics.

Course Workload

Questions to focus on:

How manageable is the course workload?

Think about the number of words required in an assessment, number of assignments and amount of class preparation. Does this match what's in the course outline and is it realistic? Are assessments placed well throughout the course to help students balance their workload?

Workloads have an impact upon your wellbeing and your ability to study. If individual students have issues around balancing the course load with their personal lives, don't take their issues upon yourself to resolve. Instead, refer them to the range of resources, programmes and workshops offered by the Academic Skills and Learning Centre.

Contact Academic Skills and Learning Centre

E: academicskills@anu.edu.au

P: 02 6125 2972

The following is a handy policy to know. Follow the link and click on the 'Student assessment (coursework)' policy: https://policies.anu.edu.au/ppl/document/ANUP_004603

As stipulated in the Assessment Design Principles - you need to have 2 or more assessments in a semester (pt. 3). Students are also allowed to give feedback and request changes on the assessment schedule before 10% of the teaching period has passed (pt. 4).

Additionally, where appropriate and possible, students should be able to submit assignments to be assessed anonymously (pts 12-21).

Note that lecturers do not have to allow late submission, but they must specify in the course guide if a late assessment will not be accepted. A late penalty of 5% per working day is a university-wide policy (pts 22-25).

You should also note that students from a language background other than English might be eligible for different assessment tasks (pts 29-30).

Students are entitled to feedback in a manner that is timely. In particular, students must have the opportunity to receive some feedback before 50% of the teaching period is passed - although this feedback doesn't have to be for an assessment that counts towards their final grade (pts 34-37).

If someone has questions or requires support in requesting special consideration or a deferred examination, please feel free to direct them to the ANUSA Student Assistance.

Teaching Methods

Issues about any staff should be taken directly to the Course Coordinator. Don't bring any staff-type issues to Staff/ Student Liaison Meetings; and please do not discuss staff-type issues on social media.

Questions to focus on:

- Is lecture content clearly communicated?
- How effectively are support materials and other media employed during teaching time?
- Does the course provide students with the necessary discipline skills to continue their study and work aspirations?

Teaching methods can be personal. Make sure your feedback acknowledges the strengths of individual lecturers and includes encouraging aspects.

If an issue with teaching methods; or frequent clashes with tutors arises, it should be talked about with the Course Convener quickly. As a Class Representative, it's also helpful to include a variety of suggestions for easy improvement, such as: providing PowerPoint handouts, including multimedia in the lecture, recording the lecture, or repeating key points.

Assessment and Feedback

Questions to focus on:

- Are specific assessment items appropriate to the course content?
- Are the assessment criteria and guidelines clearly communicated to students? -
- Have students received sufficient feedback?

All course assessments should relate to specific learning objectives in the course outline. Assessment should be weighted fairly and spread evenly. Deadlines for items of assessment should not fall within the exam period or trimester break; and all assessment criteria needs to be clear and accessible to students.

Returned work must have sufficient feedback from the marker. It should be returned in time for students to use the feedback for their next piece of assessable work.

Student ID numbers should be used in any publication of assessment or exam results.

Individual Student Issues

You may find students approach you with a variety of personal issues. For most individual matters:

- Encourage students to talk with their lecturer ASAP; and offer to sit in as a support person.
- In the case of exams, all students are expected to attend and sit these unless they are seriously ill or experience a bereavement of an immediate member of the family.
 - If this is the case, advise the student to talk to ANU Health or Counselling, as soon as possible either side of the exam, as they may be able to apply for Special Consideration or a Deferred Exam.

If a student is having issues related to plagiarism, refer them to the ANUSA Student Assistance. The Course Convener will contact the student if there is concern that the work in question is potentially plagiarised. The Course Convenor should let the student know the next steps in the process. Because of the severity of the consequences for plagiarism, we strongly recommend contacting ANUSA. The ANUSA Student Assistance Team will provide assistance and advocacy.

Contact ANUSA Student Assistance

E: sa.assistance@anu.edu.au

P: 02 6125 2444

If students are unclear about deadlines, criteria or feedback look at all documentation provided about the assessment, including the course outline. Then talk to the Course Convener and ask them to clarify any confusion with the class.

If it appears that students are disadvantaged in any way, talk to the relevant ANUSA College Representatives about your options.

Teaching Facilities and Academic Support

Questions to focus on:

- Are ANU staff responding to emails in a reasonable manner from students?
- Do students have access to ANU Library and information communication technology (ICT) facilities and resources? If not, contact ANU Library for support.

Contact ANU Library

E: library.info@anu.edu.au

P: 02 6125 4428

Tips For How To Perform Your Role Effectively

Class Representative-Staff Meetings

Class Representative-Staff meetings are an important opportunity for sharing communication between Schools and Class Representatives. They're typically called and facilitated by the Associate Directors of Education. When these meetings occur, Class Representatives are required to attend.

How to approach the meeting

What to do before a meeting:

- Read the agenda that is emailed to you
- Consult with your class about any relevant information on the agenda.

What usually happens during staff / student meetings?

- Schools might inform class reps about what's happening in the School and College
 - Discussions should focus on the School and its students as a whole, not individual staff
- #### **Formal Reviews and Consultations**
- As a Class Representative you might ask the lecturer at the beginning of your course to briefly comment on the last SELT, and any subsequent changes – you can also do this online. The course results are published online and are available to ANU staff and students.
 - Course evaluations are facilitated by the Planning & Performance Measurement Division (PPM) and are distributed to all students prior to their last day of class.
 - The University takes evaluations seriously. All Schools and Programs are required to address areas of concern highlighted by students
 - All Programs in the University must undergo a Program Review once every five years.
 - Programs will also be recommended for early review where a majority of the courses within the program attain an agreement rate of <50% for Overall Satisfaction in SELT for the past three years.

Before a meeting

- Where and when is the meeting going to take place?
- Find out what your classmates think about their learning experience.
- Is there anything you want to put on the agenda? Get in touch with the Chair/Secretary.
- Read any of the papers that have been sent round, including the previous meetings minutes.
- Speak to other Class Representatives.

During a meeting

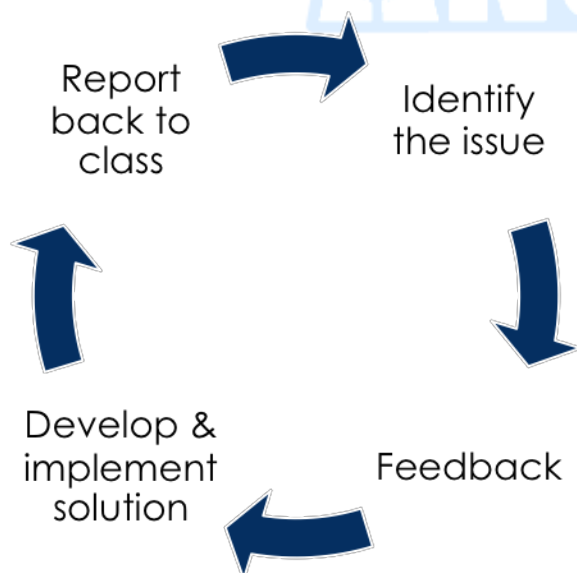
- Always be on time, if you are going to be late let the Chair/Secretary know before the meeting.
- Be prepared to take notes if necessary.
- Remember the A, B, C and D of effective feedback (see page 12 of this guide!)
- Ask questions if you do not understand anything.
- Support other Class Representatives in the meeting.

After a meeting

- Report back to your classmates.
- Check the minutes.
- Do anything you have been asked to do.
- Follow up any areas of concern.
- Did you achieve what you wanted to achieve? If not, what are you going to do about it?

Feedback Loop

When giving feedback it's important to remember to close the feedback loop.

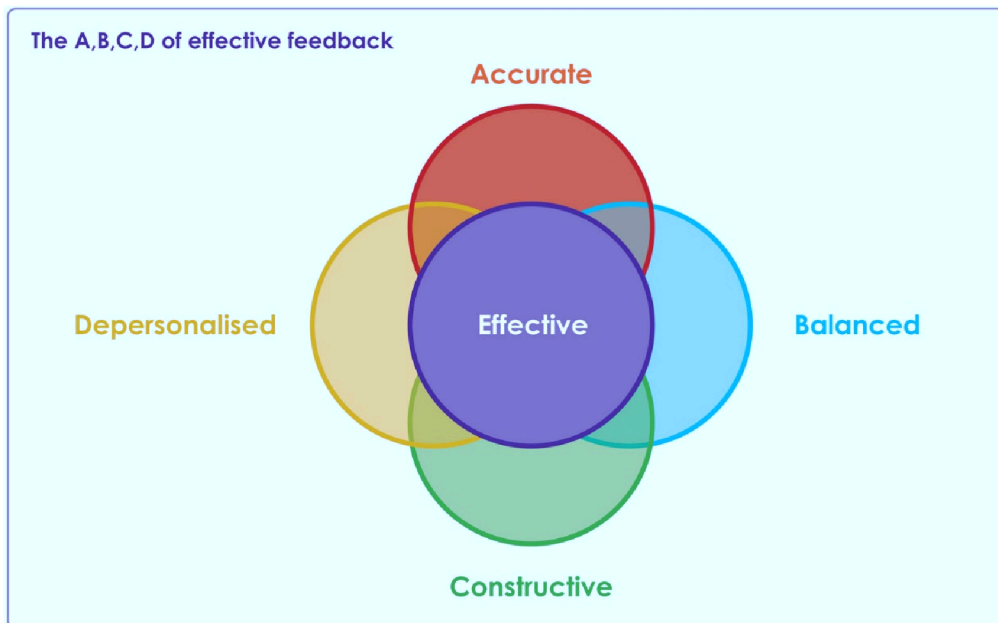


Closing the loop

Report back directly to the class. This involves:

- Emails.
- Face to face conversations.
- Online spaces:
 - Facebook.
 - Virtual Learning Environments.

The A,B,C,D of Effective Feedback



In each situation below, consider why each feedback statement is likely to be effective or not effective at achieving the change you'd like to see in the class:

A is for accuracy

- Don't say: I have spoken to some of my class group, and we think that there is not enough practical work on the x module.
- Do say: I have had a discussion with my class group, and we agreed by show of hands that 18/21 feel that there is not enough practical work on the x module.

B is for balanced

- Don't say: The whole course is really not well put together and the assessments don't fit well with the teaching.
- Do say: The theory elements of the course are taught well, are interesting and understandable to the majority (17/20) of the class but the same number feel that it would be helpful to have more practical work to back up the theory. Practical assessments would also help us feel confident that we can perform the tasks well.

C is for Constructive

- Don't say: As a class we never know what we are supposed to be doing from week to week in our x module classes.
- Do say: The class are keen to have a plan of work and assessments given to us at the beginning of each semester in our x module classes.

D is for depersonalised

- Don't say: After discussion with the class, we want to tell you that Mr Smith is a terrible lecturer who never gives assessments back on time.
- Do say: After discussion with the class, we want to say that the return of assessments in our x module classes is always too late to enable us to learn from our mistakes for the next assessment.

Communication with Students

Face to face contact can be quite restrictive, especially where large numbers of students are involved. As such, to enhance engagement among your classmates, Class Representatives may wish to consider using a range of online tools. This includes Wattle Forums and social media. These tools can be very helpful. Nevertheless, in using such tools, Class Representatives also must ensure that their use is ethical and that applications like Facebook enhance the learning and do not backfire on the student experience at large.

It is recommended that Class Representatives poll their class at the start of their course to determine the most appropriate tool as it may vary from course to course. Some things to consider when choosing the appropriate tool are outlined below.

- **Boundaries** – Some tools such as Facebook blur the lines between your personal and academic lives. This isn't an issue for everyone and can be managed by managing notification settings appropriately.
- **Practicality** – Be mindful in selecting tools which require students to sign up before using them – such as downloading an app – as it will create additional challenges in getting as many of your classmates on the platform as possible. In addition, if students are not familiar with the platform they will likely not engage effectively throughout the Semester.
- **Accessibility** – Be sure to consider the accessibility of any platform for students with vision impairments and who may be using screen readers. For more information visit <https://www.and.org.au/articles.php/43/how-to-write-more-accessible-social-media-posts>
- **International Students** – Consider that some international students do not use Facebook as their main social media avenue (or at the very least are not able to do so when returning home).
- **Copyright** – Be mindful that sharing course content online outside of ANU platforms is potentially a breach of ANU copyright. It is important that course content is only shared amongst members of the Course so ensure your Facebook group is 'Private'. Things that can be shared include links to course descriptions and material published openly on the web.

Tips for working with the most common tools selected are provided below. For any questions about communication platforms contact your ANUSA College Representatives or the ANUSA Vice President.

Contact ANUSA College Representatives:

- CAP: sa.cap@anu.edu.au
- CASS: sa.cass@anu.edu.au
- CBE: sa.cbe@anu.edu.au
- CSS: sa.cecc@anu.edu.au
- CLGP: sa.col@anu.edu.au
- CSM: sa.science@anu.edu.au

Problem Solving

If you encounter a problem, you're not sure how to solve or is taking too much of your time and energy, please contact the ANUSA Student Assistance Team for support. **3 steps to resolving issues:**

Clarification

Discuss and clarify specific details with students who raise them, and determine precisely how their learning has been affected. Consider whether the issue is personal or affects the class as a whole. If the issue is personal, refer them to ANUSA's Student Assistance Team.

If the issue affects other students in the class, ask the whole class for feedback. You can approach your classmates directly or ask them to contact you via the relevant forum set up for your class.

Resolution

Request a meeting with your Course Convener and work together with them to tackle the issue. Briefly state the information you have, advise them of the students' views on the matter, and any proposed solution you may have. In such meetings, be sure to use diplomacy in finding a solution, and take notes so you have a written record. Once a mutually agreeable solution is reached, report the outcome together to the class.

Referral

If no solution is found, contact your ANUSA College Representatives who can make sure the issue is raised to a higher level. This could include further referral to the ANUSA Vice President, the Associate Directors Education, Deputy Dean Education and to the Dean of Students.

Support for you in your Role

You are not alone as you undertake your role. If at any point you feel uncertain about how to solve a problem, or feel overwhelmed by the issue at hand, please reach out for support. The key supports available for you are ANUSA and other services on campus.

ANUSA – Your Student Association

The ANU Students' Association or 'ANUSA' is the peak representative body for all students at ANU meaning we represent undergraduate, postgraduate, and research students.

ANUSA is made up of elected student representatives and a team of professional staff members. This includes Lawyers and a Student Assistance Team who are here to provide free and confidential services to you.

ANUSA is responsible for advocating and furthering the interests of our members to the University. Our three major aims are:

1. Promote the welfare and further the interest of our members, in particular to work for quality and equity in higher education
2. Afford a recognised means of representation for our members both within and outside the university
3. Promote the social life of our members

TO PUT IT SIMPLY, THE THREE PILLARS OF OUR ORGANISATION ARE WELFARE, ADVOCACY AND SOCIAL.

You're always welcome to come and visit us on the second floor of the Di Riddell Student Centre in Kambri. We're open Monday – Friday 9am-5pm.

E: sa.admin@anu.edu.au

P: 02 6125 2444

F: www.facebook.com/ANUStudentsAssociation/

W: anusa.com.au

ANUSA – Advocacy

The Class Representative Training and Support system is headed by ANUSA's Academic Advocacy Team. A useful point of contact for the Academic Advocacy Team is the ANUSA Vice President, as well as your relevant College Representatives.

Vice President

The Vice President sits on senior university committees such as the Academic Board. Their focus is on education matters such as College policies and information services, apart from the BKSS and other ANUSA affairs. If you have a significant concern arising in your course, the Vice President can help you to advocate for a solution.

In 2025, the Vice President is Sree Vaishnavi Gangarapu.

E: sa.vicepres@anu.edu.au

Education Officer

The Education Officer runs advocacy campaigns on higher education issues. They work both within the university and activist sphere to improve the education quality of students.

In 2025, the Education Officer is Rosie Paton

E: sa.education@anu.edu.au

College Representatives

ANUSA has a team of four representatives for each Academic College at ANU: two undergraduate representatives, one postgraduate representative and one HDR representative. College Representatives analyse academic issues of relevance to their College and formulate strategies and campaigns to ensure that the academic interests of students are protected. These academic issues are discussed at ANUSA's College Representative Council meetings where each College representative team delivers a report.

College Representatives sit on the College Education Committee of their respective College, where they can raise significant issues with the key decision makers at the college.

College Representatives can help you with any issues that you feel need to be addressed by the College, particularly issues affecting multiple courses. They're great people to be in contact with, so they know what's going on in classrooms and can advocate effectively to the college for change.

Contact ANUSA College Representatives:

College of Asia and the Pacific (CAP)	sa.cap@anu.edu.au
College of Arts and Social Science (CASS)	sa.cass@anu.edu.au
College of Business and Economics (CBE)	sa.cbe@anu.edu.au
College of Systems and Society (CSS)	sa.cecc@anu.edu.au
College of Law, Governance and Policy (CLGP)	sa.col@anu.edu.au
Colleges of Science and Medicine (CSM)	sa.science@anu.edu.au

ANUSA Student Assistance

The Student Assistance Team at ANUSA provides support, advice and assistance to undergraduate ANU Students. University can be hard to navigate, and the Student Assistance Advisors are here to help.

The Student Assistance Advisors can help students with academic appeals, academic integrity issues, academic probation, and show cause. If you have students coming to you with these issues, it's best to refer them on to the Student Assistance Advisors.

The Student Assistance Advisors are professional staff, not current students, and confidentiality is assured. The service is free. Visit the ANUSA Office Monday to Friday, 9am – 5pm, no appointment required.

Contact ANUSA Student Assistance

E: sa.assistance@anu.edu.au

P: 02 6125 2444 Contact

Relevant ANU Services

<p>ANU Counselling</p>	<p>The Counselling Centre promotes, supports and enhances mental health and wellbeing within the University community.</p>	<p>02 6125 2211 counselling.centre@anu.edu.au</p>
<p>ANU Medical Centre</p>	<p>ANU has a fully accredited primary health care facility to provide you with health services. Currently they have reduced availability for appointments with Doctors, however Nurse Practitioners are also available for appointments.</p>	<p>02 6125 3598</p>
<p>Accessibility</p>	<p>Accessibility assists students who have a disability, medical condition or who are recognised primary carers of a person with a disability to participate fully in their program of study by providing advice, supports and adjustments that minimise the impact of disability in education.</p>	<p>02 6125 5036 access.inclusion@anu.edu.au https://www.anu.edu.au/students/contacts/accessibility</p>
<p>Academic Skills and</p>	<p>We help students to develop the key academic skills and communication</p>	<p>02 6125 2972 academicskills@anu.edu.au</p>

<p>Learning Centre</p>	<p>strategies that are foundational to all academic activity. We assist students from first year undergraduate to final year PhD.</p>	<p>https://www.anu.edu.au/students/contacts/academic-skills</p>
<p>ANU Career Central</p>	<p>At ANU we are passionate about facilitating student career development and ensuring students have the tools and knowledge to successfully navigate their future careers.</p>	<p>02 6125 3593 https://careercentral.anu.edu.au/unauth</p>
<p>ANU Ally Network</p>	<p>The ANU Ally Network is a visible network of staff and students across the University who support the University's commitment to providing an inclusive and respectful university environment for people who identify as being lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ*).</p>	<p>https://services.anu.edu.au/human-resources/diversity-inclusion/anu-lgbtqa-ally-network</p>
<p>Tjabal Centre</p>	<p>The Tjabal Indigenous Higher Education Centre provides a meeting place and support-base for Aboriginal and Torres Strait Islander students and staff at ANU.</p>	<p>02 6125 4038 tjabal.centre@anu.edu.au</p>

<p>Dean of Students</p>	<p>The Dean of Students offers confidential, impartial advice and can help to resolve problems by acting as a neutral intermediary between students and the academic or administrative areas of the University.</p>	<p>02 6125 4184</p> <p>dean.students@anu.edu.au</p>
<p>Chaplaincy</p>	<p>The Chaplaincy service is endorsed by the University and is provided by a team of chaplains, including members of the Christian, Muslim, Hindu, Jewish, Baha'i and Buddhist faith traditions.</p>	<p>6125 4246</p> <p>chaplaincy@anu.edu.au</p>
<p>Student Central</p>	<p>Student Central is the first point of contact for students with enquiries relating to student administration, advice, instructions and support services throughout the student lifecycle.</p>	<p>135 ANU (135 268)</p> <p>student@anu.edu.au</p>
<p>ANU Security</p>	<p>For any Security issues on campus, contact ANU Security for support. In an emergency, always call 000 first.</p>	<p>02 6125 2249</p>

ANU OK	ANUOK is the official safety and wellbeing app for ANU students. The app features include quick access to ANU Security, a personal safety toolbox, a campus map, transport and parking services and many other personal support resources.	Download it on the App Store or Play Store!
---------------	--	---

