



Te Wānanga o Aotearoa

# Tauira Representative Handbook



*Nā tō rourou, nā taku rourou, ka whakaora ai ngā tauira o Te Wānanga o Aotearoa*  
With your contribution and mine, all Te Wānanga o Aotearoa Tauira will prosper

## Tauira Representative Handbook

Contents	Page
<b>Introduction</b>	<b>3</b>
- Student Support Advisor contact details	<b>3</b>
- The role of the Tauira Representative	<b>3</b>
- The role of the Tauira Representative Committee	<b>3</b>
- Matters for the Kaiako/matters for the Tauira Representative Committee	<b>4</b>
- What does te Wānanga o Aotearoa do with the feedback?	<b>4</b>
- Tauira representation at national level	<b>4</b>
- Who are the members of Te Rautiaki Mātauranga?	<b>5</b>
- Overview of Tauira representative role and process	<b>6</b>
<b>Let's get started!</b>	<b>7</b>
- The first Tauira Representative Committee hui	<b>7</b>
<b>Let's plan for a successful year!</b>	<b>7</b>
- At the first hui	<b>7</b>
- Overview of the role and responsibilities of the Chairperson	<b>8</b>
- Overview of the role and responsibilities of the Deputy Chair	<b>8</b>
- Overview of the role and responsibilities of the Secretary	<b>9</b>
- Between the first and second hui	<b>10</b>
- At the second hui	<b>10</b>
<b>End dates</b>	<b>10</b>
- My term as a Tauira Representative	<b>10</b>
- The term of the Tauira Representative Committee	<b>10</b>

Additional information	Info Sheet
Procedure for electing Tauira Representatives	<b>A</b>
Tauira Representative Agreement form (Your responsibilities.)	<b>B</b>
Role of Student Support Advisors in relation to Tauira Representatives	<b>C</b>
Procedures for running Tauira Representative Committee hui	<b>D</b>
Role and responsibilities of the Tauira Representative Committee Executive	<b>E</b>
Procedure for electing the Tauira Representative Committee Executive	<b>F</b>
Procedure for setting Tauira Representative Committee hui dates	<b>G</b>
Template: Tauira Representative Committee hui attendance register	<b>H</b>
Template: Class feedback sheet for Tauira Rep hui	<b>I</b>
Glossary of meeting procedures	<b>J</b>
Template: Tauira Representative Committee minutes & Action plan	<b>K</b>

N.B. This handbook will be reviewed annually by the NTS team.

### Introduction

Congratulations on becoming a Tauira Representative for your class. Ka nui te mihi ki a koe. You will play an important role, ensuring the voice of our tauira is heard at Te Wānanga o Aotearoa. It helps us as an organisation to understand and respond to the diverse learner voices and learner wellbeing and safety needs (Education Code of Practice 2021).

This handbook explains your role and responsibilities as a Tauira Representative. It also sets out how the Tauira Representative Committee operates.

<b>Your Student Support Advisor (SSA) will guide you in your role.</b>	
<b>My Student Advisor:</b>	
<b>Contact phone:</b>	
<b>Email:</b>	
<b>NOTE: You can also contact your SSA through Tatou Pounamu (TWOA Call Centre) - 0800 355 553</b>	

<b>The role of the Tauira Representative - the independent voice of tauira</b>
<p>At Te Wānanga O Aotearoa, we value the voice of our tauira. We want to hear and respond to suggestions, concerns, or compliments about aspects of their learning journey with us. Your role as the Tauira Representative for your class is to gather any feedback from your classmates, communicate this to your Kaiako and/or your Tauira Representative Committee and update your classmates on the outcome.</p> <p>There are many benefits to being a Tauira Representative. Opportunities include:</p> <ul style="list-style-type: none"><li>- getting to know your fellow class members and other staff.</li><li>- developing a range of communication and organisational skills.</li><li>- gaining a better understanding of Te Wānanga o Aotearoa.</li><li>- contributing to the tauira experience both in your takiwā and across the country.</li><li>- building your leadership capacity.</li></ul> <p>When the term of the Tauira Representative Committee ends, all reps receive a certificate recognising their service and an accompanying letter for their CV.</p>

<b>The role of the Tauira Representative Committee</b>
<p>Tauira Representatives generally belong to a campus committee. Your Student Support Advisor will decide how many committees are required to effectively represent tauira in their rohe (region), considering all locations, distances and other factors. These groups may include just day or night Tauira Representatives, just Tauira Representatives at your location, or all Tauira Representatives across your rohe.</p> <p>The Tauira Representative Committee meets during the year to discuss items the Tauira Representatives bring to the hui. The committee also puts forward possible solutions or recommendations relating to the discussion items.</p>

### What matters do I take to our Kaiako and what matters do I take to the Tauira Representative Committee?

**Matters for the Kaiako:** any group or individual feedback from your class that is specific to your class.

**Matters for the Tauira Representative Committee:** any feedback that could affect a number of classes, or the whole campus/site.

### What does Te Wānanga o Aotearoa do with the feedback?

Your class feedback via the Tauira Representative Committee, provides Te Wānanga o Aotearoa with direct insight into the tauira experience. It gives us clarity of the areas of strength and areas for improvement relating to each rohe. Tauira voice is valuable and can make an impact at both local and national level.

Sharing the results and the impact that our tauira voice has on decision-making, is a critical part of the tauira representation process. As we continually strive to improve our delivery, National Tauira Services endeavours to provide a central repository for tauira voice. This will look like:

- using Te Matakā as a feedback loop.
- sorting and displaying Tauira Representative Committee feedback by takiwā, using infographics, to highlight the tauira voice.
- storing feedback centrally, to inform decision-making.

### Tauira representation at national level

Te Rautiaki Mātauranga is the Academic Board of Te Wānanga o Aotearoa. Our Tauira Representatives have a voice on the Academic Board via our National Tauira Representatives. We can have up to three tauira members serving on the board, at one time. When there is a vacancy for a tauira member, all current Tauira Representatives are invited to apply.

Te Rautiaki Mātauranga has the principal responsibility to:

- Promote, maintain and monitor educational quality, consistent with the strategic objectives of Te Wānanga o Aotearoa as a wānanga under the Education Act 1989.
- Advise on indigenous educational directions of Te Wānanga o Aotearoa.
- Promote the maintenance and advancement of indigenous body of knowledge that contributes to rangahau and to regional and national Māori, whānau, hapū and iwi development.
- Oversee and monitor the development of all educational activities of Te Wānanga o Aotearoa.
- Provide regular reports on its activities to Te Mana Whakahaere (TWoA Council).
- Exercise any powers and perform any other duties delegated to it by Te Mana Whakahaere and Te Taiurungi (Chief Executive).

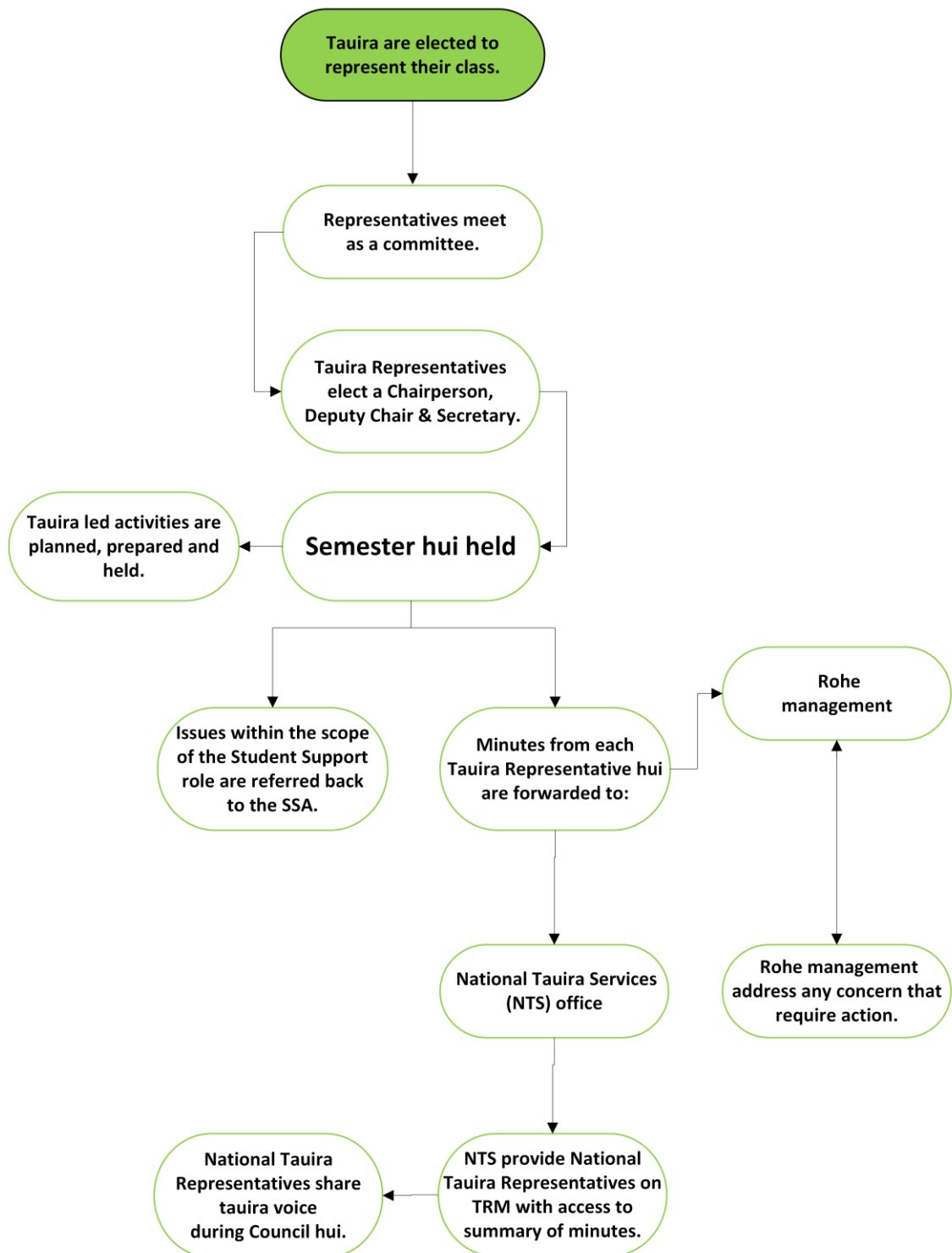
### Who are the members of Te Rautiaki Mātauranga?

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>- Te Taiurungi (Chief Executive) who is also chair</li><li>- Te Kōmaru (Deputy Chief Executive)</li><li>- Tumukakoranga (Executive Director Academic Management, Delivery &amp; Rangahau)</li><li>- Tumutaumatua (Executive Director Quality &amp; Corporate Services)</li><li>- Tumukauneke (Executive Director Development)</li><li>- Tumukahutaupua (Executive Director Marketing &amp; Tauira Services)</li></ul> | <ul style="list-style-type: none"><li>- Up to five other kaimahi appointed by Te Rautiaki Mātauranga</li><li>- Up to three tauira appointed by Te Rautiaki Mātauranga</li><li>- Non-voting members:<ul style="list-style-type: none"><li>- Up to two Te Mana Whakahaere members (in addition to Te Taiurungi); and</li><li>- Up to three independent external members.</li></ul></li></ul> |
|---|--|



## Overview of Tauira Representative role and process

Student Support Advisor provides support.



### Let's get started!

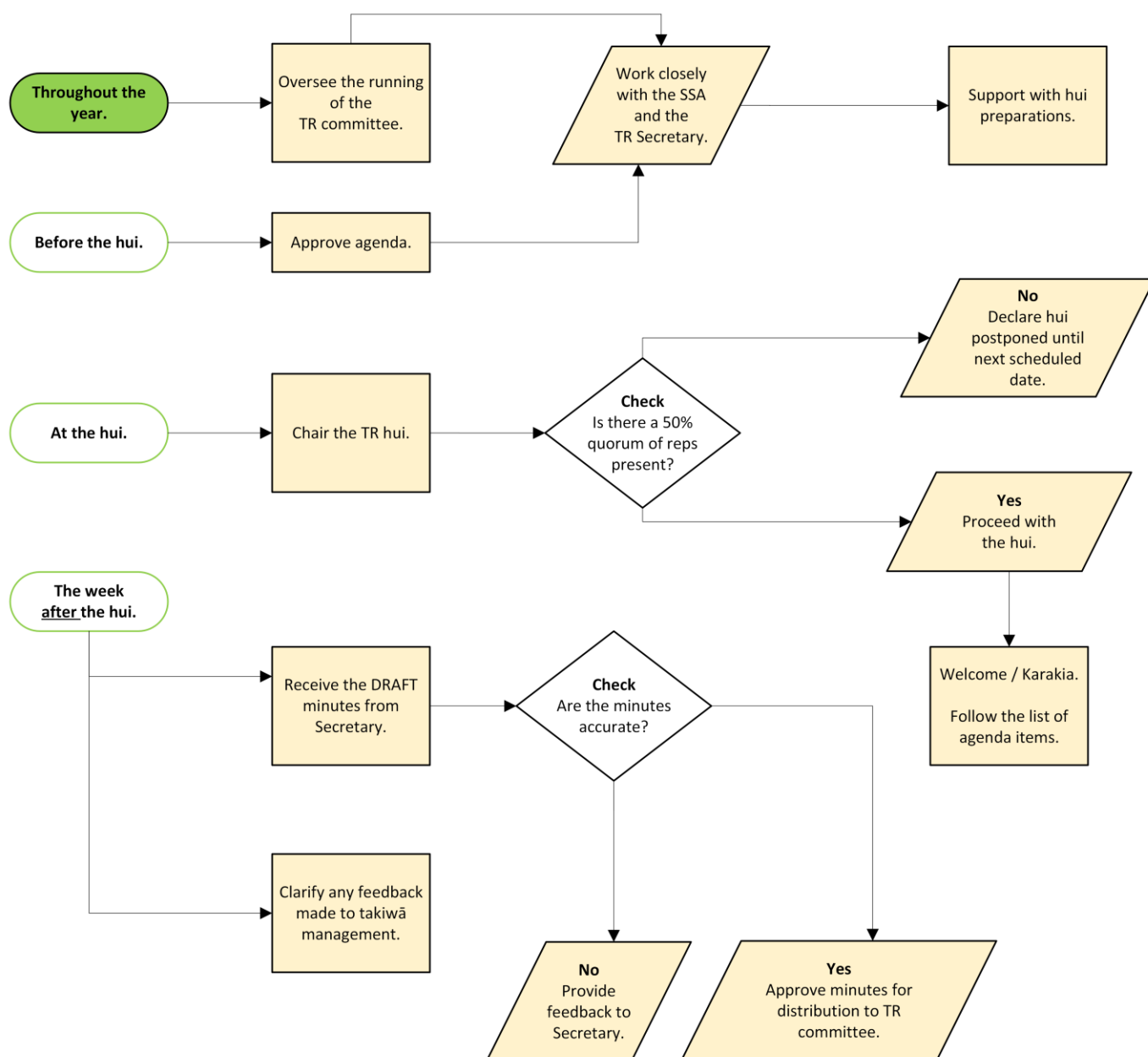
The first Tauria Representative Committee hui	
<b>Who organises and facilitates this hui?</b>	The Student Support Advisor.
<b>When will the hui happen?</b>	As soon as all or most classes have elected their reps.
<b>How will I know when the hui is on?</b>	The SSA will send you an email telling you the date, time and venue of this first hui.

### Let's plan for a successful year!

What happens at the first Tauria Representative Committee hui?	
	<b>Further details and instructions are located within this handbook:</b>
Learn about the role of the Student Support Advisor in relation to Tauria Representatives.	<ul style="list-style-type: none"> <li>The <b>Procedure for electing Tauria Representatives</b> (Add. Info. A).</li> <li>The <b>Role of SSAs in relation to Tauria Representatives</b> (Add. Info. C).</li> </ul>
Learn more about the responsibilities of a Tauria Representative.	<ul style="list-style-type: none"> <li>Diagram showing an <b>Overview of Tauria Representative role and process</b> (p.5).</li> <li>The responsibilities of a Tauria Representative are listed in the <b>Tauria Representative Agreement Form</b>. (Add. Info. B)</li> </ul>
Learn how the Tauria Representative Committee operates.	<ul style="list-style-type: none"> <li>The <b>Procedure for Running Tauria Representative Committee hui</b> (Add. Info. D).</li> </ul>
Read, sign and return the Tauria Representative agreement form to the Student Support Advisor.	<ul style="list-style-type: none"> <li><b>Tauria Representative Agreement Form</b> (Add. Info. B).</li> </ul>
Learn about the roles of the committee's executive (the Chair, Deputy Chair and Secretary).	<ul style="list-style-type: none"> <li>Diagrams showing an <b>Overview of the role and responsibilities of the Chair &amp; Deputy</b> (p.7) and an <b>Overview of the role and responsibilities of the Secretary</b> (p.8).</li> <li>The <b>Procedure for Running Tauria Representative Committee hui</b> (Add. Info. D).</li> <li>The <b>Roles and responsibilities of the Tauria Representative Committee Executive</b> (Add. Info. E).</li> </ul>
Elect the executive.	<ul style="list-style-type: none"> <li>The <b>Procedure for electing the Tauria Representative Committee Executive</b> (Add. Info. F).</li> </ul>
Agree and set the schedule of the committee's hui dates for the year.	<ul style="list-style-type: none"> <li>The <b>Procedure for setting Tauria Representative Committee hui dates</b> (Add. Info. E).</li> </ul>

**N.B. Please read the attached 'Additional Information' sheets before you attend the first tauria representative committee hui**

## Overview of the role and responsibilities of the Chairperson

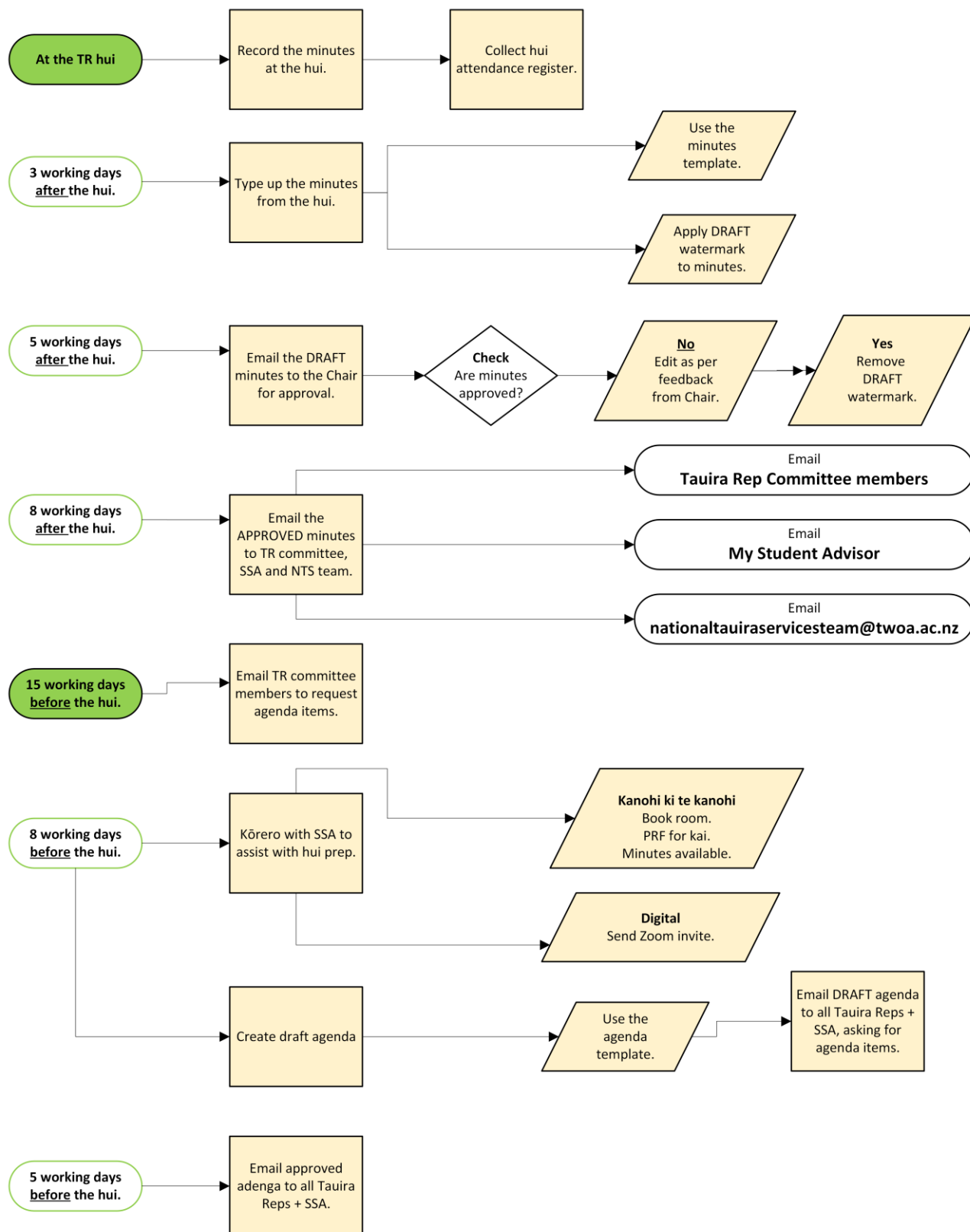


## Overview of the role and responsibilities of the Deputy Chair

The Deputy Chair will chair the hui when the Chairperson is absent. Throughout the year, the Deputy Chair will support the Chair with their duties as required. They will deputise (stand in for) the Chair at another hui, if requested by the Chair.



## Overview of the role and responsibilities of the Secretary



### What happens between the first and the second Tauira Representative committee hui?

#### **The Student Support Advisor will meet with the executive and discuss:**

- Their roles and responsibilities
- The committee's administrative arrangements.

#### **The secretary will (no later than 10 working days before the second hui) email all Tauira Representatives:**

- The key decisions made at the first hui (i.e. the names of the reps elected to the executive and the schedule of the committee hui dates for the year)
- The agenda for the second hui.

#### **The class reps will:**

- Consult with their Kaiako to book a 20 min timeslot for a class hui
- Notify the class of scheduled class hui (1 week prior) and circulate the discussion topics to allow tauira to prepare their thoughts
- Lead a class hui to collect feedback.

### What happens at the second hui?

The Chair will facilitate the hui to move through the agenda. Items on this first agenda will include:

- A review of the procedures for running hui as set out in **The Procedures for running Tauira Representative Committee hui** (Additional Notes D)
- Confirmation of the schedule of committee hui dates for the year

## End dates

### When does my term as a Tauira Representative end?

You are the Tauira Representative for your class until your programme's end date, which is also when your enrolment finishes. If you do receive any Tauira Representative enquiries from tauira after your term has expired, you must pass these enquiries on to the Student Support Advisor.

### When does the term of the Tauira Representative committee end?

The Tauira Representative Committee operates over a calendar year. They can function up until the last day in the year that TWoA campuses / sites are open. A new committee will form the following year - after Tauira Rep elections in March-April.

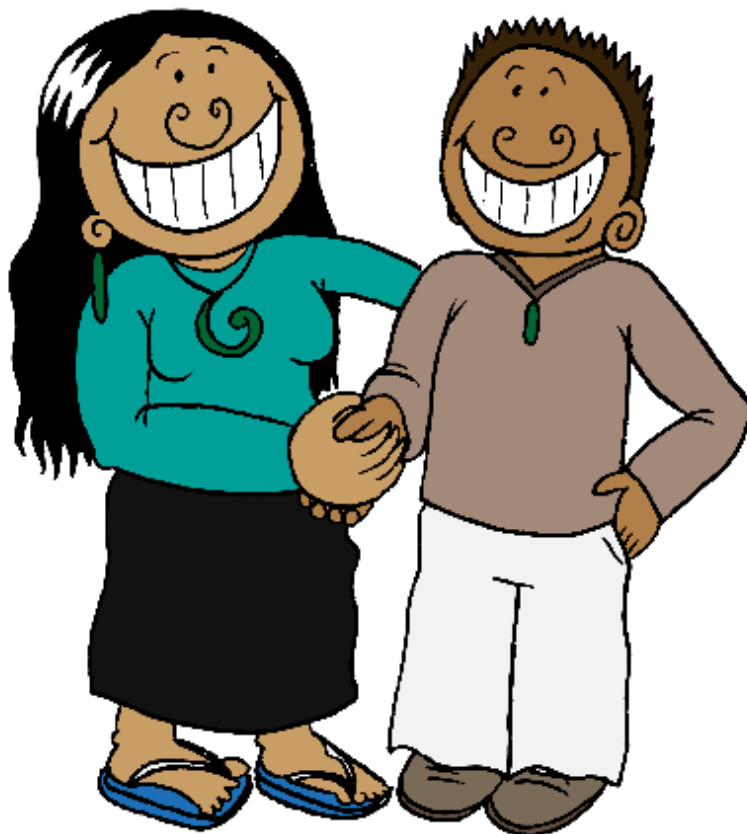
### I'm the rep in a programme that runs over the summer – what do I do?

You continue as the Tauira Representative. You will still discuss any class specific issues with your Kaiako and, although there won't be a committee operating over the summer, you can still talk to the Student Support Advisor about any specific feedback your classmates have about their study experience.



<b>Additional Information A</b>	
<b>Procedure for electing Tauira Representatives</b>	
<b>1</b>	<b>The Student Support Advisor facilitates the election of the tauira representative for each class.</b>
<b>2</b>	<b>The election should be held</b>
a	By the end of the fourth week for classes in programmes that are classroom delivered and by the end of the first noho for noho delivered programmes
b	During regular class or noho time. The advisor will liaise with the Kaiako well in advance to arrange a suitable time to hold the election.
<b>3</b>	<b>When facilitating the election, the SSA</b>
a	Explains the Tauira Representative system to the class
b	Explains the role and responsibilities of a Tauira Representative
C	Explains that to be eligible to be a Tauira Representative a person must <ul style="list-style-type: none"> <li>(i) Be an enrolled tauira in the programme / class</li> <li>(ii) Not be related to, or have a close personal relationship with, the Kaiako</li> <li>(iii) Not be a Te Wānanga O Aotearoa staff member</li> <li>(iv) Consent to their phone and email details being made available to their classmates and other Tauira Representatives for Tauira Representative purposes.</li> </ul>
<b>4</b>	<b>Invite interested tauira who are eligible to be representatives to stand for election.</b> This role can be a job share between two tauira from the same class.
<b>5</b>	<b>If no tauira are interested in becoming the class representative.</b>
a	Advise the class that while they will have no elected Tauira Representative they are still able to speak directly to their Kaiako about any issues or suggestions related to matters that affect the class, or contact the Student Support Advisor directly about more general issues related to the campus etc.
b	Someone in the class may decide later they want to be the Tauira Representative. They should contact the Student Support Advisor who will arrange an election.
<b>6</b>	<b>When there are multiple candidates</b>
a	Ask each one to tell the class about their background and why they would be the best Tauira Representative for the class
b	Invite the tauira (including the candidates) to each vote for their preferred candidate by writing that person's name on a slip of paper
c	Instruct the voters to fold their slips so others cannot see their vote, collect them in a bag, count the votes and declare the candidate with the most votes to be the Tauira Representative
d	In the event of a tie, decide the winner by coin-toss
e	Give the winner a copy of the Tauira Representative Handbook.
<b>7</b>	<b>When there is just one candidate</b>
a	Ask them to speak about their background and explain why they would be an effective class representative
b	Instruct the voters (including the candidate) to each vote for or against the candidate being the class rep representative on a slip of paper. If they want the candidate to be the representative they write "Yes" on their slip - if not, they write "No"
c	Instruct the voters to fold their slips so their vote so others cannot see their vote, collect them in a bag and count the votes. If there are more Yes than No votes declare the candidate to be the Tauira Representative – and give them the Tauira Representatives Handbook

- |   |  |
|---|--|
| d | If there are more 'No' votes than 'Yes' votes or the number of 'No' votes is equal to the number of 'Yes' votes, declare that the election result has <b><u>not</u></b> confirmed the candidate as the Tauira Representative and refer to (5) above. |
|---|--|



**Additional Information B**

**Tauira Representative Agreement Form**

*(Note: the Student Support Advisor will provide you with a copy of this form.)*

**SECTION A – My individual details**

I agree to my contact details below being shared with my classmates and other Tauira Representatives for Tauira Rep purposes.

I understand that if I disagree with this requirement, I cannot be a tauira representative.

<b>A1</b>	<b>Family name</b>	
<b>A2</b>	<b>First name</b>	
<b>A3</b>	<b>TWoA Student ID no.</b>	
<b>A4</b>	<b>Contact Phone No.</b>	
<b>A5</b>	<b>Contact Email</b>	

**Details of class I am the representative for:**

<b>A6</b>	<b>Name of programme</b>	
<b>A7</b>	<b>Name of Kaiako</b>	
<b>A8</b>	<b>Site or campus where my classes are held (or if noho only - where my Kaiako is based.)</b>	

**SECTION B – My eligibility to be a Tauira Representative**

***I confirm that I:***

<b>B1</b>	Am enrolled in the programme and class that I will represent.
<b>B2</b>	Do not have a family or other close personal relationship with the Kaiako of the class I will represent.
<b>B3</b>	Am not a Te Wānanga O Aotearoa staff member.

**SECTION C – My responsibilities as a Tauira Representative**

***I agree that I:***

<b>C1</b>	Will tell my classmates my contact details above. I understand my classmates do not have to share their contact details with me. If they do, I will not share their details with other people.
<b>C2</b>	Will not approach or contact tauira or other Tauira Representatives about tauira rep business while they are participating in learning activities in the classroom, on noho or other learning situations. I will wait for an appropriate opportunity to make contact at a time that does not interfere with their learning.
<b>C3</b>	Will regularly check with my classmates if they have feedback, they wish me to take further. I will do this during regular class or noho time when there is a break in the teaching or immediately after the class or noho has finished. If I and/or they are unable to talk at that time I will try to arrange another mutually convenient time for us to talk - or we can email each other.
<b>C4</b>	Will bring to the attention of our Kaiako any feedback affecting our class my classmates want her/him to consider. I will do this immediately after the class or

## Tauira Representative Handbook

	noho has finished. If the Kaiako and I are unable to talk at that time, I will try to arrange a mutually convenient time for us to talk - or I will email them.
<b>C5</b>	Will report back to my classmates the response of our Kaiako to the feedback I raised on their behalf. Contact protocols as for C.3.
<b>C6</b>	Will attend every Tauira representative Committee hui – unless I'm unable to for reasons beyond my control e.g. illness etc. If I am unable to attend a hui, I will forward my apologies to the Secretary before the hui. *
<b>C7</b>	Will take to the Tauira Representative Committee hui any relative feedback provided by my classmates (Matters that may affect more than one class or the campus as a whole). *
<b>C8</b>	Will report back to my classmates what happened at the Tauira Representative Committee hui relating to the feedback I raised on their behalf, and any other matters from the hui I need to tell them. Contact protocols as for C.3. *
<b>C9</b>	Will not become involved with the concerns of a tauira who isn't in my class. I will direct them to their own class representative or Student Support Advisor for assistance.
<b>C10</b>	Will not become involved with the personal grievance of a tauira. I will direct them to the student support advisor for assistance.
<b>C11</b>	Will not become involved with the personal problems of a tauira. I will direct them to the student support advisor for assistance.
<b>C12</b>	Will notify the chair of the Tauira Representative Committee* and the Student Support Advisor if I withdraw from my programme or want to resign from my Tauira Representative position so my class can elect my replacement.
<b>C13</b>	Will cease to be involved in tauira representative business when I am no longer a Tauira Representative. I will direct all tauira representative related enquiries I receive to the new class representative (if applicable) or the Student Support Advisor.
<b>C14</b>	Will abide by all procedures and protocols set out in the Tauira Representatives Handbook.

<b>Tauira signature</b>	
<b>Date</b>	

\*Not applicable for tauira representatives on sites / campuses without Tauira Representative Committees – unless they have been able to join a Tauira Representative Committee at another site / campus in their area.



## Additional Information C

### Role of Student Support Advisors in relation to Taurira Representatives

Student Support Advisors are the Te Wānanga O Aotearoa staff primarily responsible for assisting Taurira Representatives and Taurira Representative Committees. They:

<b>1</b>	<b>Facilitate election of Taurira Representatives</b>
a	Liaise with Kaiako to arrange visits to their classes and noho early in the programme to hold elections for the Taurira Representatives for their classes
b	Discuss with Kaiako how the Taurira Representative System operates and the duties of Taurira Representatives – particularly in terms of their relationship with Kaiako
c	Visit the classes and noho, describe the Taurira Representative System to the class and facilitate the election of Taurira Representatives.
<b>2</b>	<b>Organise and facilitate the first Taurira Representative Committee hui. At the hui they will</b>
a	Explain how the Taurira Representative Committee operates
b	Hand out to - and collect back from - the Taurira Representatives their completed and signed Taurira Representative agreement forms
c	Facilitate the election of representatives to the three executive positions - Chair, Deputy Chair and Secretary
d	Facilitate the creation of, and agreement to, the official schedule of hui dates for the year.
<b>3</b>	<b>Brief the executive on their roles and responsibilities</b>
<b>4</b>	<b>Perform vacant executive position role(s)</b> - until filled by a Taurira Representative
<b>5</b>	<b>Create and maintain a Taurira Representatives Contact Database</b>
a	Create a database from the contact information in the Taurira Representative Agreement Forms
b	Add details of new Taurira Representatives to the database
c	Update contact details of representatives as necessary
d	Monitor the enrolment end dates of each representative and remove them from the database when their enrolment - and therefore term as a Taurira Representative– ends
e	Advise the executive when a new representative is starting and when a current representative's enrolment / term is due to finish.
<b>6</b>	<b>Create and maintain the Taurira Representative Committee hui attendance register template</b>
a	Create a register from the information in the Taurira Representative agreement form
b	Update contact details of representatives as necessary
C	Print and bring it each Taurira Representative Committee hui for those in attendance to sign off against their (pre-printed) names  <i>N.B. It is the Secretary's responsibility to collect this at the end of the hui and use it to record in the minutes the names of those present</i>
<b>7</b>	<b>Support the Secretary with the administrative arrangements for the hui</b> e.g. - arrange computer access for producing agendas / minutes if required - arrange printing of agendas and minutes to take to the hui - book hui room
<b>8</b>	<b>Attend <u>all</u> Taurira Representative Committee hui to</b>
a	Provide information and advice as requested



## Tauira Representative Handbook

b	Be solely responsible for all committee actions that require a formal response from TWoA management / other staff – and report back on progress with these actions.  <i>N.B. The advisor knows the correct TWoA protocols and channels for raising issues with management/other staff and will do these actions quickly and efficiently.</i>
9	<b>Generally, be welcoming and supportive of all Tauira Representatives and assist them to give the best possible service to their classmates.</b>



Additional Information D	
Procedure for running Taurira Representative Committee hui	
<b>1</b>	<b>Committees can only meet on their scheduled hui dates</b>
	<p>A Taurira Representative Committee can meet only on the dates it has agreed to and listed in its schedule of hui dates. Hui dates in the schedule can be amended but only at a scheduled committee hui and by the usual majority vote process.</p> <p><i>N.B Any hui that occurs on a date outside the official hui schedule is an unauthorised hui and therefore any actions or resolutions from it will be invalid.</i></p>
<b>2</b>	<b>Committees can only meet if they have a quorum</b>
	<p>In addition to the requirement above, a Taurira Representative Committee hui must have a quorum to meet (i.e. a minimum number of members present).</p> <p><i>N.B. The quorum for a Taurira Representative Committee hui is 50% (i.e. at least 50% of the class representatives must be present for the hui to go ahead).</i></p> <p>The Taurira Representative Committee Hui attendance sheet shows the official number of taurira representatives that belong to the committee and should be referred to for quorum confirmation. If there is not a quorum the hui cannot go ahead. If no quorum, the committee will have to wait until the next scheduled hui to meet.</p> <p><i>N.B Any hui that goes ahead without meeting the 50% quorum requirement is an unauthorised hui and therefore any actions or resolutions from it will be invalid.</i></p>
<b>3</b>	<b>Agenda / Minutes format</b>
	<p>The Taurira rep committee agenda template is:</p> <p><b><i>There will be a hui of the [name of campus] Taurira Rep Committee at [time e.g. 6.30 pm] on [date e.g. 15 July 2018] in the [name of room e.g. Kowhai Room].</i></b></p> <p><b><u>AGENDA</u></b></p> <ol style="list-style-type: none"> <li>1. Welcome / karakia</li> <li>2. Apologies</li> <li>3. Confirmation of minutes of the previous hui</li> <li>4. Business arising from the minutes</li> <li>5. Action sheet update</li> <li>6. General business</li> <li>7. Date of next meeting</li> <li>8. Close / karakia</li> </ol> <p>See minutes template within 'Additional Information' section of this handbook.</p>
<b>4</b>	<b>Action Sheet</b>

	In addition to taking the minutes at the hui the Secretary will also record on the hui action sheet any actions the committee has voted to do. The Secretary will also note on the action sheet the status of actions during the 'Action sheet update' agenda item ('completed' or 'still on-going') with a brief comment on progress. See template within 'Additional Information' section of this handbook.
<b>5</b>	<b>Role of the Chair</b>
a	Open the hui and welcome everyone Say an opening karakia - or invite another member to say one
b	Ask for apologies
c	Ask the hui to confirm the minutes of the previous meeting as a true and accurate record (Needs a mover and seconder)
d	Lead the hui through the agenda items – particularly in relation to voting on motions (see 6 below)
e	Ensure everyone has an opportunity to speak and nobody dominates the discussion
f	Ensure the topics of discussion and the behaviour and language of representatives during discussions are appropriate for the hui
g	Monitor time to ensure the hui does not finish unreasonably late
h	Remind all representatives to sign against their names on the hui attendance register
i	Thank everyone for attending and close the hui. Say a closing karakia - or invite another member to say one.
<b>6</b>	<b>Voting procedure</b>
a	When it is clear the committee needs to make a formal decision on a matter, the Chair can ask "Would someone like to put a motion to the committee on this issue"
c	When the motion is put by someone (e.g. "I move that we ask campus management to return the tauira notice board to the reception area as soon as possible" – the Chair asks for a seconder
d	If there is no seconder, the Chair says "The motion is lapsed"
e	If the motion has been seconded, the Chair instructs the committee to vote on the motion by saying: "All in favour of the motion, say 'Aye,' against 'No'".  <i>(N.B the Chair does not vote on motions but can cast the deciding vote if the vote is tied)</i>
f	If the Chair believes it is clear most of the committee have said 'Aye', the Chair says, "The motion is carried"
g	If the Chair believes it is clear most of the committee have said 'No', the Chair says, "The motion is lost"
h	The Chair asks for a show of hands if they believe the result cannot be confirmed by voice vote. (Any member can request a show of hands if they think the result is too close to call)
i	The Chair declares the motion lost or carried if the show of hands reveals a majority vote – even by just one vote
j	If the show of hands reveals the vote is tied, the Chair casts the deciding vote – and declares the motion lost or carried accordingly.
<b>7</b>	<b>Actions</b>
a	If the motion is an action someone will need to take responsibility for it. There may be some negotiation about the date for completing it. When the person doing the action and the completion date are confirmed the Secretary will note this in the action sheet. This person will need to report on progress with the action at the next hui
b	<b>Actions requiring a formal response from TWoA management / other staff are the sole responsibility of the Student Support Advisor to follow through and report back on.</b> The Student Support Advisor knows the correct protocols and channels for progressing feedback within Te Wānanga o Aotearoa. They will perform this task quickly and efficiently.

**8**

**Observers at hui**

Any tauira is welcome to attend a Tauira Representative Committee hui as an observer. Tauira wishing to attend as an observer should tell their class representative well in advance of the hui. The representative will notify the Secretary so that appropriate seating can be organised

Observers:

- Listen to the proceedings. However, they do not speak, disrupt, or participate in the hui in any way
- Do not sit at the table with the committee
- At all times, follow the directions of the Chair.



Additional Information E		
Role and responsibilities of the Tauria Representative Committee Executive		
<b>1</b>	Each Tauria Representative Committee has an executive. The role of this group is to lead and run the committee i.e. the Chair, the Deputy Chair and the Secretary. They are elected positions.	
<b>2</b>	<b>It is the responsibility of the Chair to</b>	
a	Oversee the running of the committee	
b	Chair the committee's hui	
c	Ensure there is a 50% quorum of reps present in order to hold a hui.  Or declare the hui postponed to the next scheduled hui date if the quorum has not been achieved	
d	Oversee monitoring of, and progress with, committee actions	
e	Clarify any feedback made to takiwā management if necessary	
f	Approve hui agenda and minutes for distribution to the committee	
g	Represent the committee at other hui or events when required. If unable to attend the Chair can delegate this role to the Deputy Chair, Secretary, or another committee member.	
h	Ensure the executive works closely with the Student Support Advisor to ensure a strong and effective relationship the campus.	
<b>3</b>	<b>It is the responsibility of the Deputy Chair to</b>	
a	Chair the hui when the Chair is absent	
b	Support the Chair with their duties as required	
C	Deputise for the Chair at another hui, if requested by the Chair.	
<b>4</b>	<b>It is the responsibility of the Secretary to</b>	<b>No later than</b>
a	Write up the minutes and action sheet from the previous hui using the minutes and action sheet templates	3 working days after the hui
b	Send the draft minutes and action sheet to the Chair for approval to circulate.	5 working days after the hui
c	Email the approved minutes and action sheet to committee members, the student support advisor, and the National Tauria Success Team.	8 working days after the hui
d	Email committee members to request items for the agenda for the next hui (Give them 5 working days to respond)	15 working days before the next hui
e	Liaise with the Student Support Advisor to ensure: -the room is booked for the hui -a reasonable number of copies of the minutes / actions sheets and agenda will be copied and available to be taken to te hui	8 working days before the next hui
f	Create the draft agenda for the next hui using the agenda template and send it to the Chair for approval to circulate to the reps and student support advisor	8 working days before the next hui
g	Email the approved agenda to committee members and Student Support Advisor	5 working days before the hui
h	Record the minutes at the hui. (The Secretary may audio record the hui discussion for minute-taking purposes and must tell the hui that an audio record is being made)	n/a
i	Collect the hui attendance register at the end of the hui and ensure it has been signed by all committee members who attended	n/a

<b>Additional Information F</b>	
<b>Procedure for electing the Tauira Representative Committee Executive (i.e. the Chair, Deputy Chair, Secretary)</b>	
<b>1</b>	<b>The Student Support Advisor will facilitate the election of the Tauira Representative Committee Executive.</b>
<b>2</b>	<b>When:</b> The elections will take place at the first hui of Tauira Representatives.
<b>3</b>	<b>When facilitating the election, the Student Support Advisor will:</b>
a	Explain the role and responsibilities of the three positions on the executive
b	Run separate consecutive elections for the three positions. The order of elections being: Chair first; Deputy Chair second; and Secretary third.
<b>4</b>	<b>Invite interested representatives to stand for each election</b>
<b>5</b>	<b>When there is more than one candidate for a position</b>
a	Ask each one to tell the representatives about their background and why they are the best candidate for that position
b	Instruct the representatives (including the candidates) to each vote for their preferred candidate by writing that person's name on a slip of paper
c	Instruct the voters to fold their slips so others cannot see their vote, collect them in a bag, count the votes and declare the candidate with the most votes the winner
d	In the event of a tie, decide the winner by coin-toss.
<b>6</b>	<b>When there is just one candidate</b>
a	Ask that person to speak about their background and explain why they should be elected to the position
b	Instruct the reps (including the candidate) to each vote for or against the candidate on a slip of paper. If they are for the candidate they write 'Yes' on their slip - if against, they write 'No'
c	Instruct the voters to fold their slips so their vote so others cannot see their vote, collect them in a bag and count the votes. If there are more Yes, than No votes, declare the candidate confirmed in the position
d	If there are more No votes, than Yes votes, or the number of No votes equals the number of Yes votes, declare that the election result has not confirmed the candidate in the position.
<b>7</b>	<b>When the Chair and/or Secretary positions are not filled</b>
a	If the Chair position is still vacant at the end of the hui (because no rep was interested in being a candidate for the position or the election process was unable to confirm a candidate for the position) the SSA will chair the second hui of the committee
b	Similarly, if the Secretary position is still vacant at the end of the hui, the SSA will be the Secretary for the second hui of the committee. This includes sending the agenda to all the reps and taking the minutes at the hui
c	The SSA will facilitate another election at the end of the second hui for the vacant positions(s). If that election fails to confirm a candidate to the vacant position, the SSA will continue to perform the vacant role at the next hui and will again facilitate an election at the end of that hui. This will continue in subsequent hui until positions are filled or the term of the committee ends.

Additional Information G

**Procedure for setting the Official Schedule of Committee Hui Dates for the Year**

1	Each tauira representative committee will agree to and set its own schedule of hui dates for the year. <b>This schedule will be agreed and set at the first hui of tauira representatives.</b> This is to ensure everyone knows well in advance when hui will be so they can plan their other commitments accordingly.
2	It is recommended committees set the same time and day of the month to hold their hui e.g. 5pm, first Friday of the month etc.
3	The Student Support Advisor will facilitate a process for the representatives to identify and agree to the schedule of hui dates for the year at the first tauira representative hui.
4	At the first hui, the proposed schedule of hui dates must be voted on and agreed to by the majority of representatives present.
5	The Student Support Advisor will note the agreed schedule of hui dates and will ensure the Secretary circulates it with the agenda for the second hui of the committee.
6	Hui dates in the schedule can be amended but only at an official committee hui and by the usual majority vote process.
7	The Tauira Representative Committee can meet only on the dates it has agreed to and listed in its schedule of hui dates.
8	Any hui that occurs on a date outside the schedule of hui dates is an unauthorised hui and any resolutions or actions from it will therefore be invalid.



## Additional Information H


## Tauira Representative Committee hui attendance register

**Campus:**

**Hui Date:**[illegible]



Additional Information I

 <b>Te Wānanga o Aotearoa</b>	<b>Class Feedback for Tauira Representative Hui</b>
Class/night/kaiako:	
Tauira Representative(s):	

<p>Please bring this feedback form to the Tauira Representative hui.</p> <ol style="list-style-type: none"> <li>1. Summarise your class feedback for each of the topic headings below, by writing your class's <b>top priority</b> for each topic in the space provided.</li> <li>2. Keep the feedback succinct.</li> <li>3. Ensure the written feedback maintains āhurutanga (keeping safe, creating a quality space and being respectful).</li> </ol>
---

<p align="center"><b>Local Classroom, Facilities and Services</b> <i>(The room, campus, carpark, onsite security &amp; caterers)</i></p>
OUR LOCATION IS:
Strengths & compliments:
A suggestion for improvement:
<p align="center"><b>Physical and Online Learning Environment</b> <i>(Your classroom, Zoom room)</i></p>
NAME OF COURSE:
Strengths & compliments:
A suggestion for improvement:

**TWoA Tauira Support Services**

*(Services provided e.g. counselling, IT support, ID cards, academic workshops, hardship grants, loan laptops, disability support)*

Strengths & compliments:

A suggestion for improvement:

**TWoA Additional Services**

*(E.g. Library service, Taupārongo IT helpdesk)*

Strengths & compliments:

A suggestion for improvement:

**Diversity and Inclusion**

*(Do the tauira feel safe, included and supported?)*

Strengths & compliments:

A suggestion for improvement:

**Additional Information J**

**Glossary of meeting procedures**

Meetings are very productive once you are familiar with the correct procedures and the meanings of some of the terms that are used.

**AGENDA** - An agenda is a list of items that the meeting has been called to discuss. You should receive this before the meeting to allow you time to think about the issues and get feedback from your class.

**APOLOGIES** - This is usually the first item of business on the agenda. It is courteous to notify the Chairperson or Secretary at least a day before the meeting if you can't attend.

**ATTENDANCE AT THE MEETING** - Before a meeting proceeds, there must be a suitable number of members in attendance – this is called a “quorum” (more than 50% of all Regional Tauira Representatives). This ensures that the committee will not make any decisions that may be contrary to group consensus and allows a representative range of views to be expressed in the meeting. In the case where you do not have a quorum of members, it is best to postpone the meeting to a time when more members can attend, and you have a quorum.

**GUEST SPEAKERS** – Guests may request opportunities to attend Tauira Representative Committee Hui in order to present items of interest for the Tauira.

**MAKING DECISIONS** – There are two methods that can be used for making decisions:

- *Consensus* – this occurs when, through compromise, everyone is in agreement.
- *Voting* - decisions being made by the higher number supporting and/or the number against a decision.

**MINUTES** - Minutes are the official record of what happens at a meeting. They provide a summary of what was debated and record the decisions made. At the next meeting, members will decide whether to accept them as a true and accurate record. Once accepted, they are considered the formal record of the meeting.

**MOTION** - A motion is put to the Chairperson when something needs voting on. One person needs to propose the motion and someone else needs to second it. It is the Chairperson's responsibility to count the voters or to ensure that there is consensus.

**TAUIRA REPRESENTATIVES/OBSERVERS** - Tauira Representatives or members of the committee are entitled to speak or vote. However, observers (e.g. interested Tauira who are not Tauira Representatives) may watch but are not invited to participate or vote.

**VOTING** - When a motion is voted on, the Chairperson will ask, “All in favour?” If you agree with the motion, say “aye”. Following this the Chairperson will ask, “All those against?” If you disagree with the motion, say “nay”. If you do not want to vote either yes or no, you may abstain – which you indicate when the Chairperson asks if there are any abstentions. It is quite simple - just be sure about what you are voting on and remember if you do not say anything it is taken as a “yes” vote!

Additional Information K

**Tauira Representative Committee hui minutes**

<b>Venue:</b>	
<b>Date:</b>	
<b>Time:</b>	
<b>Chairperson:</b>	
<b>Minute secretary:</b>	
<b>Attendees:</b>	
<b>Apologies:</b>	

Previous Hui		
Item	Action	Delegated person or dept.
Minutes accepted from previous hui.	Accepted by: Seconded by:	
Matters arising from previous hui.		
General Business		
Item	Action	Delegated person or dept.
<b>Local Classroom, Facilities &amp; Services (LCFS)</b>	LCFS1 <i>eg: Te Nui campus carpark is very dark in Winter.</i>	
	LCFS2	
<b>Physical &amp; Online Learning Environment (POLE)</b>	POLE1 <i>eg: use of breakout rooms for tea break on Zoom is great to get to know classmates.</i>	
	POLE2	
<b>TWoA Tauira Support Services (TSS)</b>	TTS1 <i>eg: loved receiving our student ID cards by post.</i>	
	TTS2	
	AS1 <i>eg: library courier service is valuable.</i>	

## Tauira Representative Handbook

<b>TWoA Additional Services (AS)</b>	AS2	
<b>Diversity &amp; Inclusion (DI)</b>	DI1 <i>eg: would be good to have options of clubs/ support groups.</i> DI2	
<b>Next Meeting</b>		
Date & time:		
Chairperson:		
Minute secretary:		

## Action plan from hui minutes

Campus/ Site:

Issue/ idea / suggestion	Action required	Person or dept.	Comments/ status
<b>Local Classroom, Facilities &amp; Services (LCFS)</b> <ul style="list-style-type: none"> <li>• Carpark lighting LCFS1</li> <li>• X</li> <li>•</li> </ul>	LCFS1 - discuss with Ops team.	SSA	
<b>Physical &amp; Online Learning Environment (POLE)</b> <ul style="list-style-type: none"> <li>• X</li> <li>• X</li> <li>•</li> </ul>			
<b>TWoA</b> <b>Tauira Support Services (TSS)</b> <ul style="list-style-type: none"> <li>• X</li> <li>• X</li> <li>•</li> </ul>			
<b>TWoA Additional Services (AS)</b> <ul style="list-style-type: none"> <li>• X</li> <li>• X</li> <li>•</li> </ul>			
<b>Diversity &amp; Inclusion (DI)</b> <ul style="list-style-type: none"> <li>• Clubs/ groups DI1</li> <li>• X</li> <li>•</li> </ul>	DI1 - ask class for more details	T Reps	