



**Arab Open University**

## **Policy for Student Representation**

Policy Title:	Policy for Student Representation
Version Number	1
Approving Authority	University Council#83, March 2025
Policy Review:	Quality Assurance Accreditation, Academic and Institutional Standards Committee(QAAAIS)
Policy Implementation:	AOU HQ and AOU Campuses
Policy Monitoring and Compliance:	Academic Programmes Quality Assurance and Accreditation Units at AOU Campuses Students Affairs Offices
Next Review Date	March 2027

***Note:** A policy may be reviewed before the designated review date should there be a need to.*

### Policy Statement

This policy aims to provide students with a platform to express their opinions within important formal decision bodies, such as the University Councils and key Standing Committees. Students will serve as members of the councils or committees for which they are nominated, with clearly defined roles, responsibilities, and rights granted by the University.

### Scope

The scope of the policy for the nominated Arab Open University (AOU) student representatives is as follows:

It sets out the principles that guide student representation that include 'equal opportunity and respect for diversity.

The Policy states the process of student selection and nomination for all campuses as student representative for the respective campus.

The policy outlines the roles and responsibilities of nominated student representatives, focusing on gathering student feedback and attending relevant meetings.

The policy sets forth mechanisms through which students' representatives can engage with the University administration e.g. relevant committees, electronic communication, and set meetings.

This policy establishes clear guidelines for fostering collaboration between the student representative and the University, ultimately enhancing the well-being and representation of the student body.

It specifically defines the conduct expected of students in their role as 'student representatives.'

### Principles and Values:

The Arab Open University's *Equal Opportunities and Respect for Diversity Policy* underpins this policy document thus ensuring the following:

1. This policy ensures that the purpose and objective of the student representative body aligns with the University's mission and vision.
2. The policy promotes the inclusion of diverse student voices, ensuring that all students have equitable opportunities for representation, regardless of race, gender, disability, or other socio-economic factors.
3. The policy promotes clear and transparent selection of student representatives, detailing the nomination process, their responsibilities, and accountability measures.
4. The policy is intended to empower students by equipping them with essential information regarding their roles and responsibilities, as well as their rights in their designated positions.
5. Furthermore, it delineates the support that the University will provide to facilitate their effective participation. Consequently, students will be aware of their capacity to advocate student issues and to influence decision making, for the enhancement of the student experience.
6. The policy ensures a sense of accountability of the student representative towards their peers.

#### **Nomination for Student Representatives**

1. Each University campus would nominate a minimum of two and not more than four students (at the discretion of the respective campus), preferably from both genders.
2. The student GPA must not be less than 3.0.
3. Each student would be nominated for a period of one academic year.

#### **Training and Support**

1. The nominated students will have to go through mandatory orientation and training sessions on their roles and responsibilities.
2. The training programme will delineate the roles and responsibilities that the representative needs to execute.
3. The training programme would also orient the student of the most important policies and procedures that unpin student life at AOU, e.g the Equal Opportunities and Respect for Diversity Policy, Student Code of Conduct, AOU Quality Policy, Confidentiality Policy, Student protection plans etc.

### **Roles and Responsibilities**

1. The nominated student would act as a liaison between students and University management conveying student concerns, suggestions and feedback.
2. The student representatives may be the first point of contact for students to express their concerns.
3. The nominated students would gather student feedback through in-person and online feedback and represent it at the relevant nominated committee meetings.
4. The student representatives will function as advocacy agents, identifying and articulating the needs of students for enhancements necessary to facilitate the learning process.
5. They will collaborate with the University administration to develop comprehensive resource guides and organize awareness events that improve the teaching and learning environment.
6. They will promote the various support services available within the University to foster student well-being.

### **Student- Staff Engagement**

1. Student representatives are expected to voice the concerns of students on the relevant committees.
2. Student representatives are expected to serve as an advisory body to the University administration representing student interest.
3. Students' representatives are expected to represent student perspectives on academic issues like course delivery, tutorials, library services and all other student learning resources and facilities that need any enhancement.
4. Student representatives are to bring to the attention of the University management any policy issue that may not be clear to them or is unavailable.
5. The University management would invite students to the relevant committee meetings.
6. The University management will provide all the necessary support to student representatives during their attendance at the relevant committee meetings.
7. The University authorities at their discretion will coordinate with the student representatives when necessary to canvass an opinion on any issue related to teaching and learning provisions.

### **Student Representative Code of Conduct**

Although all students are governed by the AOU University Student Code of Conduct, by agreeing to this the student is expected to understand her/his responsibility and commit to undertaking all responsibilities that come along with it. The following code of conduct is applicable:

1. The student will be accorded the role of a student representative only after a due consent by the student is received by the campus management.
2. The student must be aware of and appreciate the responsibilities of time that come along with this role.

3. Student representatives must come adequately prepared for the meetings wherein they represent their student campus voices.
4. Student representatives must attend all the meetings that they have been invited to.
5. If a student representative cannot attend the meeting, they must inform the committee's key contact in advance. They should attempt to participate virtually unless stated otherwise.
6. Student representatives are expected to always maintain all decorum within the University campus in the way they present themselves.
7. The student representative must at no point in time engage in any activity, speech or conduct that is insinuating politically, religiously or is of insult to any group of people.
8. Student representatives are expected to communicate back to their peers about the student issues raised.
9. A student representative, if for any reason, is unable to continue in the given position, she/he must inform the Campus management immediately.
10. Student representatives must understand that if they fail to meet the requirements of their position, the University reserves all rights to terminate their tenure from the position.

### **Acknowledgement**

This Policy has been benchmarked with the following sources of information:

- UK Higher Education Providers – Advice on Consumer Protection Law 2023
- Student Voice (Student Representation) Policy – University of Essex, UK (2024)
- Student Representation – University of Reading, UK (2020)