



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

Produced by the National Tauira Success Team; Ratonga Uepū, Te Puna
Mātauranga, Te Wānanga O Aotearoa; March 2018

Contents

Section	Page
Introduction	3
Student support advisor's contact details	3
The role of the tauira representative	3
The role of the tauira representative committee	3
Matters for the kaiako/matters for the tauira representative committee	4
What happens next? :	4
- At the first tauira representative committee hui	4
- Between the first and second hui	5
- At the second tauira representative committee hui	5
End dates:	5
- My term as a tauira representative	5
- The term of the tauira representative committee	5
Appendices	
1. Procedure for Electing Tauira Representatives	6
2. Tauira Representative Agreement Form (i.e. the responsibilities of a tauira representative)	8
3. Role of Student Support Advisors in Relation to Tauira Representatives	10
4. Procedures for Running Tauira Representative Committee Hui	12
5. Role and Responsibilities of the Tauira Representative Committee Executive	15
6. Procedure for Electing the Tauira Representative Committee Executive	17
7. Procedure for Setting Tauira Representative Committee Hui Dates	18
8. Tauira Representative Committee Hui Attendance Register	19

Introduction

Congratulations on becoming the tauira representative for your class. Ka nui to mihi ki a koe. You will play a pivotal role ensuring the voice of our tauira is heard at Te Wānanga o Aotearoa.

This handbook explains your role and responsibilities as a tauira representative. It also sets out how the tauira representative committees operate.

Your student support advisor will guide you in your role as a tauira rep. Record their contact details here:	
Name of student support advisor:	
Contact phone no:	
Email:	
You may also reach your advisor through Tatou Pounamu (the TWoA Call Centre) on 0800 355 553	

The role of the tauira rep - the independent voice of tauira
At Te Wānanga O Aotearoa, we value the voice of our tauira. We want to hear and respond to suggestions, concerns, or compliments about any aspect of their learning journey with us. Your role as the tauira rep for your class is to gather any feedback from your classmates, communicate this to your kaiako or your tauira representative committee and update your classmates on the outcome.

The role of the tauira rep committee
Tauira reps generally belong to a campus tauira rep committee.* The committee meets regularly through the year to discuss items the reps bring to the hui. The committee also puts forward possible solutions or recommendations regarding the items being discussed.
<small>*It may not be logistically possible for every site to have its own tauira rep committee. If your site does not have its own committee your student support advisor will discuss your situation with you and possible options. These may include you joining the committee of a larger nearby campus.</small>

Taura Representative Handbook

What matters do I take to our kaiako and what matters do I take to the taura rep committee?

For the kaiako – generally, any group or individual feedback from your class that is specific to your class.

For the taura representative committee – generally, any feedback that could affect a number of classes or the campus/site as a whole.

Q. What happens next? A. You meet with the other taura reps.

First taura rep committee hui

Who organises and facilitates this hui?	The student support advisor (or other staff member delegated by the Taura Services Manager).
When will the hui happen?	As soon as all or most classes have elected their reps
How will I know when the hui is on?	The advisor will send you an email soon telling you the date, time and venue of this first hui

What happens at the first taura rep committee hui?

The purpose of the first hui is for taura reps to:	For further information see attached appendix no:	
Learn about the role of the student support advisor in relation to taura reps.	2	Role of Student Support Advisors in Relation to Taura Representatives
Learn more about the responsibilities of a taura rep.	3	A taura reps responsibilities are listed in the Taura Representative Agreement Form
Learn how the taura rep committee operates	4	Procedures for Running Taura Representative Committee Hui
Read, sign and return the taura rep agreement form to the advisor+	3	As above
Learn about the committee's executive i.e. the chair, the deputy chair and secretary	5	The Role and Responsibilities of the Taura Representative Committee Executive
Elect the executive	6	Procedure for Electing the Taura Representative Committee Executive
Agree and set the schedule of the committee's hui dates for the year	7	Procedure for Setting Taura Representative Committee Hui Dates

N.B. Please read the attached appendices before you attend the first taura representative committee hui

What happens between the first and second tauira rep 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 reps:

- 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.

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 (Appendix 4)
- Confirmation of the schedule of committee hui dates for the year.

When does my term as a tauira rep end?

You are the tauira rep for your class until your programme's end date, which is also when your enrolment finishes. If you do receive any tauira rep enquiries from tauira after your term has expired you must pass these enquiries onto the student support advisor.

When does the term of the tauira rep committee end?

Tauira rep committees operate over a calendar year. They can function up until the last day in the year that TWoA campuses / sites are open i.e. usually the second Friday in December. (For confirmation of this date, see the list of Important Dates for the year in Te Manu – Tauira Handbook <https://www.twoa.ac.nz/Tauira-Students/Te-Manu-Tauira-Handbook>). 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 rep. You will still discuss any class specific issues with your kaiako and, although there won't be a tauira rep committee operating over the summer, you can still talk to the student support advisor about any feedback your classmates have about the campus etc.

Appendix 1	
Procedure for electing tauira representatives	
1	The student support advisor facilitates the election of the tauira representative for each class.
2	The election should be held
a	By the end of the third 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.
3	When facilitating the election the advisor
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"> (i) Be an enrolled tauira in the programme / class (ii) Not be related to, or have a close personal relationship with, the kaiako (iii) Not be a Te Wānanga O Aotearoa staff member (iv) Consent to their phone and email details being made available to their classmates and other tauira representatives for tauira representative purposes.
4	Invite interested tauira who are eligible to be representatives to stand for election.
5	If no tauira are interested in becoming the class representative.
a	Advise the class that while they will have no 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.
6	When there is more than one candidate:
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 rep
d	In the event of a tie, decide the winner by coin-toss
e	Give the winner the Tauira Representatives Handbook.
7	When there is just one candidate
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"

Tauira Representative Handbook

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 rep – and give them the Tauira Representatives Handbook
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 as the tauira representative and refer to (5) above.

Tauira Representative Agreement Form

(N.b the student support advisor will provide you with a copy of this form to complete)

SECTION A – My individual details

I agree to my contact details below being shared with my classmates and other tauira representatives for tauira representative purposes.

(N.B. I understand that if I disagree with this requirement I cannot be a tauira representative.)

A1	Family name	
A2	First name	
A3	TWOA Student ID no.	
A4	Contact Phone No.	
A5	Contact Email	

Details of class I am the representative for:

A6	Name of programme	
A7	Name of kaiako	
A8	Site or campus where my classes are held (or if noho only - where my kaiako is based.)	

SECTION B – My eligibility to be a tauira representative

I confirm that I:

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

SECTION C – My responsibilities as a tauira representative

I agree that I:

C1	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.
C2	Will not approach or contact tauira or other tauira representatives about tauira representative 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.
C3	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.

Taura Representative Handbook

C4	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 noho has finished. If I and/or the kaiako 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.
C5	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.
C6	Will attend every taura 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. *
C7	Will take to the taura representative committee hui any relative feedback my classmates want it to consider (Matters that may affect more than one class or the campus as a whole). *
C8	Will report back to my classmates what happened at the taura representative committee hui re 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. *
C9	Will not become involved with the concerns of a taura who isn't in my class. I will direct them to their own class representative or student support advisor for assistance.
C10	Will not become involved with the personal grievance of a taura. I will direct them to the student support advisor for assistance.
C11	Will not become involved with the personal problems of a taura. I will direct them to the student support advisor for assistance.
C12	Will notify the chair of the taura representative committee* and the student support advisor if I withdraw from my programme or want to resign from my taura representative position so my class can elect my replacement.
C13	Will cease to be involved in taura representative business when I am not a taura representative. I will direct all taura representative related enquiries I receive to the new class representative (if applicable) or the student support advisor.
C14	Will abide by all procedures and protocols set out in the Taura Representatives Handbook.

Taura signature	
Date	

*Not applicable for taura representatives on sites / campuses without taura representative committees – unless they have been able to join a taura representative committee at another site / campus in their area.

Role of Student Support Advisors in Relation to Tauira Representatives

Student Support advisors are the Te Wānanga O Aotearoa staff primarily responsible for assisting tauira representatives and tauira representative committees. They:

1	Facilitate election of tauira representatives
a	Liaise with kaiako to arrange visits to their classes and noho early in the programme to hold elections for the tauira representatives for their classes
b	Discuss with kaiako how the tauira representative system operates and the duties of tauira representatives – particularly in terms of their relationship with kaiako
c	Visit the classes and noho, describe the tauira representative system to the class and facilitate the election of tauira representatives.
2	Organise and facilitate the first tauira representative committee hui. At the hui they will
a	Explain how the tauira representative committee operates
b	Hand out to - and collect back from - the tauira representatives their completed and signed Tauira Representative Agreement Forms
c	Facilitate the election of representatives to the three executive positions i.e. chair, deputy chair and secretary
d	Facilitate the creation of, and agreement to, the official schedule of hui dates for the year.
3	Brief the executive on their roles and responsibilities
4	Perform vacant executive position role(s) - until filled by a tauira representative
5	Create and maintain a Tauira Representatives Contact Database
a	Create a database from the contact information in the Tauira Representative Agreement Forms
b	Add details of new tauira 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 tauira representative- ends
e	Advise the executive when a new representative is starting and when a current representative's enrolment / term is due to finish.
6	Create and maintain the Tauira Representative Committee Hui Attendance Register template
a	Create a register from the information in the Tauira representative Agreement Form
b	Update contact details of representatives as necessary
C	Print and bring it each tauira representative committee hui for those in attendance to sign off against their (pre-printed) names 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
7	Support the Secretary with the administrative arrangements for the hui 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

Tauira Representative Handbook

8	Attend <u>all</u> tauira representative committee hui to
a	Provide information and advice as requested
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 The advisor knows the correct TWoA protocols and channels for raising issues with management/other staff and will do these actions quickly and efficiently.
9	Generally, be welcoming and supportive of all tauira representatives and assist them to give the best possible service to their classmates.

Procedure for Running Tauira Representative Committee Hui

1 Committees can only meet on their scheduled hui dates

A tauira 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.

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.

2 Committees can only meet if they have a quorum

In addition to the requirement above, a tauira representative committee hui must have a quorum to meet i.e. a minimum number of members present. The quorum for a tauira representative committee hui is 50% i.e. at least 50% of the class representatives must be present for the hui to go ahead.

The Tauira Representative Committee Hui Attendance Sheet shows the official number of tauira 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 and the committee will have to wait until the next scheduled hui to meet.

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.

3 Agenda / Minutes format

The tauira rep committee agenda template is:

There will be a hui of the [name of campus] tauira 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].

Agenda / Minutes format

Welcome / karakia

Apologies

Confirmation of minutes of the previous hui

Business arising from the minutes

Action sheet update

General business

Date of next meeting

Close / karakia

4	<p>Action Sheet</p> <p>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 i.e. 'completed' or 'still on-going' with a brief comment on progress.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6" style="text-align: center;">[Name of campus] Tauira Representative Committee: Hui action sheet As at [date]</th> </tr> <tr> <th></th> <th style="text-align: center;">Action:</th> <th style="text-align: center;">Person assigned to:</th> <th style="text-align: center;">Date assigned:</th> <th style="text-align: center;">Date for completion:</th> <th style="text-align: center;">Status: Completed / Or still ongoing? Comment:</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">5</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	[Name of campus] Tauira Representative Committee: Hui action sheet As at [date]							Action:	Person assigned to:	Date assigned:	Date for completion:	Status: Completed / Or still ongoing? Comment:	1						2						3						4						5					
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5	<p>Role of the Chair</p> <p>a Open the hui and welcome everyone Say an opening karakia - or invite another member to say one</p> <p>b Ask for apologies</p> <p>c Ask the hui to confirm the minutes of the previous meeting as a true and accurate record (Needs a mover and seconder)</p> <p>d Lead the hui through the agenda items – particularly in relation to voting on motions (see 6 below)</p> <p>e Ensure everyone has an opportunity to speak and nobody dominates the discussion</p> <p>f Ensure the topics of discussion and the behaviour and language of representatives during discussions are appropriate for the hui</p> <p>g Monitor time to ensure the hui doesn't finish unreasonably late</p> <p>h Remind all representatives to sign against their names on the hui attendance register</p> <p>i Thank everyone for attending and close the hui; Say a closing karakia - or invite another member to say one</p>																																										
6	<p>Voting procedure</p> <p>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"</p> <p>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</p> <p>d If there is no seconder, the Chair says "The motion is lapsed"</p> <p>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'".</p> <p>(N.B the Chair does not vote on motions but can cast the deciding vote if the vote is tied)</p>																																										

Taura Representative Handbook

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.
7	Actions
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	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. 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	<p>Observers at hui</p> <p>Any taura is welcome to attend a taura representative committee hui as an observer. Taura 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</p> <p>Observers:</p> <ul style="list-style-type: none"> - Listen to the proceedings; however 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.

Role and Responsibilities of the Tauira Representative Committee Executive

1	Each tauira 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.	
2	It is the responsibility of the Chair to	
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; 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.	
3	It is the responsibility of the Deputy Chair to	
a	Chair the hui when the Chair is absent	
b	Support the Chair with their duties as required	
c	Deputise for the Chair at other hui if requested by the Chair.	
4	It is the responsibility of the Secretary to	No later than
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 Tauira 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

Tauira Representative Handbook

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
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Procedure for Electing the Tauira Representative Committee Executive (i.e. the Chair, Deputy Chair, Secretary)

1	The student support advisor will facilitate the election of the tauira representative committee - executive.
2	When: The elections will take place at the first hui of tauira representatives.
3	When facilitating the election the advisor will
a	Explain the role and responsibilities of the three positions on the executive.
b	Run separate consecutive elections for the three positions i.e. Chair first; Deputy Chair second; and Secretary third.
4	Invite interested representatives to stand for each election
5	When there is more than just one candidate for a position
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.
6	When there is just one candidate
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.
7	When the chair and/or secretary positions are not filled
a	If the Chair position is still vacant at the end of the hui i.e. 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 student support advisor will chair the second hui of the committee
b	Similarly, if the Secretary position is still vacant at the end of the hui - the student support advisor 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 advisor will facilitate another election at the end of the second hui for the vacant position(s). If that election fails to confirm a candidate to the vacant position, the advisor 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.

Appendix 7

Procedure for Setting the Official Schedule of Committee Hui Dates for the Year

1	Each taura representative committee will agree to and set its own schedule of hui dates for the year. This schedule will be agreed and set at the first hui of taura representatives. 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. 5.00 pm, last Friday of the month or 6.00 pm third Wednesday 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 taura 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	A taura 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.

