


# TAUIRA

Tauira Representative  
Handbook 2025



The background image is a detailed illustration of a sailing ship's rigging, specifically the mast and sails. A large, light-colored sail is visible on the right side. The mast is a dark vertical pole with various rigging lines and pulleys. To the left, a compass rose is partially visible, showing cardinal and intercardinal directions. The entire image has a semi-transparent overlay, making the text legible.

Nā tō rourou, nā tōku rourou, ka whakaora ai  
ngā tauira o Te Wānanga o Aotearoa.

*With your contribution and mine,  
all Te Wānanga o Aotearoa tauira will prosper.*

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## Let's plan for a successful year!

Our Tauira Representative System is kaupapa driven and is one of the many opportunities to share tauira voice throughout your study journey.

As you begin your role as a class representative, let's take time to reflect on the tools and pūkenga to guide you in this mahi.

## Ngā Uara – our values

Our values of Te Aroha, Te Whakapono, Ngā Ture and Kotahitanga are embedded in and woven through the actions we take to achieve successful outcomes for our tauira.

Tauira success is what underpins our success as an organisation. We invite all tauira to walk alongside us as we do our best to live and breathe Ngā Uara.

How we will conduct ourselves to achieve successful outcomes:

### Te Aroha

Having regard for one another and those for whom we are responsible and to whom we are accountable.

### Ngā Ture

The knowledge that our actions are morally and ethically right and that we are acting in an honourable way.

### Te Whakapono

The basis of our beliefs and the confidence that what we are doing is right.

### Kotahitanga

Unity amongst iwi and other ethnicities; standing as one.

## Kaupapa Wānanga

Kaupapa wānanga is a way of describing our unique way of being and doing. It provides guidance for taura and kaimahi.

In the context of our Taura Representative System, it helps us consider all we do, in relation to its four takepū (applied principles). We use it like a lens we look through to make sure everything is good and right. We might call it putting on our kaupapa wānanga glasses!

Kaupapa wānanga are life principles in practice. We apply them in our wānanga spaces, and they help us to operate as a collective. The following is simply a glimpse into some of the possible ways of considering kaupapa wānanga while participating in the Taura Representative System:

<b>Kaitiakitanga</b>	We will engage in respectful relationships with others, their environments and kaupapa.
<b>Āhurutanga</b>	We will claim and maintain quality, safe spaces that enable activities, including hui, to be undertaken in an ethical and meaningful way.
<b>Koha</b>	We acknowledge all contributions are valued and are to be given and received responsibly.
<b>Mauri ora</b>	We acknowledge that the pursuit of wellbeing is at the core of all Te Wānanga o Aotearoa kaupapa and activities.

## Ngā Takepū (the principles of Kaupapa Wānanga)

How we will approach situations to strive to achieve balance (a state of mauri ora):



## Introduction

Congratulations on becoming a Tauira Representative for your class. Ka nui te mihi ki a koe.

You will play an important role in ensuring the voice of our tauira is heard at Te Wānanga o Aotearoa. Tauira Representatives help us to understand and respond to the diverse learner voices, learner wellbeing and safety needs (Education Code of Practice 2021).

This handbook explains the roles and responsibilities of a Tauira Representative. It also sets out how the Tauira Representative Committee operates.

### Your Student Support Advisor (SSA) will guide you in your role

<b>My SSA:</b>	
<b>Contact phone:</b>	
<b>Email</b>	

NOTE: You can also contact your SSA through Tatau Pounamu (TWoA Call Centre) - 0800 355 553

## The role of the Tauira Representative - 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 aspects of their learning journey with us. There is only ONE representative per class. 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 then update your classmates on the outcome.

There are many benefits to being a Tauira Representative. These opportunities include:

- › getting to know your fellow class members and other staff
- › developing a range of communication and organisational skills
- › gaining a better understanding of Te Wānanga o Aotearoa
- › contributing to the tauira experience both in your takiwā and across the country
- › building your leadership capacity

To avoid a conflict of interest and remain impartial while serving in the role, the following tauira are unable to hold the role of Tauira Representative:

- › kaimahi of Te Wānanga o Aotearoa,
- › whānau of kaimahi.

The role of the Tauira Representative is voluntary. When the term of the Tauira Representative Committee ends, all representatives receive a certificate recognising their service and an accompanying letter for their CV.

## The role of the Tauira Representative Committee

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 day or night class Tauira Representatives, Tauira Representatives at your location, or all Tauira Representatives across your rohe.

The Tauira Representative Committee meets three times during the year to discuss items the Tauira Representatives bring to the hui. The three hui are:

- › Start of year Let's Get Ready to Rep hui
- › Semester A hui
- › Semester B hui

## Who should I voice our class concerns to?

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

**Feedback 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
- › using infographics to display themes from Tauira Representative Committee feedback
- › 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 takiwā, all eligible Tauira Representatives from that takiwā 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 Kaiwhakatere (Chief Executive Officer).

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

<ul style="list-style-type: none"> <li>› Kaiwhakatere (Chief Executive Officer) who is also chair</li> <li>› Pouwhakahaere Ako (Deputy CE - Teaching &amp; Learning)</li> <li>› Pouwhakahaere Whakatairanga (Deputy CE - Purpose &amp; Relationships)</li> <li>› Pouwhakahaere Taumatua (Deputy CE - Wānanga 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 Kaiwhakatere); and</li> <li>› up to three independent external members.</li> </ul> </li> </ul>
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## Overview of Tauira Representative role and process



Let’s get started!

Let’s Get Ready to Rep hui	
Who organises and facilitates this hui?	The Student Support Advisor.
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 SSA will send you an email telling you the date, time and venue of this first hui.



## Let's get ready to represent!

What happens at the Get Ready to Rep hui?	
	Further details and instructions are located within:
Learn about the role of the Student Support Advisor in relation to Tauira Representatives.	<ul style="list-style-type: none"> <li>› The <b>Procedure for electing tauira representatives</b> (Info sheet A).</li> <li>› The <b>Role of SSAs in relation to tauira representatives</b> (Info sheet C).</li> </ul>
Learn more about the responsibilities of a Tauira Representative.	<ul style="list-style-type: none"> <li>› Diagram showing an <b>Overview of tauira representative role and process</b> (p.9).</li> <li>› The responsibilities of a tauira representative are listed in the <b>Tauira representative agreement form</b>. (Info sheet B)</li> </ul>
Learn how the Tauira Representative Committee operates.	<ul style="list-style-type: none"> <li>› The <b>Procedure for running tauira representative committee hui</b> (Info sheet D).</li> </ul>
Read, sign and return the Tauira Representative agreement form to the Student Support Advisor.	<ul style="list-style-type: none"> <li>› The <b>Tauira representative agreement form</b> (Info sheet 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.12) and an <b>Overview of the role and responsibilities of the secretary</b> (p.12).</li> <li>› The <b>Procedure for running tauira representative committee hui</b> (Info sheet D).</li> <li>› The <b>Roles and responsibilities of the tauira representative committee executive</b> (Info sheet E).</li> </ul>
Elect the executive.	
Set the schedule of the committee's hui dates for the year.	

*N.B. Please read the 'Additional Information' sheets located at the back of the book, before you attend the first tauira representative committee hui.*

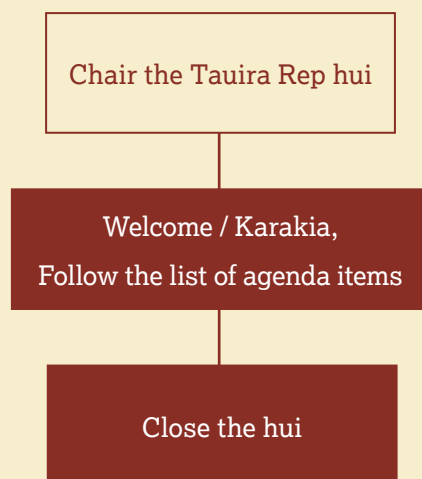
## Overview of the role and responsibilities of the Chairperson

The Chairperson will throughout the year:

- › Oversee the running of the Tauira Representative hui.
- › Work closely with the Student Support Advisor.
- › Work closely with the Secretary.
- › Support with hui preparations.

The Chairperson will at the hui:

- › Facilitate the hui.



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

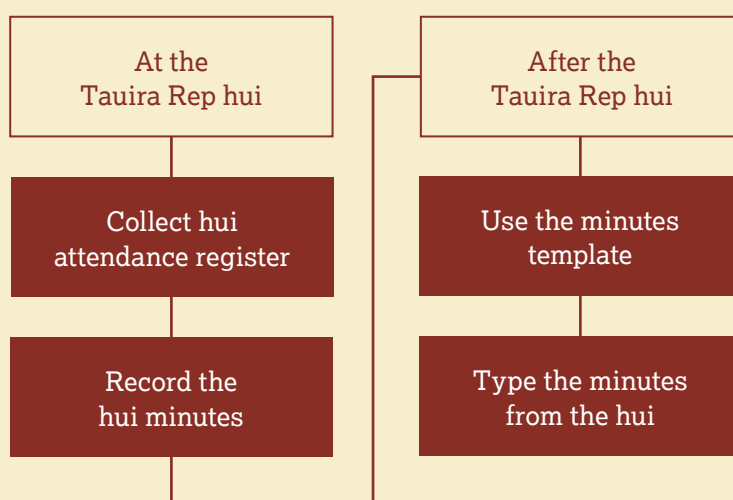
The Deputy Chair will:

- › Support with hui preparations.
- › Chair the hui when the Chairperson is absent.
- › Support the Chair with their duties, as required.
- › Deputise (stand in for) the Chair at another hui, if requested by Chair.

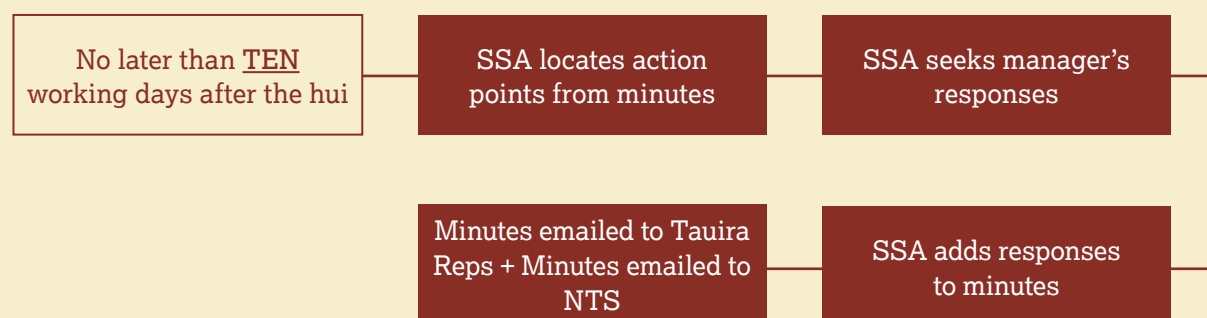
## Overview of the role and responsibilities of the Secretary

The Secretary will:

- › Collect hui attendance register.
- › Record the minutes at the hui.
- › Type the minutes from the hui.



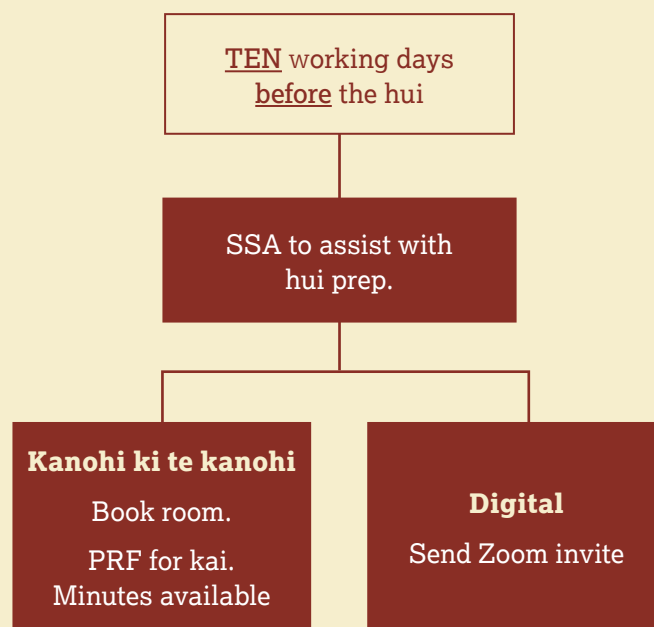
## SSA Roles



## Overview of the role and responsibilities of the Student Support Advisor (SSA)

The Student Support Advisor will:

- › Liase with Tauira Representatives.
- › Send hui invite.
- › Book room for hui / send Zoom invite.
- › Create PRF for kai.
- › Ensure templates are available (eg: attendance register, hui minutes).
- › Support the Chair and Secretary.
- › Attend the hui, provide support when required
- › Display minutes on Tauira notice board.





## What happens at the Getting Ready to Rep hui?

The Student Support Advisor will meet with the Tauira Reps and discuss:

- › the tikanga for our hui.
- › the committee's administrative arrangements.
- › the schedule of hui dates for the year.
- › their roles and responsibilities.

## What happens before the first campus hui?

The Tauira Reps will:

- › consult with their Kaiako to book a 20 minute timeslot for a class hui.
- › refer to the **Class Feedback form** to understand the discussion topics for the class hui.
- › notify the class of the scheduled class hui (one week prior) and share the five discussion topics to allow tauira to prepare their thoughts.
- › lead a class hui to collect feedback.

## What happens at the first campus 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 Tauira Representative Committee hui**
- › confirmation of the schedule of committee hui dates for the year.

## What if I am not active in the role of the Tauira Representative?

Being active in the role of Tauira Representative looks like:

- › Attending online training,
- › Attending the Ready to Rep hui,
- › Hosting ONE Semester A class hui to gain feedback,
- › Attending ONE Semester A campus hui,
- › Hosting ONE Semester B class hui to gain feedback,
- › Attending ONE Semester B campus hui.

If you are unable to attend a hui, you are expected to send an apology and forward your collated class feedback.

Once a semester, the Tauira Services team will stocktake the Tauira Representative register. Inactive Tauira Representatives will be contacted to check in. If at any time you find yourself unable to perform in your Tauira Representative duties – please do not hesitate to let us know.

## 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 Te Wānanga o Aotearoa campuses / sites are open. A new committee will form the following year after Tauira Representative elections are held 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.



**Additional Information**  
**Info Sheets**

## Additional Information A

Procedure for electing Tauira Representatives	
<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 Student Support Advisor:</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>› be an enrolled tauira in the programme / class.</li> <li>› not be related to, or have a close personal relationship with, the Kaiako.</li> <li>› not be a Te Wānanga o Aotearoa staff member.</li> <li>› 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>
<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	There is only <b>ONE</b> representative per class. In the event of a tie, decide the winner by coin-toss. Give the winner a copy of the <b>Tauira Representative Handbook</b> , as well as a <b>Tauira Representative Agreement Form</b> .
<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. Give the winner a copy of the <b>Tauira Representative Handbook</b> , as well as a <b>Tauira Representative Agreement Form</b> .
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 not confirmed the candidate as the Tauira Representative and refer to (5) above.

Please return this form to your Student Support Advisor.

## Additional Information B

### Tauira Representatives 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 Representative purposes.

I understand that if I disagree with this requirement, I cannot be a Tauira Representative.

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

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

<b>A5</b>	Name of programme	
<b>A6</b>	Name of Kaiako	

## 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.
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Please return this form to your Student Support Advisor.

<b>C2</b>	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.
<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 them to consider. I will do this immediately after the class or 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 + collated class feedback to my SSA 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 or personal problems of a tauira. I will direct them to the Student Support Advisor for assistance.
<b>C11</b>	Will notify 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>C12</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>C13</b>	Will abide by all tikanga, procedures and protocols set out in the Tauira Representative's 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 Tauira Representatives

Student Support Advisors are staff primarily responsible for assisting Tauira Representatives and Tauira Representative Committees at Te Wānanga o Aotearoa. They:

<b>1</b>	<b>Facilitate election of Tauira Representatives</b>
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.
<b>2</b>	<b>Organise and facilitate the first Tauira Representative Committee hui. At the hui they will:</b>
a	Explain how the Tauira Representative Committee operates.
b	Distribute and collect the completed and signed Tauira 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 Tauira Representative
<b>5</b>	<b>Create and maintain a Tauira Representatives Contact Database</b>
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 Tauira Representative is starting and when a current Tauira Representative's enrolment / term is due to finish.
6	<b>Access the Tauira Representative Committee hui attendance register template</b>
a	<p>Print and bring an <b>Attendance Register</b> to each Tauira Representative Committee hui for those in attendance to sign.</p> <p><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></p>
7	<b>Support the Secretary with the administrative arrangements for the hui</b>
	<ul style="list-style-type: none"> <li>› arrange computer access for producing agendas / minutes if required</li> <li>› email a PDF copy of the minutes, including actions and responses, to the Tauira Representatives</li> <li>› print and display a copy of the minutes on the tauira noticeboard.</li> </ul>
8	<b>Attend all Tauira Representative Committee hui to:</b>
a	Provide information and advice as requested.
b	<p>Be solely responsible for all committee actions that require a formal response from Te Wānanga o Aotearoa management / other staff – and report back on progress with these actions.</p> <p><i>N.B. The Student Support Advisor knows the correct protocols and channels for raising issues with Te Wānanga o Aotearoa management/other staff and will do these actions quickly and efficiently.</i></p>
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 Tauira Representative Committee hui	
<b>1</b>	<p><b>Committees can only meet on their scheduled hui dates</b></p> <p>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.</p> <p>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.</p>
<b>2</b>	<p><b>Hui format</b></p> <p><b>a</b></p> <p><b>AGENDA</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.</p>
<b>3</b>	<p><b>Actions</b></p> <p><b>a</b></p> <p>After the hui, the SSA will extract from the minutes the action points for follow up. For example:</p> <ul style="list-style-type: none"> <li>› Any feedback that requires a manager's response.</li> <li>› Any potential maintenance or H&amp;S issues that require attention.</li> <li>› Any questions requiring an answer.</li> </ul> <p>The action points will be recorded at the end of the hui minutes. The SSA will seek responses to the action points. These will be included/ attached to the final copy of the hui minutes to be shared with Tauira Reps and NTS.</p> <p><b>b</b></p> <p>Actions requiring a formal response from Te Wānanga o Aotearoa 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.</p>

<b>4</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
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>5</b>	<b>Observers at hui</b>
	<p>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 Student Support Advisor.</p> <p><b>Observers:</b></p> <ul style="list-style-type: none"> <li>› listen to the proceedings.</li> <li>› they do not speak, disrupt, or participate in the hui.</li> <li>› at all times, follow the directions of the Chair.</li> </ul>



## Additional Information E

Role and responsibilities of the Campus Tauira Representative Committee	
<b>1</b>	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.
<b>2</b>	<b>It is the responsibility of the Chair to:</b>
a	Oversee the running of the Committee.
b	Lead the hui.
c	Share with the Committee the action points from the previous minutes and the manager's feedback/ responses relating to these.
d	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.
e	Ensure the executive works closely with the Student Support Advisor to ensure a strong and effective relationship the campus.
<b>2</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>3</b>	<b>It is the responsibility of the Secretary to:</b>
a	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.
b	Collect the hui attendance register at the end of the hui and ensure it has been signed by all committee members who attended.
c	Type the minutes using the minutes template. No later than FIVE working days after the hui



Additional Information F

Class Feedback for Tauira Representative Hui	
Class/night/kaiako:	
Tauira Representative(s):	

Please bring this feedback form to the Tauira Representative hui.

- 1. Write your class’s top priority for each topic in the space provided.
- 2. Keep the feedback succinct.
- 3. Ensure the written feedback maintains āhurutanga (keeping safe, creating a quality space and being respectful).

Local Facilities and Services <i>(The rooms, campus, carpark, onsite security &amp; caterers)</i>	
OUR LOCATION IS:	

Strengths & compliments:

A suggestion for improvement:

**Physical and Online Learning Environment**  
*(Your classroom, Zoom room)*

NAME OF COURSE:

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Strengths & compliments:

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A suggestion for improvement:

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**Te Wānanga o Aotearoa Tauira Support Services**

*(Services include counselling, ID cards, academic workshops, disability support)*

Strengths & compliments:

A suggestion for improvement:

**Te Wānanga o Aotearoa Additional Services**

*(Library service, Taupārongo IT helpdesk)*

Strengths & compliments:

A suggestion for improvement:



## Diversity and Inclusion

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

Strengths & compliments:

A suggestion for improvement:





## Additional Information G

### Glossary of meeting procedures

**Please bring this feedback form to the Tauira Representative hui.**

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.

#### 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.

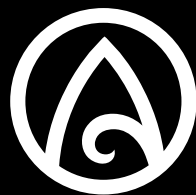
#### Tauira

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 "Āe". Following this the Chairperson will ask, "All those against?" If you disagree with the motion, say "No". 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!





**Te Wānanga  
o Aotearoa**

## **Contact us**

**Tatau Pounamu | Contact centre**    0800 355 553

**Taupārongo | IT support**    0800 808 789

**Te Matakā | Student portal**    <https://tauir.a.twoa.ac.nz>

**Ngā Amo Tiatia | Tauira Support Services**    [nationaltauiraserviceteam@twoa.ac.nz](mailto:nationaltauiraserviceteam@twoa.ac.nz)