



# Student Voice Leader

## Code of Conduct

This Code of Conduct recognises that Student Voice Leaders are representatives and role models for their fellow students, the University and MDXSU. Therefore, they are expected to conduct themselves in line with Middlesex University's General Regulations and MDXSU's Code of Conduct. By becoming a Student Voice Leader (SVL) you agree to this Code of Conduct. This is an agreement of the role, responsibility and expected behaviours of an SVL to ensure effective representation of students on every course at Middlesex. It also outlines the process by which an SVL may be removed from their role if required.

### // Expectations

Student Voice Leaders will:

1. Attend/complete the compulsory SVL training.
2. Regularly check their university email inbox for meeting invites and other communications relevant to the role and respond when appropriate.
3. Actively gather constructive feedback from other students on their course through the method they deem most effective.
4. Signpost students to MDXSU Advice service ([studentadvice@mdx.ac.uk](mailto:studentadvice@mdx.ac.uk)) or Unihelp where an issue is raised that does not affect the wider student body (e.g. academic misconduct).
5. Attend 2 Programme Voice Groups (PVGs) across the year as this is the main responsibility of the role. If there is a reason as to why they cannot attend, they must send apologies to the Officer and Chair as well as feedback gathered at least 5 working days in advance and meet with the Chair at an appropriate time.
6. Provide feedback that is constructive, representative and solution focussed whilst respecting the confidentiality of students' feedback. This includes feedback on what is working well and areas for change/ development.
7. Work in partnership with University staff to identify the potential solutions to issues raise.
8. Raise sensitive issues regarding specific members of University staff with their Programme Leader or Director of Programmes outside of the PVG.

9. Seek support and guidance from MDXSU by emailing [studentvoice@mdx.ac.uk](mailto:studentvoice@mdx.ac.uk) if they require further support to resolve an issue which has not or could not be resolved via PVGs or their programme leader.
10. Work cooperatively with other SVLs on their course to ensure the most effective representation.
11. Feedback to their fellow students on the outcomes at the PVG and relevant communications from MDXSU.
12. Reach out to MDXSU by emailing [studentvoice@mdx.ac.uk](mailto:studentvoice@mdx.ac.uk) if they have any concerns, issues or feel they can no longer fulfil the role. MDXSU will support the SVL to continue their role effectively where possible.
13. Attend other meetings requiring SVL engagement (e.g. with Deputy Deans) where possible.

### // Reasons for removal from the role

We have a zero-tolerance approach to harassment and bullying and all SVLs are expected to treat all students and staff with dignity and respect. MDXSU will try to resolve any issues with the SVL informally, there may be circumstances when the SVL will be removed from their role.

An SVL may be removed from their role if:

1. There is a breach of the Student Conduct and Discipline Rules as found in Middlesex University's General Regulations<sup>1</sup> determined as per the regulations.
2. There is a breach of the MDXSU's Code of Conduct determined as per the regulations.
3. 2/3rds (66%) of the students they represent present dissatisfaction with the work of the SVL via petition to MDXSU ([studentvoice@mdx.ac.uk](mailto:studentvoice@mdx.ac.uk))
4. They have not completed (or sent apologies for) the compulsory SVL training by the deadline.

### // Process of removal

1. If a student, member of university staff or MDXSU staff have a concern about an SVL, or believe there are grounds for an SVL to be removed from their role, they should initially email [studentvoice@mdx.ac.uk](mailto:studentvoice@mdx.ac.uk) stating the reason and any evidence they may have
2. MDXSU's Advocacy Coordinator will contact the SVL and PVG Chair informing them of the concern and invite the SVL to an informal meeting to identify whether they may require support. The PVG chair may also be invited if appropriate or will be updated after the meeting.
3. Where appropriate, the Advocacy Coordinator will try to resolve the issue informally with the appropriate stakeholders.

## Appendix 9h

4. If the issue is not or cannot be resolved, all information and evidence will be sent to the MDXSU Education Officer, or to the MDXSU President in the absence, for a decision on their removal.

5. The SVL may appeal the decision to a panel consisting of the MDXSU President, Advice & Advocacy Manager and Student Engagement and Enhancement Manager. Their decision is final. If an SVL is removed from their role, they will not be able to be an SVL again for the duration of their course.