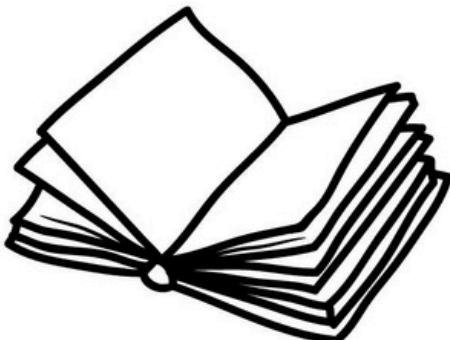




AONTAS NA MAC LÉINN,  
COLÁISTE NÁISIÚNTA  
NA HÉIREANN

# NATIONAL COLLEGE OF IRELAND STUDENTS' UNION



## CLASS REPRESENTATIVE HANDBOOK 2025/2026



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## Welcome Message from the Students' Union President

Dear Class Representatives,

It is a privilege to welcome you into this role, one I have seen grow in impact year after year. Having worked alongside countless Class Reps during my time as President, I know first-hand the difference you make — not only to your classmates, but to the direction of our Union and our College as a whole.

Class Representatives are the heartbeat of student voice at NCI. You are often the first to hear concerns, the first to spot opportunities, and the first to bring forward ideas that shape real change. Whether it's ensuring students feel supported in their academic journey, raising issues that matter to your class, or helping us build a stronger community, your role is essential.

What I've learned over time is that being a Class Rep isn't about having all the answers — it's about listening, connecting people to the right supports, and speaking with integrity on behalf of your peers. When you do that, you gain skills that will stay with you long after your studies: leadership, diplomacy, and the ability to make your voice count.

As a Union, we are here to back you. Use us, challenge us, and work with us. The stronger our partnership, the stronger the student experience will be for everyone at NCI.

Thank you for stepping forward to lead. I hope you embrace the role with energy, fairness, and ambition. You are part of a tradition of student leadership that has left a lasting mark on this institution — and I have no doubt you will do the same.

Go n-éirí libh sa ról seo,



TRE

Tre Robert  
President  
National College of Ireland Students' Union

## Welcome Message from the College President

Dear Class Representatives

I would like to congratulate you on your election to this role and to wish you every success. Class representatives are an essential part of the fabric of our college, and you will play an essential role in ensuring that the academic and college life of NCI is the best it can be for all of our students.

Becoming a representative for your fellow classmates I hope will be a great experience for you and one that will add to your experience and skills, and ultimately your CV! There is a great amount to be gained by learning the skills of listening, speaking up, presenting a position and re-communicating within the context of solutions and collaborations. You will be dealing with your peers and the staff here in the College and also with your Student Union Officers. All of this experience will be useful to you in your future career, as you move to capitalise on your academic qualification and to exert your influence in the world of work.

For the College, an active Students Union and Class Representative group is really important and a measure of the health of the College. It speaks so well to our mission, vision and values, to 'change lives through education', through providing an inspiring educational experience that is innovative, responsive and enterprise focused, inclusive, community embracing, delivered with integrity, dynamism, is learner centred and aspiring to excellence. Thank you for being a part of this mission through your work as a Class Representative.

I look forward to hearing more of your work and wish you every success with your studies and your role.

Yours sincerely,

Professor Gina Quinn

President

National College of Ireland

## NCI Students' Union Structure

- National College of Ireland Students' Union (NCISU) is the representative body of all students within the National College of Ireland (NCI) and is wholly independent of NCI.
- Every registered student in NCI is automatically a member of NCISU.
- A proportion of the Student Contribution Charge per student is allocated to NCISU on an annual basis.

## Constitution

- This is the rulebook for how the Union is run that is voted on by every student of the College in a referendum.
- A copy of the Constitution can be found on NCISU's Website or can be provided by the President of the Students' Union upon request.

## Class Representative System

- Every class in the College should have at least one Class-Representative elected by that class in accordance with the Constitution.
- The Class-Representative(s) acts as the official representative of that class and is responsible for providing regular feedback between their classmates, the College and the Students' Union.

## Class Representative Council

- The highest decision and policy making body of the Union is known as the Class Representative Council (the Council).
- The Council is made up of the Executive and all the elected Class-representatives.
- Class-reps receive updates from all the elected officers in the Union and hold officers accountable on their work.

## The Executive

### President

- The President is the chief spokesperson for the Union, representing all students of the College, and is automatically a member of the College's Governing Body and Academic Council.

### Vice President For Education

- The Vice President for Academic Affairs is responsible for electing, training, and managing Class Representatives. The Vice President for Academic Affairs is also responsible for assisting students on academic related matters.
- The Vice President for Academic Affairs is responsible for the provision of information, advising on matters and liaising with NCI Staff on matters related to Academic Affairs. This may include campaigns on Academic Integrity, informative events or demonstrations.

### Vice President For Welfare and Equality

- The Vice President for Welfare and Equality has the remit of welfare and equality, which includes, matters on, accommodation, finance and general well- being. This may encompass physical, mental, emotional, and sexual health.
- The Vice President for Welfare and Equality is responsible for the provision of information, advising on matters and liaising with external bodies related to welfare and equality. This may include campaigns, informative events, or demonstrations.

### Clubs and Societies Officer

- The C&S Officer promotes, supports and assists the running of all Clubs and Societies that are registered with the Union in all aspects of their operation.
- They are responsible for providing information to students on joining, starting, reforming, or developing a Club or Society and how to receive/apply for funding.
- The C&S Officer monitors the income/expenditure of Clubs and Societies and liaises with any relevant bodies such as the Board of Irish College Societies and Student Sport Ireland.

## **Entertainments Officer**

- The Entertainments Officer organises events and other forms of activities for the students of NCI within a predetermined budget.
- They are also responsible for recruiting an 'Entertainments Crew' who assist in the planning, promotion, and organisation of events.

## **Communications Officer**

- The Communications Officer is responsible for the promotion and marketing of all Union related activities.
- They design promotional material and update the student body on Union events.
- The Communications Officer prepares a social media strategy in conjunction with the President and maintains a social media calendar of all Union communications and promotions.

## NCISU EXECUTIVE 2025/2026



## NCI Organisational Structure

### Governing Body

- The Governing Body as the highest decision-making body, constitutes the Board of Directors at National College of Ireland, and is responsible for the overall management and direction of the college and its compliance with company law.
- The Governing Body establishes and monitors the college's strategic direction and policy, its financial planning, and compliance with best practice in all college activities.
- The Governing Body is comprised of a Chairperson, President of the College, President of the Students' Union, two elected staff members, nominees, and external members.

### Academic Council

- The Academic Council assists the Governing Body in the planning, coordination, development and overseeing of the educational work of the College and is chaired by the President and co-chaired by the Vice President as outlined in the NCI constitution.
- The Academic Council is responsible for conferring all awards and degrees and implements the academic regulations of the College.
- The Academic Council has four subcommittees - Academic Operations Committee, Learning & Teaching Committee, Research Committee and Academic Standards Committee.

## The Schools

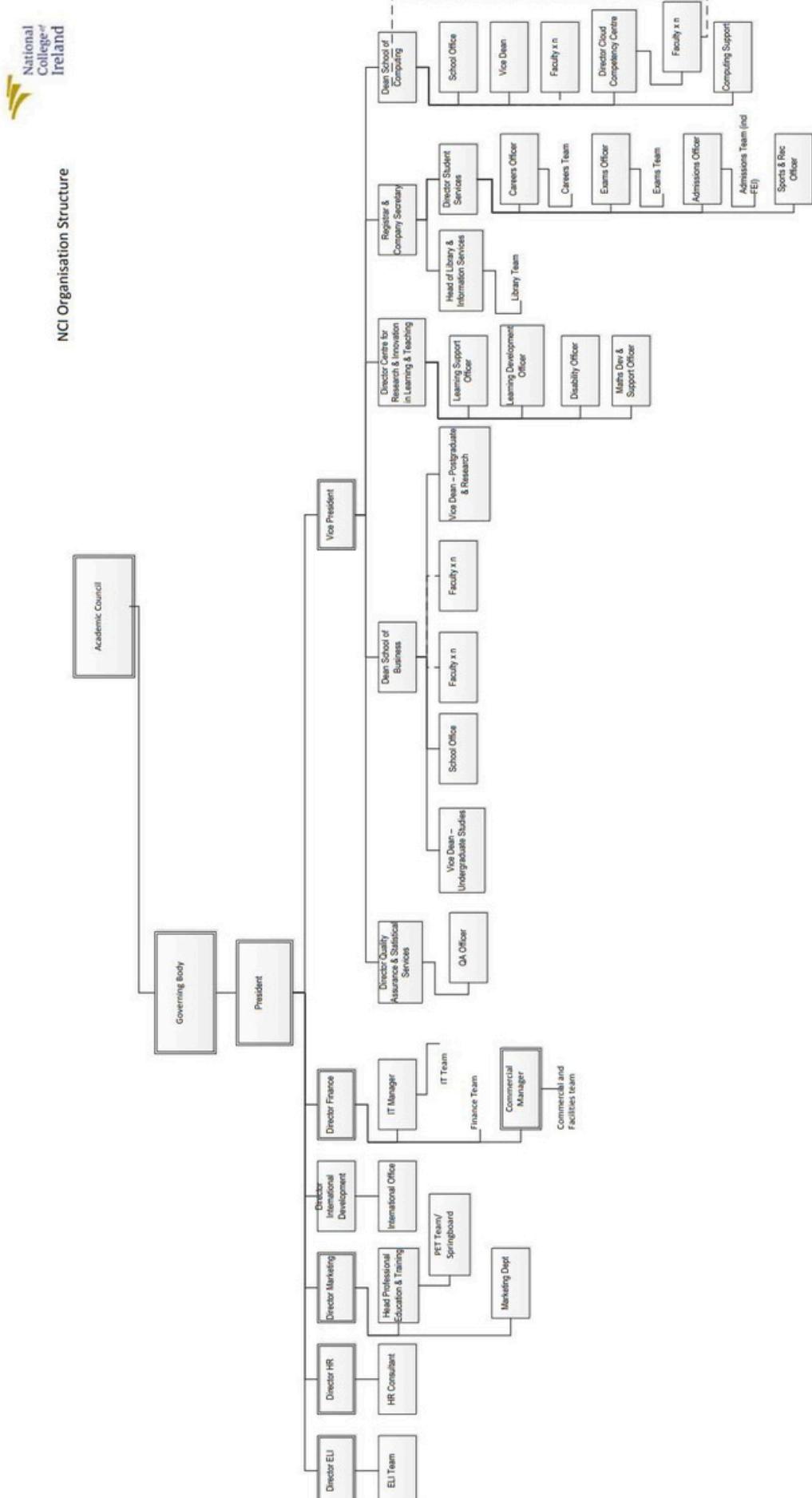
### School of Business & Social Science

The Dean of the School - Professor Breda McTaggart

### School of Computing

The Dean of the School – Professor Paul Stynes

## Management Structure



## The Roles and Duties of Class Representatives

- The Class Representative(Class-rep) is the day-to-day point of contact for you and their class. They are also the voice and elected spokesperson of the class.
- Their role involves communicating and providing feedback to the Students' Union and the College. This form of communication and engagement is vital for both organisations to enhance the student experience.
- Once all the Class-reps have been elected by the Students' Union, then a Class-Rep Council is formed. The Class-Rep Council is the highest decision-making body for the Union.

## Core Duties of the Class Representative

**Listening** - A Class-rep is expected to be open minded, empathetic, and understanding of other student concerns and opinions about class-related issues.

**Signposting** - A Class-rep should not take on the personal issues of students but instead should know where to direct the student to the relevant department/ person or place in NCI.

**Representing** - At department led meetings, Class-Rep Council or interactions with any person in NCI, each Class-rep is responsible for representing the views of their class members and not their personal opinions.

**Informing** - Class-rep should consistently communicate to their class on any important information and provide feedback on the information provided from the Students' Union, department meetings or major developments in the Institute.

## What an active Class Representative looks like:

- Contributing feedback to your class and to the wider NCI community.
- Setting an example by attending classes and engaging with the lectures and staff.
- Building and improving on your communication and public speaking skills.
- Developing your interpersonal skills, growing in confidence and making new friends.
- Building and managing good working relationships with academic staff and management.
- Being in the 'loop' regarding what's going on across the campus and in the SU.
- Learning how to organise successful events.

As a result, your employability increases, and your CV stands out!

## What is expected of the Class Representative?

**1st Day on the Job** - Class-reps are required to get in touch with their lecturer and introduce themselves. SU to provide a template to all Class-reps. Where there are two elected Class-reps, they should make an attempt to get to know each other for a better flow of information between them and their class.

**1st Week on the Job** - Class-reps are asked to discuss with their class about the best and most effective form of communication.

**1st Month on the Job** - All Class-reps form a Class-rep Council of the Students' Union. All Class-reps will be formally invited to attend the Council meeting to discuss local issues, receive feedback on services, debate policies and hold Students' Union officers accountable.

**1st Semester on the Job** - Class-reps will be invited to attend school meetings to provide feedback at programme level. These meetings take place once a semester with all teaching staff and other Class-reps in that programme.

**1st Year on the Job** - Class-reps should encourage their class to complete both local (class and institute led) and National surveys (StudentSurvey.ie).

**1st Year Returning to the Job** - Reflect on previous year, gather priorities of the class (1st Class-rep priority is to fit in and get settled, while final years have a thesis and final year projects to complete) and improve on communication. Returning reps could also be a point of contact for other reps that provide support and guidance.

## Recruitment Procedure & Training

- Most classes have at least two Class-representatives which are elected through an Election process.
- An Officer of the Students' Union (generally the President or Vice-President) attends a core-module based class and recruits the Class-reps.
- In a situation where attendance is low, the officer will return at a different time.
- Following an explanation and expectations of the class-representative role, students are asked to raise their hand if they would like to put themselves forward or nominate someone for the position.
- In some cases, NCISU may be required to seek assistance on the election process from Academic Operations.

## Election in a Traditional Setting

- Each person is asked to stand up, state their name, and reason why the class should elect them for the position. Each candidate(s) will be allowed 1 minute to speak.
- Once the candidate(s) finish, the students are asked to vote by raising their hand (while the candidate(s) are asked to face the opposite direction in order to avoid intimidation).
- In a case where the class requests a 'secret vote', each student will write their vote on a piece of paper and the names are counted.
- The two candidates who receive the most votes are deemed elected for the position of Class-representatives.
- In the event of a tie, a recount happens. If the recount is still a tie, then the two names are put into a 'hat' and the person whose name is left in the hat is deemed elected.
- The elected representatives are asked to fill out a 'Class-rep' form, which contains their contact details, signature and another classmate to second their election.
- The Students' Union will use this information to communicate with the Class-reps, while passing their names and student numbers to the Course Coordinator.

## Election in an Online Setting

- The nomination/voting emails go directly to students. Each student gets a personalised email from [NCISurveys@ncirl.ie](mailto:NCISurveys@ncirl.ie).
- Each link is unique and can't be shared, which keeps things secure and prevents double voting.
- We have adopted a new approach this year by switching to online elections using Evasys.

The survey will look like this:

**DRAFT**

evasys	BA (Hons) in Early Childhood Education and Care	 evasys
NCISU Class Representative Nominations		 NCI
Mark as shown:	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Please use a ball-point pen or a thin felt tip. This form will be processed automatically.	
Correction:	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Please follow the examples shown on the left hand side to help optimize the reading results.	
<b>Welcome</b>		
Dear Student,		
<p>Welcome to the NCI Class Representative Nominations Page for the Bachelor of Arts (Honours) in Early Childhood Education and Care. Thank you for taking part in this year's process. Class Reps play a vital role in representing your group's voice, raising feedback, and working with staff and the Students' Union to make positive changes at NCI. Please read the instructions carefully before proceeding: For this programme, with 140 students in total, 3 Class Reps will be elected. You may nominate yourself and/or as many other students as you wish. Students are listed by course instance to make it easier to find names — but you may choose nominees from any course instance within this programme. Once you submit your nominations, they will be counted and included in the election process. Nominations will close on Sunday, 5th October 2025. We will contact you the following week with information about the confirmed nominees and the election process. Start your nominations below!</p>		
<b>Class List</b>		
BAHECEC2		

## Training

### Induction Training hosted by NCISU

- Induction training is provided to all the Class-representatives during the first semester. Topics covered include Structure of NCI, structure of the Union, the core duties of class-reps, representation, raising concerns/issues and engaging with meetings.

### National Student Engagement Programme (NStEP)

- Partnership initiative jointly developed by the Higher Education Authority, Quality & Qualifications Ireland, and the Union of Students in Ireland.
- They run a free National training programme for Class-representatives, facilitated by external student trainers.
- Students' Union hosts internal training for class-reps in Semester 1.
- All Class-representatives receive a resource pack from the Union.
- Class-reps should send all lecturers in their course an introductory email.

### Email Template

Dear [insert lecturers name],

My name is [insert your name], and I'm one of the Class Reps for [insert year] of [insert course] along with [insert other Class Rep] for this academic year 20XX/XX

We wanted to take this opportunity to introduce ourselves and say that we look forward to working to ensure effective communication between yourself and our class, a channel for feedback on your module and a medium for addressing any issues.

If you would like to meet informally to discuss anything in particular, we're more than happy to meet, otherwise we're excited about this opportunity to represent our peers and working with you and the school to enhance our learning experience in NCI.

On behalf of [insert course code],  
[Sign off with both names and cc other Class Rep]

## The Do's and Don'ts of being a Class Representative

### The Do's

- Each Class-rep is expected to fulfil certain tasks while in their roles, but there are some common do's and don'ts which reps tend to come across in the role. This chapter explains these common themes in a general sense.
- It's better to give no advice than the wrong advice - All reps are encouraged to signpost to relevant services and departments.
- Try to be an active member in your class, the institute and the Union - Attend classes, meetings and the Council.
- Engage - Always ask if you don't know, challenge your understanding and skills and stay organised in a busy college life.
- Make yourself visible - All Class-reps should make themselves known to their class. Be active in the class group chat and circulate information you have received from the College or Students' Union.
- Make yourself available - Being approachable is beneficial for receiving feedback.
- Build relationships - Class-reps should attempt to maintain a collegial relationship with the other rep in their class and members of the institute, including the Union.
- Respect - Being respectful at all times, to all staff, students and any individual you interact with during your time in NCI.
- Time keeping- Organize a specific time which you will dedicate to Class-rep work, It could be as often as once or twice a week or as rare as once a month depending on how much work or issues are brought to your attention. It is important to note that sometimes an issue is time sensitive and may need to be dealt with swiftly in which case making sure you have more time to allocate to the query/issue/concern.

## **The Don't's**

- Class-reps should not deal with personal matters relating to student's personal lives. In some cases, Class-reps may deal with individual queries, however, only if related to their educational experience.
- Don't overdo it - Setting boundaries is important as you are not on duty 24/7 and don't overwhelm yourself.
- Class-reps are not there to offer assignment/study help. They should signpost students to relevant support services available in NCI.
- Don't shut others down - All opinions should be welcomed and considered, and you as a Class Rep deliver the collective views of the class.

## **Benefits to the Role**

- NCI Students' Union will be providing free training during the first semester.
- Being a Class Rep enables students to develop key skills that will help them in the workplace beyond NCI. These include teamwork, negotiation, public speaking, communication, and meeting skills, all of which will enhance their CV and make them a more employable graduate.
- All Class-Reps are in with a chance of being chosen as 'Classrep of the Year' Award.
- Once elected Class Reps will get a resource Pack from their local Students' Union office on site – this will contain the Rep Handbook, useful tips and tricks and some goodies that we have sourced specifically for all Reps this year.

## **Effective Representation**

- All class-representatives are introduced and encouraged to use the ABCD Model to effective representation. A structured approach is needed to provide effective feedback to students and staff, which involves collecting opinions and perspectives from other students through the channels of communication that will be outlined below.
- The best model for this structured approach is the ABCD and it goes as follows:

A - Accurate | B - Balanced | C - Constructive | D – Depersonalised Accurate

### **Accurate**

- Be specific and provide evidence to back what you say. Avoid sweeping generalisations or emotional language.
- Where possible include information about the scale of the issue (e.g. say that 73 percent of students have said this - is an accurate statement). There's no emotion involved, and your argument is more valid and adds more weight. When you present that data back to your lecturer, it's now their responsibility to act upon it.

### **Balanced**

- Pass on both positive and negative feedback to staff.
- Acknowledge where staff or the institution have attempted to address an issue, even if it was not completely successful.
- Build in opportunities for your class to provide positive feedback when gathering views and opinions.
- Avoid being one-sided or biased in any particular direction. Show that you can appreciate problems from multiple perspectives.
- Being balanced will strengthen your argument and help build good working relationships.
- It's very easy for us to think about the negatives and concentrate on negative comments.
- It's also important for you to acknowledge some of the good works that your lecturer is doing.

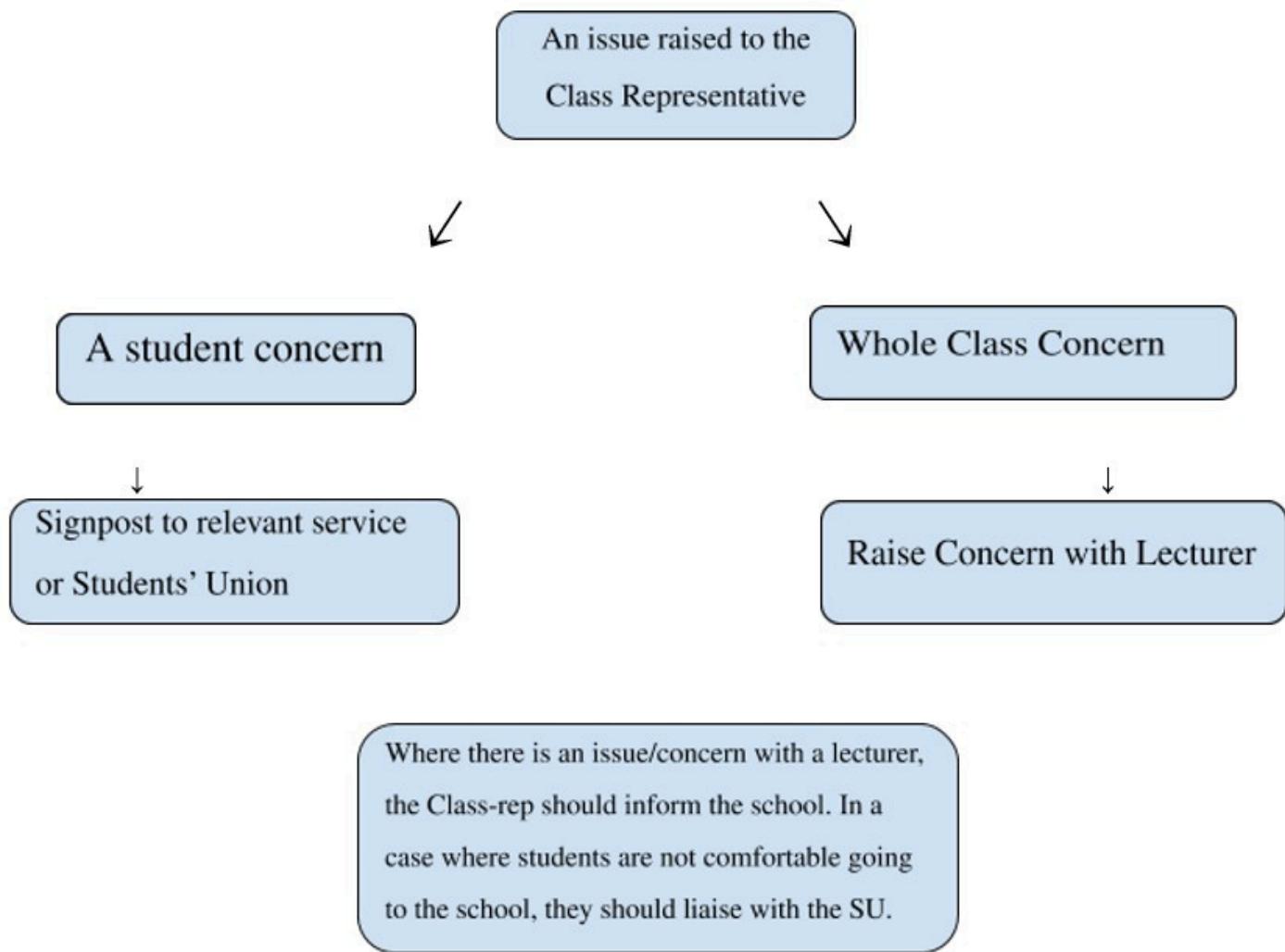
### **Constructive**

- Don't just identify the problems, help find a solution too!
- When raising an issue, try to make a suggestion or ask for help in putting one together.
- If an issue emerges from class feedback, ask students for suggestions for solving this before approaching staff.
- Build opportunities to create ongoing partnerships with staff to work together going forward.
- We're here not just to guess the size of the issues and concerns and problems were also here to help find a solution.
- Rather than constantly concentrating on, for example, we don't have enough material to do this assignment. Find a solution to getting more material and make some suggestions to your lecturer of a solution that your class would like to see.
- It is your job to help facilitate solutions and not just criticize them and be negative and unbalanced or inaccurate.

### **Depersonalised**

- Even if the feedback you receive is mostly negative, try to present it in a way that does not come across as negative toward a particular person or their work.
- Be considerate and tactful to encourage others to work with you.
- Where possible, avoid making the problem about specific people – instead focus on the impact on students' learning experience in your class.
- Class Reps are going to have to do some things that may not be the most comfortable of situations, but they should still take that personal aspect out of it.

## Raising Concerns



### Examples of issues/concerns you may encounter during the term include:

- Extensions/deadlines Lecturing standards/issues
- Programme Workloads
- Timetabling issues
- Library Services
- Classroom Facilities
- Printing/photocopying
- Getting effective feedback on continuous assessments and exams
- Equipment issues
- Health and Safety Campus Issues
- Welfare queries

Problems come in all shapes and sizes.

## Appropriate Channels of Communication

- Issues raised at any meeting with the Class-representatives is recorded via a minute taker and is stored in the Students' Union and compliant with GDPR regulations.
- It is the expectation for all Class-representative to deal with issues or concerns raised by their class in a dealing with matters relating to their role, that they do so in a respectful manner.
- If issues are raised around a module or programme level, a report is sent to the relevant department. This should be formalised so that it is recognised by the schools and is the process going forward.

## NCI's Responsibility to the Class Representatives

- It is recognised by the College the Class-Representative system is managed by the Students' Union in accordance with their Constitution.
- The College and Students' Union seek to work collaboratively in formalising the Class-Representative system and supporting each Classrep to perform their role in order to enhance the learning and student experience.
- In any meetings between a classrep and the lecturer/school, the Students' Union should have right of attendance to provide representation or support to the classrep(s).
- Lecturers should get in touch with the Class-representatives to gauge how students are getting on with the class or adapting to new circumstances. Lecturers should take the time to understand the role of a Classrep and respect the individuals in those positions when issues are raised to them.
- Lecturers should actively encourage classrep participation and feedback. Where feedback is provided, lecturer should welcome feedback and discuss this in an effective manner with the whole class and not personalise the feedback.
- They should also reach out to the class-representatives to alleviate any initial concerns and troubleshoot potential problems before they arise.
- Actively encourage the class to engage in discussions with their class-reps in a situation where a concern arises or use the classrep as a medium to bring forward concerns.

## The Removal of a Class Representative

### **An extract from the Students' Union Constitution**

- A proposal to remove a Class Representative shall be made to the President by not less than 25% of the students from the class from where they were elected.
- Such a proposal shall be considered by the electoral Commission, where they shall investigate and speak to the Class Representative in question. The Electoral Commission (the Commission) shall regulate the operation of all elections, plebiscites, referenda, confirmation ballots or other ballots and advise on Schedule relating to elections on behalf of the Union.
- The President or their nominee may then convene a special meeting with the students of that class, where the Class Representative may be given an opportunity to address the meeting
- and respond to the contents of the proposal. The meeting shall vote on the proposal which shall be decided by not less than two-thirds of the full class.
- Any Class Representative who wishes to resign may do so by sending the President a letter to that effect, in which case the class shall be informed, and a by-election held.

## Testimonials of The Class Representative

*"The primary role of a class rep is to act as a voice on behalf of their class....it should be noted that a class rep cannot "fix" a problem as a lot of students assume is the case – after all a class rep is still only a student too. However, in a lot of situations, by providing the student's voice in a fair and reasonable manner can result in the problem being addressed."*

**Liam, 3rd Year Human Resource Management**

*"If an issue is to arise and a student asks for (the Class Rep) to bring up an issue at a meeting it is a class rep's duty as well as privilege to bring up issues which might encourage other class reps to engage in that issue so that a solution is found."*

**Ruben, 4th Year Computing**

*"I think it's vital for every course to have a class rep who will engage with both the students and the lectures and make sure that both sides are working together and provide the best compromise for students and lectures."*

**Naomi, 2nd Year Human Resource Management**

*"A class rep is a person (or multiple people) who are situated with a higher responsibility to their peers, having interests typically in the class's voices being heard."*

**Oisin, 1st Year Computing**

*"It is a privilege to be voted in as a class rep and great knowledge can be taken from the role. It is a role suited to a caring individual, one willing to listen to their peers and ready to send them in the right direction when help is needed."*

**Martin, 1st Year Accounting**