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PEDAGOGICAL  
COUNCIL

# CLASS REPRESENTATIVES

A document drawn up by the students of the Permanent Commission

**iscte**

UNIVERSITY  
INSTITUTE  
OF LISBON

# SUMMARY

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# TESTIMONIALS

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**Jorge Gomes**

Undergraduate student, ISTA

“Being a class delegate at Iscte is a role that creates proximity between students, since there are continuous conversations that allow the class to pass on their difficulties in an easier way to their teachers. As such, ends up also having the role of an intermediary between both students and teachers.”

**João Mendes**

Undergraduate student, Iscte-Sintra

“Throughout the year when I was my class’s representative, I’ve had both the honor and the responsibility of making my colleagues’ interests and worries heard. This experience has enriched me both academically and personally, having developed leadership, communication and empathy skills.”



# CALENDAR

## **3rd week of classes**

1st semester only

Election of class delegates/sub-delegates.

## **4th - 5th week of classes**

Mid-term monitoring: student evaluation questionnaire.

Input of information into i-Meritus before the Year Council meeting.

## **6th week of classes**

Mid-term monitoring: Year Council meetings.

These meetings are attended by: delegate/sub-delegate, teachers and year coordinator.

## **Until the 7th week of classes**

Uploading of the Year Council minutes in i-Meritus by the year coordinator.

## **From 20% of the last lessons of a course**

Completion of educational monitoring surveys.

# FUNCTIONS



Supporting and guiding students entering later stages of placement (2nd and 3rd stages).

To survey the issues raised by the class with regard to mid-term monitoring and to list, together with the class, possible solutions to the problems raised for later registration on the I-Meritus platform.

Ensure and promote good communication between the class, the teachers, the year coordinator and the course coordinator.

Performing duties requested by teachers, the year coordinator or the course director.

Auxiliar os professores em questões organizacionais relacionadas com a turma (ex.: formação de grupos de trabalho).

Assisting teachers with organizational issues related to the class (e.g. forming working groups).

Liaise between the class and the student representative on your school's Pedagogical Council.

# MID-TERM MONITORING

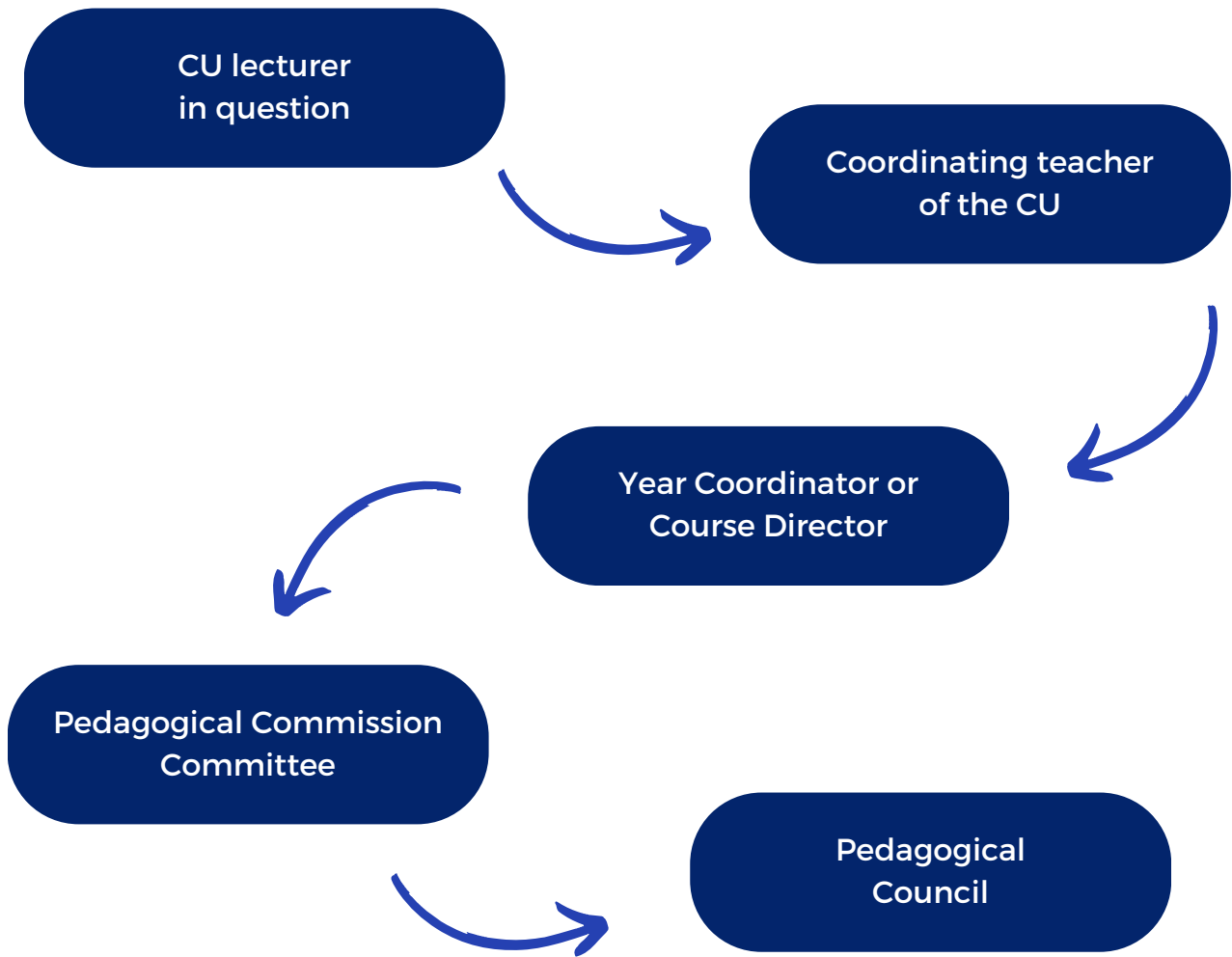
Its aim is to detect anomalies in the operation of the UC (any condition that disturbs its normal operation), so that changes can be made in good time, minimizing the negative consequences of irregular operation.

The procedure culminates several responsibilities of the class representatives, namely:

- Collecting information between the 4th and 5th teaching weeks of each semester.
- Each teacher must grant the final 10 minutes of their lesson, at the request of the delegate.
- Submit the results of the mid-term monitoring on the I-MERITUS platform no later than 48 hours before the Year Council, ensuring that the information submitted reflects the views of the students in the class in a reliable and responsible manner, while respecting the teachers concerned.
- Participating in Year Council meetings, clarifying aspects of the mid-term monitoring and, if applicable, contributing to the setting of assessment dates.



In the event of a pedagogical conflict, the class representative must go through an established hierarchical ladder in an attempt to resolve it, always acting in good faith.



# PEDAGOGICAL CONFLICT

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# CLASS INTEGRATION



## Inclusive Environment

The delegate is one of the pillars for creating a welcoming and inclusive environment, guaranteeing a warm welcome to all students, regardless of when they join the class.

## Class cohesion

An inclusive environment, derived from the integration of students, promotes an improvement in group cohesion and peer support, thus leading to greater overall class participation in future activities.

## Promoting diversity

By supporting the integration of students from different backgrounds, the class representative can play an important role in promoting diversity and inclusion on campus.

## Establishing support and information networks

Students who join later may miss out on important information. The class representative can create support networks that will help fill in these gaps by sharing materials, timetables and other relevant information. They can also offer practical guidance so that everyone adapts more quickly to the academic environment.



# MEDIATION

A class representative often plays a crucial role in mediating between different interlocutors in an educational or organizational context, facilitating effective communication and promoting a positive learning environment.

As a patient, empathetic and neutral mediator, class representatives can contribute to solving problems between parties. For productive mediation, a class representative's responsibilities should include:

**Conflict resolution:** They act as neutral parties when conflicts arise between students or between students and teaching staff. They should not take sides, but focus on facilitating communication and finding solutions that benefit everyone involved.

**Facilitating communication:** They ensure that effective communication channels are established and maintained, encouraging open dialogue, and where students can express their concerns or complaints.

**Negotiating:** They may have to negotiate with various stakeholders to find compromises or common ground on issues such as course adjustments, grading policies or scheduling conflicts.

**Feedback gathering:** They actively collect feedback from colleagues and pass it on to the appropriate parties, whether it's constructive feedback for teachers or concerns that need to be addressed by the administrative side.

**Conflict prevention:** In addition to resolving existing conflicts, class representatives can work proactively to prevent conflicts by addressing potential problems at an early stage and promoting a culture of respectful communication in the class.

**Counseling:** They can offer advice and guidance to classmates on how to resolve their concerns or navigate university policies and procedures effectively.



# RIGHTS AND BENEFITS



The special rights for Class Delegates provided for in Chapter X, Article 41 of the Regulations for Students with Special Status (Regulation no. 456/2017) are:

1. Relevance of absences, when motivated by attendance at activities of manifest interest to class representation, in the event that these coincide with teaching hours, provided that they are authorized by the year coordinator;\*
2. Postponement of the delivery of classroom work and/or presentations, when the date coincides with activities of obvious interest to class representation, provided that this is authorized by the course director;
3. Requesting up to one exam, or the number of curricular units corresponding to 6 ECTS credits, at a special time, provided that this is authorized by the year coordinator.



The exercise of this position is also recognized by means of a **diploma supplement**, provided that there is empirical evidence of their performance as a delegate, in which case the year coordinator/course director must be consulted.

The role of class representative at Iscte is not just about representing your classmates in front of the academic institution, but also involves a series of responsibilities that allow you to develop crucial interpersonal/transversal skills. These "soft skills" are valuable not only during university, but also throughout one's professional career, and are very much welcomed by companies.

\* **NOTE:** In order to make use of this right, the student must present documentation proving the absence to the Education Management Services within 2 working days.

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Pedagogical Council

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Term of office 2023-2025

