



HE Student Engagement Policy

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Date approved: July 2018

To be reviewed: August 2019

Approval Committee: **Higher Education Committee**

HIGHER EDUCATION STUDENT ENGAGEMENT POLICY

1. Purpose

- 1.1 The purpose of this policy is to define our intentions to involve and empower students in the process of shaping their learning experience on their journey towards becoming autonomous, independent learners.
- 1.2 The College is committed to working with all students, either as individuals and/or as groups, to help them develop the skills and confidence to be actively involved in the organisation of their own learning and student experience, regardless of their mode of study, age, disability, gender, race, religion, sexuality or transgender status.

2. Definitions

- 2.1. *'Student Engagement is the involvement and empowerment of students in the process of shaping the student learning experience, to inform the College's quality systems with the purpose of improving the student educational experience for both current and future cohorts.'* The QAA UK Quality Code Chapter B5, Student Engagement.
- 2.2 The Higher Education Strategy defines its commitment to the development of student engagement as follows:

"The College's student involvement strategy ensures that student views are gathered using a variety of means including the completion of questionnaires, student representation and direct access to tutors and senior curriculum managers. This feeds back into the College quality cycle"

3. The Policy

- 3.1 All Higher Education students will be actively encouraged and supported to be involved in student engagement activities to improve quality processes in a manner and at a level that is appropriate to them.
- 3.2 The College will foster an appropriate range of Student Engagement activities to establish a culture and environment where students are encouraged to take up the opportunities on offer.
- 3.3 Quality systems and processes will facilitate the inclusion of individual and collective feedback from students.
- 3.4 Aspects of the educational journey into which students will be invited to offer insight into include:
 - a. Application and Admission
 - b. Induction and progression
 - c. Programme design, delivery and organisation
 - d. Teaching and learning
 - e. Assessment
 - f. Learning resources

- g. Student support and guidance
- h. Other areas identified by the students

- 3.5 Support and information for students will be provided to ensure their understanding of student engagement and their individual and collective responsibilities in the process.
- 3.6 Training and monitoring will be provided for staff involved in the promotion and completion of student engagement activities.
- 3.7 The College will provide student engagement opportunities which will ensure equality of access for the entire student cohort, both collectively and as individuals. Activities will include:
 - a. Student representation on the College's Governing Body
 - b. Student representation on the Higher Education Committee
 - c. Student representatives on Programme Boards
 - d. Student and Staff Liaison Forum (SSLF)
 - e. Higher Education online student surveys including NSS
 - f. Tutorials
 - g. Pearson annual student survey

4. Benefits

- 4.1 The College recognises that listening and responding to the views of students will improve the services offered and ensure that policies more genuinely meet their needs.
- 4.2 Good participation opportunities produce more confident, more aware and more resilient students.
- 4.3 Being listened to and having a role in changing things in an organisation can be very motivating for students and may improve participation, achievement, progression and retention.
- 4.4 Feedback from students regarding their experience can inform quality improvements, aid strategic decision making, better shape the service and facilities to meet student needs and result in increased student satisfaction.

5. Implementation

- 5.1 It is the responsibility of all staff and managers involved in the delivery of teaching and learning assessment to support Higher Education students and promote student engagement opportunities across the College. The Head of Higher Education will lead the process, supported by Senior Curriculum Managers who are responsible for ensuring that all students are aware of and able to access student engagement opportunities.
- 5.2 The Recruitment and Retention Manager will be responsible for organising Student Voice and programme area representative training activities in partnership with the Head of Higher Education.
- 5.3 Appropriate training and briefing activities will be provided relevant to the level of

student engagement for all students. These will range from induction briefings, to programme representative and Higher Education Student Voice training.

- 5.4 Higher Education teaching staff will be responsible for engaging with training and briefing activities to ensure effective dissemination and promotion of student engagement activities to students.
- 5.5 The Senior Curriculum Manager (SCM) will be responsible for organising the Programme Area Student Voice (PASV). *(Please refer to Appendix 2)*
- 5.6 Each programme area will hold at least one PASV meeting per term to provide representatives with the opportunity to provide feedback on behalf of their peers. *(Please refer to Appendix 1 for the suggested agenda)*
- 5.7 The CM will choose two representatives to represent each year of each programme. However, where there is not appropriate representation available or alternative representational arrangements exist, these should be communicated to the Recruitment and Retention Manager.
- 5.8 Minutes of these meetings will be recorded and copies sent to the Recruitment and Retention Manager and Head of Higher Education who will then discuss cross college issues at the SSLF. *(Please refer to Appendices 3 and 4)*
- 5.9 SSLF will choose one Programme Area representative to attend the cross-college Student Voice Advisory Committee so that Higher Education students are represented and feedback/updates can be shared with the rest of the students.
- 5.10 The College will obtain feedback from students via a number of methods throughout the academic year, including surveys, focus groups, programme area meetings, representation on College committees, engagement in quality assurance processes, ad hoc consultations and meetings arranged by the Student Voice.

6. Staff and groups with specific responsibility:

- a. Curriculum Quality and Students committee of the College corporation
- b. Higher Education Committee (HEC)
- c. Head of Higher Education
- d. Group Curriculum Directors (GCDs)
- e. Senior Curriculum Managers (SCMs)
- f. Higher Education teaching staff
- g. Recruitment and Retention staff

7. Monitoring, Review and Evaluation

The Higher Education Committee will monitor the effectiveness of the Student Engagement Policy to ensure that all Higher Education students are supported and informed to provide feedback that is instrumental in Quality processes.

Programme Area Student Voice

Date:
 Venue:
 Time:

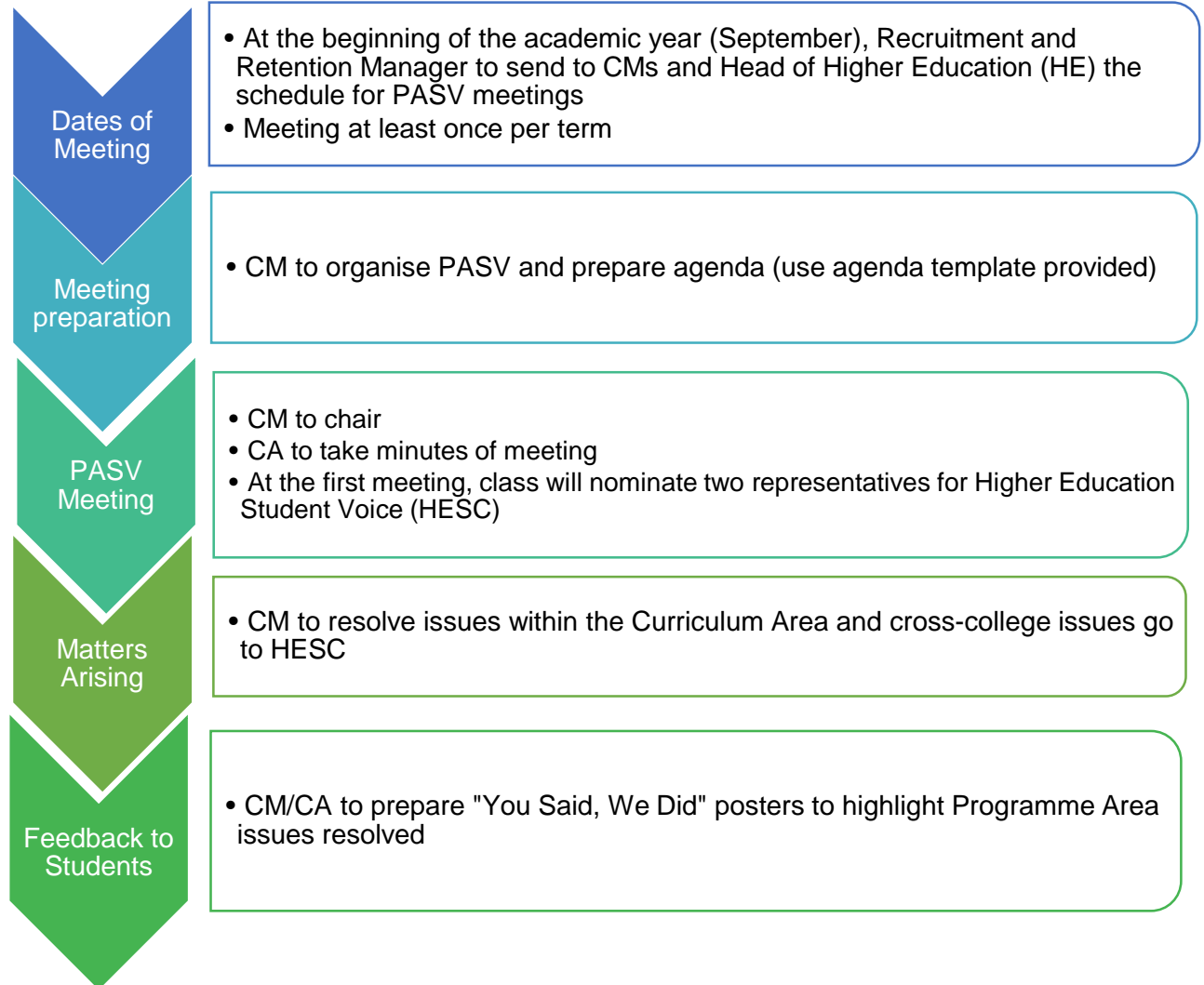
Group / Class	Name of Class Representative	

Item No	Item of business	Papers Prepared/ Presented by
1.	Apologies:	
2.	Minutes of the Last Meeting and Matters Arising	
<i>Items For Discussion, Update, Debate or Approval</i>		
3.	Curriculum Area Issues <ul style="list-style-type: none"> a. Teaching on your course b. Learning opportunities c. Assessment and feedback d. Academic support e. Organisation and management f. Overall satisfaction 	
4.	Cross College (REDs, iZone, Brook Centre, Network Connection, Estates, Enrichment, etc.) <ul style="list-style-type: none"> a. Positives b. Areas for Improvement 	
<i>Items for Monitoring or Information</i>		
5.	AOB/ ideas etc.	
6.	Date of next meeting	

Programme Area Student Voice (PASV) Process

Membership

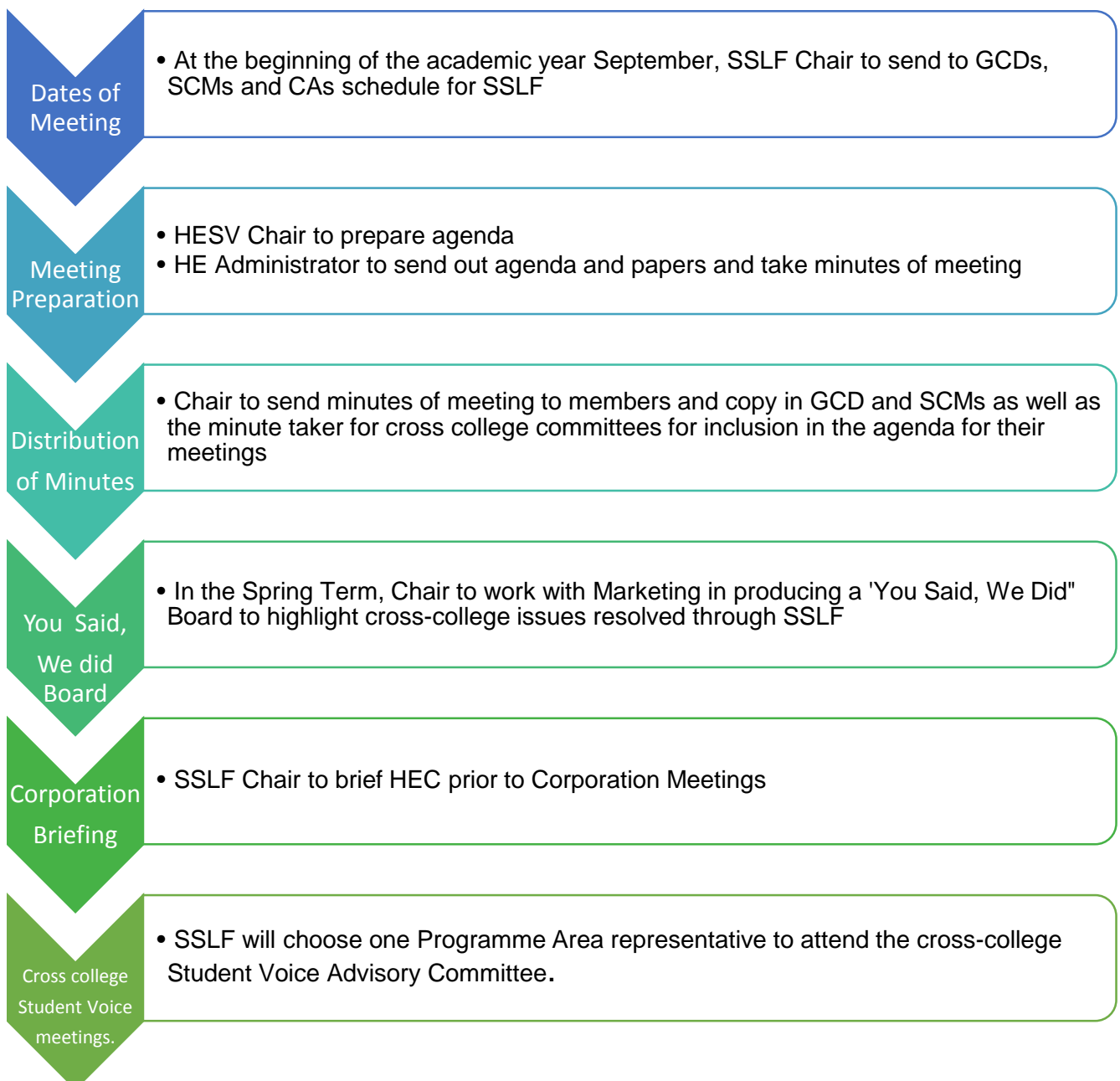
- Chair: Senior Curriculum Manager (SCM)
- Students
- Minute Taker: Curriculum Administrator (CA)



Staff and Student Liaison Forum (SSLF) Process

Membership

- Chair: Head, Higher Education
- Deputy Chair: Manager, Recruitment & Retention
- Enrichment Engagement Officer
- Group Curriculum Director (GCD)
- Student Representatives from each of the Programme Areas
- Minute Taker: Administrator, Higher Education



Staff and Students Liaison Forum (SSLF)
Agenda of Meeting
 Date:
 Venue:
 Time:

Staff Members			
Programme Area Representatives			

Item No	Item of business	Papers Prepared/ Presented by
1.	Introduction and apologies	
2.	Minutes of the Last Meeting and Matters Arising	
<i>Items For Discussion, Update, Debate or Approval</i>		
3.	Programme Area Update	All
4.	Cross College Issues	All
<i>Items for Monitoring or Information</i>		
5.	AOB/ ideas etc.	
6.	Date of Next Meeting	

