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# Student Voice Policy

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## 1. Policy Statement

1.1 This policy describes our commitment to a student-involved approach in the development of excellent teaching, learning, assessment and personal development, in a safe environment.

1.2 All Student Representative meetings, College Student Council meetings and Student Focus groups will be reported formally and published internally. The prime objective is to ensure that we know what our students say in terms of what we are doing well, and also what we need to work together on to make improvements and create solutions.

1.3 Student Voice is reported on through the College Student Council (CSC). The CSC receives evidence from all parts of the College, through Student Representative (Rep) meetings and Student Focus groups and from the student survey's which take place throughout the year

1.4 Student Voice information and action plans are reported back to Heads of Department, College Management Team (CMT) regularly and then summarised for Senior Management and Governors in the summer term.

1.5 The approach to the Student Voice sets out to be inclusive, embedded and empowers learners to be critical partners in supporting the College to improve standards.

1.6 The approach to the Student Voice supports the role that staff have to help students develop confidence, to positively contribute to their success and that of the College, and to be an active college/community citizen, as outlined in the Education Inspection Framework.

## 2. Student Representative Meetings and Student Focus Groups

2.1 Each class and / or course should have an elected student representative who will advocate on behalf of their peers as required. Directors /Heads of Department/Programme Managers will arrange for the group of elected students from their departments, to meet half termly.

2.2 Student Focus groups are centrally allocated and recorded under the guidance of the Vice Principal Curriculum and Quality. Members of SLT/Directors/Heads of department will be allocated a curriculum area in which to undertake a student focus group, the group of students will be outside of their department. The student participants will usually be a whole class group rather than a selected group of students. In the Student Focus groups students will be asked to rate their experience and then offer their comments which will be recorded in the meeting notes. Student views will be sought on various aspects of their experience.

2.3 Meetings are conducted in a constructive manner. Sensitive topics should be managed accordingly with no personalised comments. Students can receive praise for taking part and this is recorded in their ILP.

2.4 The information produced by Student Rep/Student Focus group meetings goes firstly to the Department, then at a meta level to the College Student Council and to College Management teams throughout the organisation as well as being reported to Governors.

2.5 The points raised by students, should be published at the earliest opportunities, with reference to action that will be taken where there is a concern that needs addressing. Where a request has been made by Student Reps and Student Focus groups that cannot be met, this should also be reported back along with the reasons why. At the end of the academic year a summary report will be publicised to all students on key matters raised and actions taken.

2.6 There should be due regard to ensure that the views of part time students and apprentices are captured and contribute to any improvement plans based on the feedback of students.

### 3. College Student Council

3.1 The College Student Council looks at teaching, learning, assessment and personal development. The Student College Council will form the key group for interacting at strategic level with College Senior Leaders and Managers.

3.2 CSC representatives will be made visible through poster campaigns and/or via Moodle, so that they can be identified by other students.

3.3 The CSC advises on the key student policies and processes and contextualises the views coming through Student Rep meetings and surveys. In addition, the CSC contributes to the evaluation of the annual self-assessment report. The CSC representatives, or course student representatives, may be called upon during Ofsted Inspections and/or any other external audit process.

3.4 The primary output of the CSC is a clear and frequently updated action plan setting out the things that students like and need the College to sustain, and those things that need working on.

3.5 The CSC gives students, from all parts of the College the opportunity to contribute in a meaningful way to improving the student experience. A secondary purpose is to give the members of the CSC the opportunity to develop transferable skills and experiences that will help them as individuals including in the world of work.

3.6 The CSC is chaired by a senior member of staff. A member of the administration team lends support to the Council and ensures all Council meetings are minuted and published. Other College Managers may be invited to attend in order to focus on particular issues. The College will support students to engage with their roles as CSC representatives.

3.7 The CSC is College based and made up of Student Representatives nominated and elected from each Department. It is recommended there should be two representatives elected to the CSC from each Department where possible.

3.8 All CSC representatives are briefed on their role using a role specification. If their performance is less than satisfactory in terms of attendance at Council meetings, a replacement will be nominated in-year.

A College conference will be held for Student Representatives during the Spring term.

3.9 The College Student body currently runs separately to the National Union of students, however, should students wish to re-engage with the National Union of Students, this will be supported by the College.

3.10 Any students' union shall conduct and manage its own affairs and funds in accordance with a constitution approved by the Corporation and no amendment to, or rescission of that constitution, in part or in whole, shall be valid unless approved by the Corporation.

3.11 The students' union shall present audited accounts, should they exist, annually to the Corporation.

### 4 Student Governors

4.1 Two students at any one time are invited to attend meetings of the College Governing Body (the Corporation). Nominations are secured from all College sites and elections are normally held early in the Autumn term. There are two formal Student Governors and other students may be invited to attend as observers.

### 5 Student Surveys

5.1 The questions set in the annual surveys for FE students are approved by the curriculum management team, the Quality team, and College Student Council.

5.2 The main surveys are the induction survey in September/October mid-year survey in February with an end of year survey in May/June. Results are reported back to the College Student Council, Heads of Departments, CMT, SLT

and Governors. Results are compared against data from previous years to enable trends, improvements and any potential issues to be highlighted, addressed and mapped against national benchmarks where relevant.

5.3 The College aims to achieve satisfaction ratings of 90% or better – the results are widely publicised across the College and reported to Governors.

5.4 From time-to-time other in-year surveys are created in order to gain feedback on events or training opportunities that groups of students may have participated in.

## 6 Praise and feedback

6.1 The opportunity for students, parents, and others to provide either praise or make a complaint is provided through a variety of routes, including online.

6.2 The Compliments, Suggestions and Complaints Policy is available on the website and is available also, on request, in paper form.

## 7 Support and training

7.1 The Student Engagement Lead will support the Focus Groups and Student Representative meetings and those students that participate. They will also offer a briefing/training session/guidance to students, to allow them to develop in their role.

## 8 Summary

8.1 In making the commitment to our student-led approach there will be times when we are not able to implement aspects of the feedback we have received.

8.2 When the College is unable to implement, we will explain clearly why this is the case.

## 9 Higher Education

9.1 This policy is related to the FE Student Voice only, as there are separate policies for Higher Education students.

## 10 Responsibilities

All staff must be familiar with this and all other policies, which are published on the website. The implementation of the policy will be monitored through the CMT.

<b>Version</b>	
<b>Approved by:</b>	Curriculum and Quality Committee
<b>Date of approval:</b>	May 2023
<b>Date for Review:</b>	May 2026
<b>Lead Officer:</b>	Director of Foundation Learning and Skills
<b>Senior Manager responsible:</b>	Vice Principal, Curriculum and Quality

## Appendix – Hierarchy and Information Flow



