



Student Voice Policy

This policy is available on-line at: www.tynecoast.ac.uk

- We will consider any request for this policy to be made available in an alternative format or language. Please contact: Tyne Coast College.
- We review our policies regularly to update them and to ensure that they are accessible and fair to all. We welcome suggestions for improving the accessibility or fairness of this policy.

Approved by:	Version:	Issue Date:	Review Date:	Contact Person:
Executive Group	V2	Apr 2024	Apr 2027	Simon Ashton/Emma Douglas

Review: 3 years

Policy Number 38

1 Policy Statement.

Tyne Coast College is committed to giving our students a voice in their educational experience. This policy recognises that student views about the College play a significant part of the College's quality improvement strategy.

Student participation and representation bring to life the British value of democracy.

This policy covers all students who study at the College, whether they are Further Education students (FE) or Higher Education students (HE). In line with the Office for Students condition of registration (B2), the college must ensure effective engagement with each cohort of students to ensure a high-quality learning environment. In addition, Ofsted recognises that the student voice can contribute to improvement.

2 Scope

This policy is applicable to all students enrolled at the College and the responsibility of all staff to realise the importance of the student voice.

3 Benefits of Student Voice

3.1 To students:

- improved participation, retention, achievement, and progression
- better feedback on the students' experience informs quality improvements.
- students become empowered, more self-confident and motivated.
- college services and facilities are improved to better meet the needs of students.
- opportunity to share good practice across the college.
- promotion mutual respect between our students and college.
- valuable experience for students in their role as an advocate/representative.

3.2 To college:

- improved participation, retention, achievement, and progression
- students who feel more involved, viewing the college as a place where they belong
- better quality information about the students' perspective so improvements can be made.
- focused decisions about resource allocation and investment
- enhanced reputation within the community as college known for 'listening to its students' community'.

4 Approach to Student Voice

- 4.1 The student voice is essential to college life. Students are welcomed to use this voice and share their views with the college through a variety of different channels, including:

Tyne Coast College Student Union

All learners automatically become members of the Student Union whilst studying at the college. Students will be invited to act as Student Union representatives through internal recruitment events. There will also be a Student Union President appointed (paid role) to oversee the Student Union.

Student Representatives

Each programme of study from every curriculum area of the college will nominate at least one representative who are commissioned to voice the views of the group at course team meetings, or act as a conduit to raise issues with the course leader. It is the responsibility of the Curriculum teams to ensure the student representatives are recorded into EBS as part of the college MIS system.

Cross College Student Forums/Focus Groups

Student representatives will also be invited to attend Principal forum meetings where students are given the opportunity to discuss and share matters relating to their college community. Curriculum and Support Service matters are discussed at the forum meetings and the outcomes from these meetings are distributed to the student representatives.

Cross college focus groups may also be arranged to discuss specific cross college themes.

The Student Union President will also lead on focus groups regarding the student voice which will be held across the academic year. Any resulting issues will be implemented through the Student Union, supported by the Student Services team.

Student Survey

Students are given the opportunity to respond to a start of year, on-programme and end of year survey. The survey results are shared with programme teams to be communicated to staff teams. Any themes resulting from student surveys are disseminated via learner forums, class representatives and the Student Voice area on the college intranet. The current student survey allows us to compare satisfaction ratings with other participating colleges in England. There are currently 75 colleges completing these surveys.

In addition, for a selected sample of higher education students, they are invited to complete the National Student Survey (NSS).

All surveys are electronic surveys.

Student Governor

A student will be elected as Student Governor on an annual basis.

Compliments and complaints

Students are actively encouraged to provide feedback where they have had a good experience and are happy with the service received to enable the College to continue the things it does well. Equally all students are invited to raise their concerns and issues through the College's informal and formal complaints process.

Course Review and Evaluation

Within all Higher Education programmes, students are involved in the evaluation of their course through course and module evaluation. This process feeds into the College's annual self-assessment process.

The reviews/evaluations are also collected in regards to enrichment sessions and the hot topic subjects which are delivered as part of the Personal Development programme.

Meet and Greet

Meet and greet is designed to gain quick snapshots of the student experience. It is a means to identify any emerging issues that may require further investigations. The process will be kept simple, where students will be asked questions around a nominated theme, for example, safeguarding. The Quality Team will circulate any actions resulting from this exercise at the end of the designated week and findings will be reported to managers where significant issues arise.

Ten Minute Takeover

The aim of the "10 Minute Takeover" is to innovatively gather feedback and assess their impact of learner's knowledge and understanding of specific topics. This will allow the college to plan effectively for future interventions and issues which may arise.

5 Responsibilities

The Responsibilities of Staff

- 5.1 the policy is known, understood and implemented by all staff.
- 5.2 to actively encourage a culture of listening to the views of students and responding to their feedback.
- 5.3 ensure student course representatives are nominated at the beginning of the academic and guidance is provided on their role.
- 5.4 Heads of Departments use the induction period of a programme to welcome all students and encourage them to engage with staff to share both positive experiences and areas for development/review.

- 5.5 To consider opportunities where students can actively engage in feedback on college policies, Staff recruitment and/or changes to accommodation.

6 The Responsibilities of Students

- 6.1 to actively engage in the opportunities provided to become active participants in the future development of the College.
- 6.2 to be honest and fair when providing feedback, giving consideration to the wider College community.

7 Sharing progress, improvements, and changes

- 7.1 Each department will create 'You said, we did' communication and track what the department has done about student feedback. This should be shared with students.
- 7.2 Heads of Department will report Student Voice activity through the College Quality Review cycle and Performance Monitoring, reporting specifically on areas which require development and actions associated to drive improvement and change.
- 7.3 Reports will be shared with SMT regarding Student Voice outcomes.

8. Creating a culture of student involvement

- 8.1 The college's vision for student involvement includes the development of a culture where staff listen actively to the views of students and students listen actively to the views of staff. If this approach is used effectively, students can meaningfully influence change and development. Vital to the success of a meaningful student voice policy is the enthusiasm of staff to engage in the process.
- 8.2 The college will pro-actively contact students who have left to endeavour to improve its service wherever possible. This activity will start during the first 42-day period.
- 8.3 In addition, the SMT regularly invite students to talk with them directly in groups, or as individuals, giving a strong lead in creating an open culture.

8 Monitoring & Evaluation

- 9.1 The Student Union President will collate an annual report on the Student Union which is reported to the Executive Group.
- 9.2 The Quality Team will collate findings from the Student Survey, and information will be reported in the College and Course SAR's.

10 Related Policies

- Learning and Teaching Policy, number 39
- Complaints Policy, number 12
- Quality of Education Policy, number 48

- Equality, Diversity and Inclusion Policy, number 117