

STCG FURTHER EDUCATION LEARNER VOICE POLICY

1. Policy Statement

- 1.1 This policy describes our commitment of a student-involved approach in the development of excellent teaching, learning, assessment and personal development, in a safe environment.
- 1.2 All Student Representative (Rep) meetings, Council meetings and associated focus groups, will be reported formally and published online (Moodle). 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 improve.
- 1.3 Feedback to students through Student Voice activity is reported on through the College based Student Council, Rep meetings and hosted on Moodle. Feedback provided will be collated from the Student Rep meetings/focus groups, Student Council meetings which run right through the year and also from the annual FE student survey which takes place in the spring term, along with other in-year surveys.
- 1.4 Student voice information and action plans are reported back to Matrix Groups and College Management Team (CMT) regularly and then summatively to Senior Management and Governors (QL&S Committee) in the summer term.
- 1.5 The Group approach to the FE Student Voice sets out to be inclusive, embedded and valued that empowers learners to improve standards.
- 1.7 The Group approach to the FE Student Voice, is delivered within the Group Strategic Objectives for 22-23; Deliver a comprehensive approach to equality and inclusion to reduce gaps in outcomes for targeted groups among our students and staff; Enhance the quality of education across the Group, improving weaker provision and raising the standards of teaching and learning in all areas.

2. Student Representative Meetings

- 2.1 Heads of School/Deputy Heads of School/Curriculum Managers, under the guidance of the Vice Principal Curriculum (FE) arrange for diverse and representative groups of elected students from their School, to meet within the agreed meeting cycles. Heads of School/Deputy Heads of School/Curriculum Managers, where practical, should not chair their own meetings but should make arrangements with Managers from other Schools.
- 2.2 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/Pro Monitor.
- 2.4 The information produced by Student Rep meetings goes firstly to the parent School and then also to the College Management Team. A summary should be provided for the Student Council of the meetings held during each cycle.
- 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 that cannot be met, this should also be reported back along with the reasons why.
- 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. The VP Curriculum should lead to ensure the views of these students are captured and considered.

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3. FE College Based Student Council (FE Student Council/Council)

- 3.1 The College based FE Student Council (Student Council) looks at key aspects of the student experience: mental health, disability, community safety, LGBTQ+, BME and Race Equality and consent. The Student Council will form the key group for interacting at strategic level with College Senior Leaders and Managers. The Student Council will be College based.
- 3.2 Student can apply for the Student Council, so will not be an elected position. Where possible, students will chair the meetings of the Council.
- 3.3 Council Representatives will be made visible through poster campaigns and/or via Moodle, so that they can be identified by other students.
- 3.4 The Council can advise on the key student policies and processes, for example the Student Code of Conduct and also contextualises the views coming through Student Rep meetings and surveys. In addition, the Council contributes to the evaluation of the annual self-assessment. The Council Representatives, or Student Representatives, may be called upon during Ofsted Inspections.
- 3.5 The primary output of the Council is a clear and frequently updated action plan setting out the things that students like and need the Group to sustain and those things that need working on.
- 3.6 Student Council gives FE 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 Council the opportunity to develop transferable skills and experiences that will help them as individuals including in the world of work.
- 3.7 Where there is no student chair, the Council will be chaired by a member of GLT or the Head of Student Services. 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. Student Services teams will support students to engage with their roles as Council Representatives.
- 3.8 All Council 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.
- 3.9 A Group conference will be held for students that are on the Student Council across the Group.

4. Student and the Governing Body

- 4.1 Four students at any one time are invited to attend meetings of the College Governing Body. Nominations are secured from all parts of the Group and elections are normally held early in the Autumn term. The Student Services Teams facilitate these elections. There is one formal Student Governor and three of the spaces for students will formally be observers.
- 4.2 The benefit of Governors engaging with students is not underestimated for both students and Governors. Students welcome the opportunity to speak with Governors and shows the importance that the Group attaches to Student Voice activity and Governors obtain direct feedback from students. Governors will be invited to attend local College and Group wide Student Voice activity where possible, such as the Student Conference.

5. Student Union

- 5.1 The Group does not have a formally constituted Students Union. Students will be consulted with a view of developing local or Group wide Student Unions.

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6. Student Surveys

- 6.1 The questions set in the annual surveys for FE students are reviewed periodically by the Group Leadership Team, Student Council and supported by the Quality Team.
- 6.2 The main surveys are the induction survey in September/October and then the main survey in January and results are reported back to Student Council, GLT, CMT and Schools by the end of the spring term. Results are compared against Group data from previous years to enable trends, improvements and any potential issues to be highlighted, addressed and mapped against National benchmarks where relevant.
- 6.3 The College aims to achieve satisfaction ratings of 90% or better – the results are widely publicised across the Group and reported to Governors.
- 6.4 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.

7. Higher Education

- 7.1 This policy is related to the FE Student Voice covering both young people and adults. There will be a HE Policy, produced by the Head of Higher Education, which will outline how the Group approaches ensuring that there is an accessible programme linked to HE students that feeds into the student experience and quality improvement.

8. Praise and Feedback

- 8.1 The opportunity for students, parents and others to provide either praise or make a complaint is provided through a variety of routes, including online.
- 8.2 The Feedback Policy and Procedure is on the website and is available also, on request, in paper form.

9. Support and Training

- 9.1 Student Support Teams, will support the Focus Groups/Student Representative meetings and those students that participate. Support will also offer a briefing/training session/guidance to students, to allow them to develop in their role. Role specifications for Student Representatives and Student Council Executives will also be provided.

10. Summary

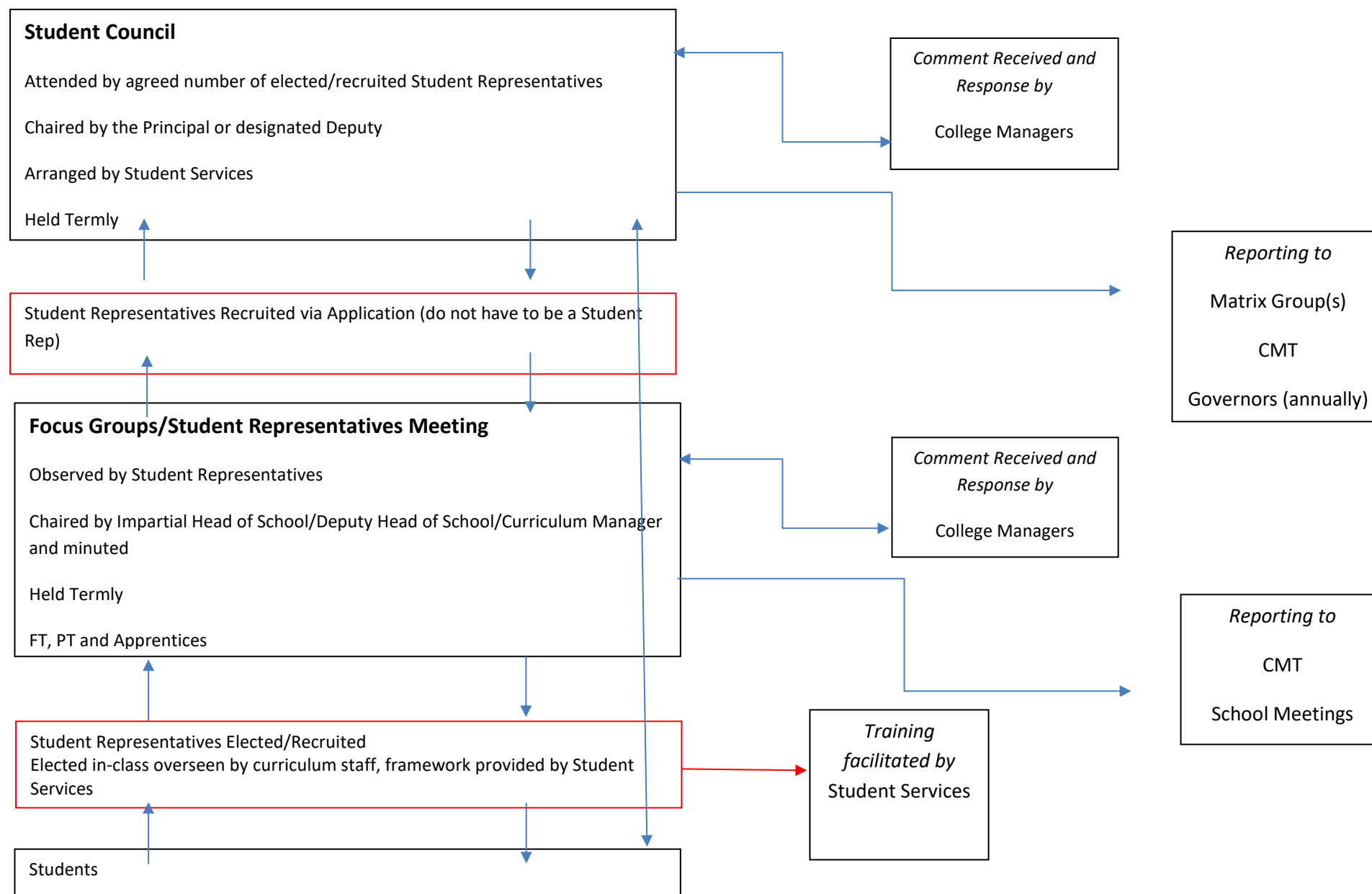
- 10.1 In making the commitment to our student-led approach there will be times when we are not able to implement aspects of the feedback we have received.
- 10.2 When a College within the Group is unable to implement, we will explain clearly why this is the case.
- 10.3 Local Colleges may interpret this policy to reflect local context.

11. Access to the Policy

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

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Hierarchy and Information Flow



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