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STUDENT VOICE POLICY

1. INTRODUCTION

- 1.1. Leicester College is fully committed to ensuring that all students, regardless of age, level of learning and specific needs, are provided with every opportunity to have their voice heard at the College. This will form an integral part of the College's ambition to provide high quality education and learning across all aspects of college life.
- 1.2. This policy applies to all students aged 16-18 on a study programme; 19-25 year olds with an Education, Health and Care Plan (EHCP); those students with high needs; adults on a significant programme of study¹ and apprenticeship provision.
- 1.3. The scope of this policy is informed by fundamental national drivers representative of the following national bodies and relevant publications;
 - National Student Surveys
 - Ofsted Education Inspection Framework
 - The National Union of Students
- 1.4. As the College responds to the impact of COVID-19 it will ensure that students and staff are fully informed of the latest official advice from the National Institute for Health Protection (NIHP) that might impact the way in which the student voice is managed.

2. INTENT

- 2.1. The intention of this policy is to outline the range of opportunities for the Student Voice in contributing to cultural capital. This approach aims to promote the relationships between students and staff in reflecting a positive and respectful culture. This will be achieved by identifying who we listen to; how we listen; what we listen to and actions taken. We will ensure that SEND and high needs students are fully involved in all aspects of the Student Voice.

¹ Adults on a programme of study which equates to 12 hours or more a week.

2.2. This Policy should be read in conjunction with the following student experience policies and documents;

- Tutorial and Student Reports Policy
- Student Induction
- Careers, Progression and Employability Policy
- Learning and Assessment Policy
- Careers Strategy
- Student Behaviour Management Policy
- Personal and Social Development Policy

2.3. The way in which we listen to and collect data relating to the student voice may be modified or restricted as a result of Covid-19

3. IMPLEMENTATION

3.1. The implementation of this policy is aligned to the Ofsted Education Inspection Framework and National Student Surveys. All students will be able to access a full range of opportunities to be heard as outlined below:

3.11 Student Surveys

All students will have access to student surveys throughout their time in college and will receive feedback on actions taken. This will include;

- A full time and part time student survey provided once every academic year for LR students
- An entry and exit survey to be provided to Apprentices
- Student consultations will be completed by managers where group survey outcomes fall below the College average percentage. This will provide managers with a deeper understanding of the areas for development
- An action plan will be created with each group and added to their Moodle course page for students to view progress being made and updated by curriculum on a regular basis
- Analysis will be undertaken by diversity indicators to ensure equality of access, both by results and participation.

3.12 The Student Representative Process and Student Council

All students will have the opportunity to become a student representative and/or the opportunity to be heard as part of this which will include;

- An introduction to the Student Representative process as part of induction
- Opportunities to become a representative and training from the Student Enrichment Team (SET)
- Regular course meetings to feedback to the Student Representative and feedback on action taken from the Student Council and Student Liaison Committee chaired by a member of the Corporation and attended by the Principal
- A range of meetings

- A Course Representative Survey completed with groups, with course representatives as facilitators. On line options will be delivered as necessary
- Course representative meetings will be held termly - minutes and actions will be reviewed at each meeting
- Systems and feedback will be agreed for the final annual meeting.

3.13 Talk Back Forms for Compliments/Complaints

- There will be opportunities for students to provide feedback (positive/negative) linked to the complaints policy
- There will be a feedback box at each campus for students to post their Talk Back forms and on line systems for access
- A link on Moodle will be established for students to provide feedback
- Learning Talks will be completed by managers on a regular basis
- Termly themes/questions will be available for cross College learning talks
- Curriculum areas will conduct their own specific themed learning talks to gain student feedback.

3.14 Other Student Voices

- There will be employer engagement feedback linked to the Careers, Progression and Employability policy
- Enrichment feedback will be developed, linked to the Personal and Social Development (PSD) policy
- Viewings will be reviewed to identify how to gain and record student feedback
- SET feedback forums will be developed linked to PSD, behaviours and attitudes and equalities protected characteristics
- Induction handbooks will include a section on the Student Voice linked to the Student Induction policy
- Induction will include student voice opportunities.

3.15 The Student Union

The National Union of Students will be promoted to all including;

- Ways to join the union
- Opportunities to stand for a wide variety of executive positions
- Being involved in promotion and elections
- Regular meetings to feedback to student union members
- Taking part in the Student Liaison Committee
- Attending Corporation meetings as student union members

3.16 Student Diversity, Resilience and Health

The College will provide ways for all students to have their voice heard and to understand the impact this has on college culture via:

- Focus groups
- Social networking opportunities

- Robust and continually improving processes that are communicated to all students, including existing student voice processes and any new developments.

4. RESPONSIBILITIES

- 4.1. Management responsibilities are defined according to the implementation requirements of this policy and type of management role, with specific reference to both student support and academic staff.
- 4.2. Student services will, through their teams, support curriculum in making sure that all student voices are heard.
- 4.3. Directors will ensure students have access to timetabled sessions, with appropriate staff, where career and progression routes can be explored.
- 4.4. Managers will ensure that the student voice is heard including regular feedback such as the 'You Said - We Did' posters.
- 4.5. Managers will ensure students have access to student representative meetings and that students are given time to attend student union activities.

5. QUALITY ASSURANCE

- 5.1. The College will monitor and improve the effectiveness of the Student Voice through a variety of quality assurance processes.
- 5.2. In relation to quality assuring the Student Voice the College will:
 - Report on the outcome of student surveys
 - Monitor access and equality of opportunity for all students.

6 IMPACT

- 6.1 Students say that their voice is heard and acted upon.
- 6.2 Increased satisfaction rates in student surveys.
- 6.3 Increased satisfaction rates in student enrichment.
- 6.4 Enhanced student experience.

7. COMMUNICATION AND REVIEW OF POLICY

- 7.1. This policy will be published on the College Intranet/College's website and will be reviewed every three years or more frequently if required.
- 7.2. This policy will be reviewed by the College's Senior Leadership Team.