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 note that the College may charge for this. Please contact: Principal – 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.

- All our policies are subject to equality impact assessments*. We are always keen to hear from anyone who wishes to contribute to these impact assessments. Please contact: Head of SEND and Student Services

*Equality Impact Assessments are carried out to see whether the policy has, or is likely to have, a negative impact on grounds of: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Approved by:	Version:	Issue Date:	Review Date:	Contact Person:
SEG	v.1	Apr 2021	Apr 2024	Assistant Principal - Quality

Equal Opportunities: Impact Assessed

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.

2 Scope

This policy is applicable to all students enrolled at the College and the responsibility of all staff to realise the importance of 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 main channels that we use for listening and responding to Student Voice are:

Tyne Coast College Student Union

All learners automatically become members on enrolment unless they wish to opt out.

Student Representatives

Each tutor group from every curriculum area of the college nominates one or two representatives who are commissioned to voice the views of the group at meetings of the course teams, or act as a conduit to raise issues with the course leader which is communicated.

Cross College Forums

Student representatives attend half termly 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. The outcomes from these meetings are distributed to the student representatives and also displayed on specific notice boards in each school.

Student 'SMT' focus groups

Once every half-term student representatives from across the college meet with members of the college's Senior Management Team (SMT) in separate FE and HE Forums where college wide issues are discussed. The results of these meetings are distributed to student representatives and displayed on the notice boards and via the 'You Said, We Did' posters throughout the college.

Student Survey

Students are given the opportunity to respond to a start of year, on-programme and end of year survey. Themes resulting from student surveys are disseminated via learner forums, class representatives and Student Voice area on Moodle.

Student Governor

Two learners are 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, happy with a 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 informal and formal complaints process.

Course Review and Evaluation

Learners are involved in the evaluation of their course with course leaders and teaching staff. This process feeds into the College's annual self-assessment process.

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 Department share a schedule of dates and times for 'Meet the Head' focus groups, welcoming and encouraging students to engage with them 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, 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 in both poster format and an on-going action plan which communicates what the college has done about student feedback. This is shared on Moodle, in Pastoral areas and Student Voice Notice Boards across the Campus.

7.2   Heads of Department will report Student Voice activity through the College Quality Review cycle, reporting specifically on areas which require development and actions associated to drive improvement and change.

7.3   A bi-annual report is shared with SEG outlining year to date activity, feedback and actions for improvement and development.

8.   Creating a culture of student involvement

8.1   Vital to the success of a meaningful student voice policy are the skills of staff and the enthusiasm of staff to engage in the process. The college's vision for student

involvement includes the developing of a culture where staff listen actively to the views of students and students listen actively to the views of
Staff, using this approach students can meaningfully influence change and development.

8.2 The college will offer work-related experience in Service departments which lend themselves to such activity (Student Services, Estates) giving the College a perspective on how a student views the college functions as an employer.

8.3 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.

8.4 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.

9 Monitoring & Evaluation

9.1 The Head of Student Services and SEND will present a report bi-annually to SMT summarising Student Voice activity and actions implemented and the resulting impact.

10 Related Policies

- Learning and Teaching Policy
- Complaints Policy