

HE Student Engagement Policy

(2023/2024)

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Introduction

- 1.1. Tameside College (we) are committed to consulting our students (you) on all aspects of your student journey. This student engagement policy aims to ensure that you are provided with the necessary opportunities to share your observations and levels of satisfaction of the courses, services, and facilities we provide.
- 1.2. This document outlines our policy that will ensure you are able to express your views on your experience of the College in order that high levels of customer satisfaction are achieved.
- 1.3. We will use this information to inform and drive forward the quality procedures at the college in effective way and meet the requirements of the [QAA UK Quality Code for Higher Education](#)
- 1.4. This document should be read in conjunction with the Student Voice Framework and is written in accordance with our statutory obligations under the [Equality Act 2010](#).

Scope

- 2.1 We are very proud of our diverse Higher Education (HE) community, which is made up of full and part-time students including higher level apprentices.
- 2.2 This policy includes all students on Higher Education (HE) courses at the college. It is essential that all students have an equal voice regardless of age, civil status, dependency or caring status, care experience, disability, family status, gender, gender identity, gender reassignment, marital status, marriage and civil partnerships, membership of the Traveller community, political opinion, pregnancy and maternity, race, religion or belief, socio-economic background, sex, sexual orientation, or trades union membership status.
- 2.3 If you have any queries relating to this document, please contact your Head of Department or the HE Quality Officer, Helen Booth, helen.booth@tameside.ac.uk.

Purpose

- 3.1 The purpose of this policy is to ensure we have a framework in place to ensure you are consulted on all aspects of the organisation, including teaching, learning and assessment, facilities, support services and overall strategic direction.
- 3.2 This will be achieved by a number of student voices activities (see appendix A for further details.) It is the responsibility of the Principal and Senior Leadership Team to

ensure an effective framework exists to work in partnership with you and respond to the student voice.

Policy principles

- 4.1 We understand that an effective Student Voice Framework is vital in developing and improving the experience we offer you both now and in the future.
- 4.2 A partnership approach to student voice provides many benefits for both the college and students including greater responsibility taken by you for your own learning, the feeling of ownership and belonging, building confidence and increase level of motivation, learning through making contribution and experiencing practical tasks, which helps develop employability skills and attributes.
- 4.3 We endeavour to continue to learn from students' voice to ensure that we maintain a high-quality student experience.

Procedure

- 5.1 The staff understand that hearing about your experience is a vitally important part of the quality cycle.
- 5.2 Students' feedback is gathered throughout the year in a series of student voice activities as part of the student journey and it helps us understand your progress, how what we provide works for you and how we might do things differently and improve activity design to enhance your journey and experience.
- 5.3 To capture this feedback, we have created a Student Voice Framework consisting of a number of activities that enable feedback to be gathered from all students. See appendix A for further details.

Course Representatives

- 6.1 Course Representation is a crucial part of the HE Internal Quality Cycle it is important that all students are fairly represented on teaching and learning matters within each programme.
- 6.2 All courses elect a course representative at the start of the academic year. These representatives attend a number of meetings as part of wider student groups or course specific Board of Study (BoS), (see appendix A for further details).

- 6.3 You and the course teams receive minutes of the meetings, and they are asked to display them for all students. Action points are discussed at course team meetings and contribute to annual self-evaluation reports.
- 6.4 This ensures the student voice is being heard and this enables positive changes to be made to benefit the whole student population.
- 6.5 Course representatives (reps) are added to the representatives Teams page which acts as an information hub and communication means for reps and the HE Quality Officer, who coordinates all representative activities. The site holds key information, including the rep's role and responsibilities.
- 6.6 All new course representatives receive a training session with the HE Quality Officer, which is an opportunity to discuss ground rules, expectations, the role and duties, the value of being a rep, the structure of meetings they are expected to attend and further resources.

Student Surveys

- 6.1. We undertake various surveys that allow you to provide feedback on your experience. These include:
 - NSS Survey
 - HE Induction Survey
 - HE student survey
 - Pearson annual online survey
- 6.2. As well as a core set of questions asked in each survey, students are asked to provide feedback on topical issues that arise.
- 6.3. For further information refer to the HE Student Voice Framework.

Equal Opportunities

- 7.1. We are committed to treating everyone fairly and providing an inclusive environment that offers equal opportunities for all, the chance for everyone to succeed and reach their full potential in with the [Equality Act 2010](#).
- 7.2. The College is committed to creating a diverse and inclusive environment in which everyone feels safe and is treated with dignity and respect.

- 7.3. Policies are inclusive of all Tameside College Students, Learners, Enquirers and Alumni, regardless of age, civil status, dependency or caring status, care experience, disability, family status, gender, gender identity, gender reassignment, marital status, marriage and civil partnerships, membership of the Traveller community, political opinion, pregnancy and maternity, race, religion or belief, socio-economic background, sex, sexual orientation, or trades union membership status.

Related documents and Resources

[HE Customer Care Policy](#)

[Equality Act 2010](#)

HE Induction Survey

HE Internal Quality Cycle

[QAA Expectations and Practices for Student Engagement](#)

HE student survey

Office for Students

Pearson annual online survey

Student Voice Framework

Glossary

Board of Study – A meeting with course representatives and college staff to discuss student experience.

HE Course Representative – member of a course who acts as a representative for the group.

HE University Partner panel – Meeting with the University staff.

HE Induction Survey- survey to ask students about their induction experience

HE Student Survey – survey to ask students about their whole experience at college

Internal Quality Cycle – represents various activities performed by the college staff and student to ensure the HE courses at the college are of high. quality

NSS survey- [The National Student Survey \(NSS\)](#) commissioned by the [Office for Students](#) (OfS) gathers students' opinions on the quality of their courses which helps to inform prospective students' choices.

Appendix A

The HE student engagement activities:

Engagement	Details
Student representation using formal structures	<ul style="list-style-type: none"> • The HE Quality Officer works on HE student voice activities. • Two Student Governors (from Sixth Form, FE or HE) are appointed and will attend Corporation meetings. • HE Course Representative in Academic Board meetings.
Direct Feedback	<ul style="list-style-type: none"> • Focus groups lead by personal tutors or support staff. • HE Boards of Study and student representative forums. • HE University Partner panel meetings.
Democracy	<ul style="list-style-type: none"> • Student Governor elections • Promotion of student voice and feedback
Surveys	<ul style="list-style-type: none"> • The College undertakes various surveys that allow students to provide feedback on their experience. As well as a core set of questions asked in each survey, students are asked to provide feedback on topical issues that arise. • HE Induction Survey –October/November • HE Survey- January
Course-level Feedback	<ul style="list-style-type: none"> • Students have the opportunity to give informal feedback on their programme of study on an on-going basis.
National Student Survey (NSS)	<ul style="list-style-type: none"> • The NSS provides an opportunity to give feedback on experience before graduation. It is only available for eligible students as per the OfS guidance. • The results are used to make improvements and are widely publicised to help inform future students’ decisions on where to study. • We work with our partner universities to understand feedback provided directedly to them
Module Evaluation	<ul style="list-style-type: none"> • Student feedback is considered as part of module evaluation to make improvements to help inform future students’ decisions on where to study.

	<ul style="list-style-type: none"> • These are undertaken when new modules are introduced.
Online Suggestion	<ul style="list-style-type: none"> • Through our online suggestion box 'Have Your Say', you can tell us how we can make your student experience better, let us know what is working well or how could we improve. • All suggestions are considered, and regular updates of improvements are made available (see useful link below). • This is an on-going process and is conducted on-line • The college customer feedback policy also gives opportunities for detailed feedback and a summary of all complaints are analysed by appropriate management meetings.
Observations	<ul style="list-style-type: none"> • Student feedback is sought in lesson observations and during internal monitoring visits to discuss the quality of teaching and learning.
One off consultation on certain topics	<ul style="list-style-type: none"> • We will consult students to gather their views on certain topics through informal and informal mechanisms. This may include topics such food in the canteen, enrichment activities as well as curriculum-based topics and emerging issues impacting on specific groups. • Specific consultation arrangements for HE and FE, if it involves changes to any topics.
Participation in Enrichment activities	<ul style="list-style-type: none"> • Students have the opportunity to participate in a range of enrichment activities to enhance their knowledge, learning and employability skills. This includes trips, competitions, and projects, fundraising, enterprise, and a wide range of extra-curricular activities. These students have the opportunity to feedback on their experiences.
Student Ambassadors	<ul style="list-style-type: none"> • Students have the opportunity to apply and become student ambassadors to develop their CV and employability skills and participate in working during college events such as open days. We listen to these students' views and ideas about our offers to make improvements.