

Student Representation and Engagement Policy

September 2025

Scope	All academic staff, including Lecturers, Course Coordinators, and Academic Support Tutors
OFS Condition	B2
Strategic Plan	Pillar 2
Access:	Public

Version 1.2
Approved by the Board of Governors

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1. Introduction

1.1 UK Business College (UKBC) is committed to ensuring that students have meaningful opportunities to contribute to shaping their learning experience—individually, collectively, and through the Students’ Union.

2. Scope

2.1 An essential aspect of the student’s learning and teaching experience at College is the existence of input and feedback processes through which students can evaluate and impact their learning experience.

2.2 The College will provide opportunities for students and student representatives to have input into discussion and to present student feedback in appropriate forums, both formal and informal.

3. Principles

3.1 The College is committed to treating student engagement not as a transactional duty, but as a partnership in which students are active, respected and influential stakeholders at every stage of their learning and college life. Students help to both identify and resolve emergent issues, and to co-create enhancements across all aspects of the student experience. They are integral to the College’s decision-making, assurance, enhancement, and governance processes.

3.2 The College’s commitments to student representation and participation include:

- **Strategic Leadership and Embedding**

The College ensures student representation and engagement are priorities led at senior levels, and are embedded in planning, policy, quality assurance, and enhancement systems, and aligned with institutional strategy.

- **Defined, Communicated, and Supported Structures**

Clear roles, responsibilities, and processes for student representatives and engagement mechanisms.

Transparent lines of communication between students, student representatives, staff, and senior leadership.

Appropriate resources, training, time and administrative support for representation and engagement activities.

- **Inclusivity, Diversity & Access**

Representation and engagement mechanisms must reflect the diverse student body (e.g. by programme, mode of study, age, background, protected characteristics).

Processes in place to identify and remove barriers to participation (e.g. scheduling, accessibility, communications, support)

- **Multiple Modes of Student Voice**

Formal mechanisms (committees, representation in governance) AND informal / supplementary channels (surveys, focus groups, workshops, digital platforms).

Enabling feedback across the all aspects of the student journey, including curriculum, campus life, and support services.

- **Responsiveness, Feedback & Transparency**

The College will ensure that students know how their views have been considered ("you said / we did" feedback loops).

Changes arising from student input are recorded, tracked, communicated, and evaluated for impact.

- **Recognition & Reward**

Acknowledging the time, effort and value of student representatives via mechanisms such as certificates and formal recognition.

Providing opportunities for development and progression for reps (learning, leadership, skill building).

- **Monitoring, Evaluation & Continuous Improvement**

Regular reviews of representation and engagement mechanisms for effectiveness, equity, reach, and impact

Using both qualitative and quantitative data to assess how well mechanisms work, what barriers exist, and how to improve.

4. Student Representation & Voice Mechanisms

4.1 Representation in Committees

Student representatives are members of, or contribute to, decision-making bodies across the College (both course-level and College-wide). These include, but are not limited to, Programme Committees, Academic Boards, Programme Approval and Review panels, and student experience forums. Their input influences policy, programme design, delivery, assessment, support services, and campus operations.

4.2 Student Representatives

- Elected by their peers (by cohort)
- Defined responsibilities and expectations clearly communicated.
- Support from College in their role, to include training and nominated staff contacts

4.3 Structured Feedback & Representation Events

- Opportunities available during each semester and scheduled well in advance to maximise engagement and attendance.
- Representatives solicit feedback from peers through multiple channels (class meetings, surveys, informal conversations), summarise, and present to the relevant committees as appropriate.
- Meetings cover both academic and non-academic issues affecting student experience.

4.4 Broader Student Voice Channels

To complement formal representation, the College provides multiple channels for all students to express views, share feedback, and propose enhancements, including:

- End-of-module surveys
- National / external benchmarking surveys (e.g. National Student Survey or equivalent where applicable)
- Focus groups, workshops, open forums with key staff, including senior staff such as the Associate Dean and Principal
- Digital platforms (online discussion boards, feedback portals such as via Padlet)
- Student Union

5. Training & Support for Student Representatives

5.1 The College ensures that student representatives are well equipped to perform their role effectively through:

1. Initial Training

- Role clarity, skills: active listening, gathering feedback, representing diverse views, influencing institutional structures.

2. Tools & Support

- Access to mechanisms and tools for communication (e.g. digital platforms, meeting time, liaison with staff).
- Guidance on how to bring issues forward constructively.

3. Ongoing Development

- Regular opportunities for skill enhancement (e.g. leadership, negotiation, meeting facilitation, governance training).
- Peer networking, mentoring.

4. Ensuring Impact

- Mechanisms to ensure that student input via reps is systematically considered in programme management and college decision-making.
- Periodic updates to representatives on outcomes of their contributions.

5. Recognition & Reward

- Certificates and acknowledgment in College communications.

- Incentives or other recognitions, where appropriate.

6. Student Charter

6.1 The College’s Student Charter is an expression of the mutual commitments between staff and the student body. It sets out what students can expect of the College and what the College expects in return.

6.2 It will be accessible to all students (clearly written, available in digital and print form).

6.3 The Charter will be reviewed and co-created with student input, and updated periodically.

7. Policy Review

7.1 This Policy will be reviewed every year unless there are internal or legislative changes that necessitate earlier review. The Policy will be approved by the College’s Board of Governors.

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