fircroftcollege

STUDENT ENGAGEMENT POLICY

POLICY / DOCUMENT PURPOSE STATEMENT
The purpose of this strategy is to ensure that all students have the opportunity to be involved in influencing, changing, and improving the current and future student experience at the College and to recognise where this is already being implemented.

APPLICATION
The Strategy applies to all students, supported, and enhanced by all staff.

INTERPRETATION
Further guidance on the use or interpretation of this policy may be obtained from Student Services.

LINKS WITH OTHER POLICIES / DOCUMENTS

Student Union Constitution
Student Charter
Equality, Diversity and Inclusion Policy
Governance arrangements

Version number	4
Owner / Area	Lee Goodway/Student Services
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Ratified / Authorised by	SSS Committee 6/23

STUDENT ENGAGEMENT POLICY

1. Introduction

The purpose of this policy is to ensure that all students have the opportunity to be involved in influencing, changing, shaping and improving the current and future Student Services at the College. Our student's democratic engagement with the College has always been a valuable part of the life of the College. This policy serves to set our commitment to student engagement both now and in the future. We view student engagement in the College as an aspect of active citizenship which is fundamental to the adult learning experience.

Our values underpin this strategy:

Supportive
Collaborative
Anti-Racist
Brave
Empowering
Authentic

The College is committed to working with all students, either as individuals or as groups, to help them develop the skills and confidence to be actively involved in the organisation of their own learning journey and student experience, regardless of their age, disability, gender reassignment, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

We will work to ensure equality of engagement for all students regardless of, for instance, gender, ethnic or national origin, physical, sensory or learning abilities, age, socio-economic status, religion, politics, sexuality, trans gender status, marital status, trade union membership, HIV status and responsibility for dependants.

2. What We Are Aiming to Achieve

Student engagement is a valued and important part of the College decision making and continuous quality improvement processes. Through a range of meaningful and worthwhile engagement opportunities students will be able to:

- Impact positively on the learning and teaching experience.
- Contribute to curriculum design working towards a co-created curriculum.
- Impact positively on student support services that underpin the learning and teaching experience.
- Engage with the wider work and life of the College.
- Gain life skills to support future employment and engagement in the community.
- Influence the college decision making process.

- Know when and how their engagement directly impacts on and brings about quality improvement.
- Have their voice heard through a range of different engagement approaches.
- Enter into dialogue and have ideas recognised which are key to transformational learning.
- Advocate for themselves and fellow students to ensure their voice is heard.

Our aim is to ensure that student engagement is embedded in the culture, practices, processes and procedures of the College and the strategy will:

- Recognise existing opportunities for students to engage.
- Recognise the role of Student Union and student representation on the Governing Board in student engagement.
- Ensure that all students have the opportunity to engage with the College by considering a range of engagement options.
- Embed an equality, diversity and inclusive approach and seek to hear the voices of all students including those identified as less likely to be involved.
- Identify potential future opportunities for student engagement.
- Measure and report on the impact of student engagement on the College.

3.   Student Engagement Opportunities

Engagement with students with be sought at every opportunity to shape services and include:

- Student Voice meetings are held on a regular basis and ad hoc when required. open discussions usually with a focus for that meeting.
- These meetings will take place in different short courses, and longer courses across the academic year to get a wide variety of student opinions.
- Students will be given an opportunity to express their opinions after the meeting in a one to one session if preferred.
- Students can be consulted on current or proposed changes that impact them.
- Feedback forms provided to students on arrival for courses for students to share their views and make suggestions.
- Feedback results compiled and used to shape future services.
- Complaints and compliments procedure – outside reception, in library and on the website.
- E-mail address for student support and for student voice both advertised on the website.
- Student Governors elected annually.
- Volunteering opportunities through Student Champions role.
- Opportunities to share in the delivery of enrichment activities.
- Join staff to add value to processes such as research and recruitment.
- Enable previous students and supporters to keep in touch with the college and engage through Alumni activities.
- Any other initiatives which add value to College activities

3.1 Student Engagement through formal committees

Each year students elect two students from the Access course to serve as Student Governors. These Student Governors are invited to the full governing body and Staff and Student Services Committee meetings.

Students can request to attend any Committee meeting with prior agreement by the relevant Chair.

3.2 Student Union arrangements

This applies to the 30-week Access course only at present. The Constitution was reviewed in 2021 and new set of SU executive roles developed to link in with existing College meetings and staff roles. The SU is supported by the Student Experience Manager as required. The roles are:

- President
- Treasurer
- Secretary
- Wellbeing & Safety Officer
- Events & Activities Officer
- ED&I Officer
- Education Officer

SU reps are linked with relevant managers and invited to relevant internal college meetings

3.3 Our previous students

The aim of our Alumni network is to engage with former Fircroft students to increase brand awareness, open opportunities for networking and business development..

4. Feedback

All student feedback is collated on a monthly basis and feedback for individual areas of the college is sent to the appropriate Management Team member. Changes to services based on student suggestions will be evaluated and agreed between the area Head and Student Experience Manager.

Student are updated on ideas and suggestions implemented through the student newsletter, student voice meetings, student inductions where appropriate and through posters across the college. Where a student requests a response to a suggestion they are provided with the College's response to their idea/s by the Student Experience Manager.

5. Measuring the impact

The College will monitor and evaluate student engagement. This will include:

- Collecting evidence that student views have been listened to an appropriate action taken.
- Collecting evidence that student views are considered in self-assessment activities and that decision making is informed by student views.
- Undertaking student surveys, both digital and paper based to seek feedback on student engagement awareness and experience
- Monitoring and evaluating participation in focus group discussions.
- Evaluating the quality of feedback and communications to students about outcomes of student engagement.
- Monitoring student responses to in house and national surveys including questions about how well staff respond to the views of students to ensure high levels of satisfaction are being maintained.

The impact of student engagement will be communicated across staff and student teams and areas for consideration and to inform. These areas will include: Student Union, Student Services Team, Management Team, Governance Committees and Value for Money.

6.   Responsibilities and Review

Many of the student engagement activities feed into existing policies, procedures, and processes. Leadership and monitoring of student engagement activities lies with the Head of Student Experience, the college Management Team and the Staff and Student Services Governance Committee.

The College's approach to student engagement will be reviewed on an annual basis to prioritise its activities towards getting students more involved and identifying and meeting the needs of any groups of students who are identified as being less involved.