



Fairfield School of Business

Student Engagement Policy

Version 1.7

Approved by Board of Governors

Last Amendment: October 2020

The Student Engagement Policy articulates the mechanisms by which Fairfield School of Business facilitates, supports and monitors student engagement. The purpose of this policy is to define our intentions to involve and empower students in the process of shaping their learning experience on their journey towards becoming autonomous, independent learners.

Due regard is given for the following legislation and/or external quality assurance frameworks:

- i. Quality Code for Higher Education*

This policy is aligned to the expectations and core practices of the Revised Quality Code for Higher Education; the QAA's Quality Code is the definitive reference point for all UK higher education institutions and sets out how academic standards are established and maintained and how the quality of learning opportunities are assured and enhanced.

Document Information

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*The document owner is responsible for maintaining and updating the content of this document and ensuring that it reflects current practice at the School.

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1. Introduction

- 1.1. It is widely accepted that the views of students, individually and collectively, should inform quality systems with the purpose of improving the student educational experience both for current and future cohorts. Student involvement in quality can have a positive influence on the delivery and development of any aspect of the student educational experience.
- 1.2. This policy should be read with reference to:
- the *Student Representative Development Programme*
 - the *Student Enhancement Plan*
 - the *Student Union Constitution*
- 1.3. Aspects of the educational journey into which students can offer insight to the London School of Science and Technology (FSB) include:
- application and admission
 - induction and transition into higher education
 - programme and curriculum design, delivery and organisation
 - curriculum content
 - teaching delivery
 - learning opportunities
 - learning resources
 - student support and guidance
 - assessment
 - academic support & guidance

2. Mapping against the QAA UK Quality Code

- 2.1. This policy is aligned to the expectations and core practices of the *Revised Quality Code for Higher Education*; the QAA's Quality Code is the definitive reference point for all UK higher education institutions and sets out how academic standards are established and maintained and how the quality of learning opportunities are assured and enhanced.

3. Purpose

- 3.1. This policy outlines the mechanisms by which students participate in quality enhancement and quality assurance processes, which includes but is not restricted to representation of the student view through formal representation mechanisms. The School will foster an appropriate range of Student Engagement activities to establish a culture and environment where students are encouraged to take up the opportunities on offer.

4. Student involvement in Quality

- 4.1. All students at FSB have the opportunity to be involved in quality enhancement and assurance processes in a manner and at a level appropriate to them. The student voice is actively listened to and engaged with as part of FSB's formal quality assurance process. This is a process that spans each academic year and is informed by school specific processes throughout via programme and institution level procedures.
- 4.2. FSB is committed to:
- foster active student participation in FSB quality systems, including using individual and collective feedback from students;
 - implement transparent mechanisms, agreed with students, for the nomination and election of FSB Student Representatives;
 - provide induction and ongoing support for students and staff appropriate to their quality assurance roles;
 - monitor, review and enhance the effectiveness of their policies and processes for engaging students in FSB quality processes

5. Framework for Student Engagement

5.1. At School-level:

Reporting direct into the School's Executive Committee and its Board of Governors, the Student Union Committee is the senior forum for students to engage with the School and to consider, recommend and approve changes to the student experience.

5.2. At Programme-level

At the programme-level, one student from each study group is elected by fellow classmates to represent them as a Student Representative.

Student Representatives are full members of Course Committees and are expected to:

- Canvas opinions of their fellow students
- Act as a single voice for their fellow students
- Deliver 'open access' sessions to allow contact outside the classroom
- Meet regularly with the Head of Student Lifecycle and Student Union President to share views
- Provide two-way feedback to classmates and managers
- Produce a Calendar of Events and deliver a range of extra-curricular activities.

5.3. At Module-level

All students have the opportunity and are encouraged to complete the Student Module Evaluation questionnaire which in turn feeds into Module Monitoring and Review process.

The Student Module Evaluation considers the learning, teaching and assessment of the module along with comment on resources and the general learning experience.

Student Module Evaluations are analysed by the Module Leaders and reported to the Course Leaders and the Principal.

All students have also the opportunity to do the mid-term student experience survey to feedback on their overall experience and services at FSB.

6. Student Union Coordinator

- 6.1. The Student Union Coordinator provides ongoing training to the Student Representatives and act as a key liaison point between Student Representatives and FSB management and staff. The Student Support Team also provides administrative support to the Student Representatives, and ensures the outcome of meetings is appropriately cascaded.

7. Training of Student Representatives

- 7.1. Student representatives will receive training and support, normally, during their first academic term in office. Training may be delivered by the School according to Student Representative Development Programme. The School's training programme is reviewed and updated following feedback from student reps the previous year.

Appendix – Student Representative Job Description

Job Description: Student Representative

Responsible to:

Student Union President

Supported by:

- Training programme organised by the Head of Quality
- Access to necessary resources to support role
- Assistance from Programme area staff

Purpose:

- The role of Student Representative is integral to the shared commitment of the School and the Student body to continuous enhancement of the quality of the student experience and have a very important role in the decision making process of the School.
- The role contributes to the shaping of all aspects of the student experience, both academic and non-academic.
- Student Representatives are highly valued by the School and the students they represent.
- Student Representatives are in a position to provide a valuable link between the students and the School management in order to make sure both are aware of key issues involving the School.
- The role is to listen to and raise issues and problems that other students on the course may have.
- Issues and views brought up will be passed up the management levels until a solution is found, if possible.
- Information and ideas can also be passed down the system for the Student Representative to pass onto other students.

Responsibilities:

- Canvassing fellow student opinion on all aspects of the student experience;
- Promoting the Student voice in appropriate forums;
 - Programme specific issues are to be raised within Course Committee meetings.
 - Issues that affect the student body as a whole may be brought up in scheduled term meetings with the Principal.
- Liaising with Course Leaders and Faculty staff in order to keep fellow students up to date with any ongoing issues.
- Liaising with fellow Student Representatives with regards to similar issues and effective solutions.
- Providing fellow students with information and feedback presented at Student Representative meetings within a reasonable amount of time.
- Communicating key information to the student body on a regular basis.

School Responsibilities:

- The School will provide training in understanding the role and its responsibilities and aid other areas of personal development.
- The School will provide a comprehensive Student Representative briefing which will provide information on how to fully realise the potential of the role.
- The School will be available for any help and advice concerning the role.
- The School will organise scheduled meetings through the year for Student Representatives to speak directly to the Principal
 - The School will endeavour to provide feedback [and developments] from these meetings within a reasonable amount of time.
 - These meeting will normally be held during lunch break with lunch and refreshments provided.

Your Commitments:

- Approx. 3 hrs per month during academic year.
- Attendance at training provided at the start of the academic year.
- Respond to invitation to attend committee meetings.
- Dedication to provide feedback on any information received to fellow students.
- Take part, as requested, in focus groups, working parties and other activities, looking at specific areas of the student experience.
- Not to engage in any business that does, or could, cause a conflict of interest with the role of student representative e.g. paid employment with FSB or another School, acting as a commercial referral agent for any School, or running any other education-based business e.g. private tuition or essay review/coaching.

Benefits

- Personal skills development; representation; advocacy; active listening, diplomacy; presentations; impartiality; team working skills; meeting skills.
- Direct influence on activities and initiatives throughout the year and beyond.
- Contribution to the enhancement of your Programme and the School
- Enhancement of your CV
- Opportunity to meet with students from other courses within the School
- External training and conference situations where you will have the opportunity to meet students from institutions who hold similar positions, with a view to broadening your knowledge of the role

Other Information

Salary: This is an unpaid voluntary role

Version History

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Version 1.7

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