



Fairfield School of Business

Student Voice Policy

January 2022

Version 1.0

Approved by the Board of Governors

For Public Use

Disambiguation:

This Policy sets out how Fairfield School of Business (“the School”) engages students in dialogue about their academic and wider experience at the School, to better inform the development of the School’s learning opportunities.

For the purpose of this policy, Student Engagement’ refers specifically to students’ participation in quality assurance processes, as opposed to other forms of ‘engagement’, such as, for example attendance and participation in lessons and tutorials.

Student Voice Policy

The School provides a number of opportunities for students to help shape their learning experiences, by providing feedback to senior management on the issues that are critical to their success and overall satisfaction.

By doing so, the School seeks to align itself with the UK Quality for Higher Education, which specifies that higher education provides should engage students ‘individually and collectively, in the quality of their educational experience’.

The School will support and provide space for a student representative body (the Student Union) to convene to discuss issues that students want to raise with the School’s management. Students will additionally have means to give their individual impressions though scheduled surveys and other feedback mechanisms.

Our Students

FSB’s student demographic is not typical of mainstream higher educations in the UK; the School tailors its learning opportunities to mature students from local communities, many of whom have external work or family commitments. The School regularly reviews its mechanisms for channelling the voice of its student body into management forums, to ensure they are appropriate for the needs of our students, and appropriate to the size and diversity of the student body.

Collective representation

At the start of their course, students will have the opportunity to nominate a representative from amongst their peers to champion their interests within the School’s management forums. Student representatives act a liaison between the student body and

the School's management to affirm a working partnership. The election process will be overseen by the School's Quality Assurance Office.

Representatives will receive training in how to discharge this responsibility and will be invited to attend the School's routine management and academic governance meetings.

In addition, students will appoint a President of the Student Union, who will be a regular member of the Academic Board, which takes place three times a year in line with the academic cycle. The SU President may also be present for the discussion of certain items within the School's Board of Governors' meeting, which is its senior most decision-making body.

Other channels for the Student Voice

There is no single mechanism by which students might share their views to inform quality enhancement. Processes for collective representation are supplemented by:

- i. Evidence based quality enhancement themes derived from surveys; the School will utilise results from the National Student Survey; internal thematic surveys and graduate surveys to inform enhancement themes and act on direct feedback. The School will ensure that its menu of surveys are appropriately designed to give useful insight without being onerous or repetitive.
- ii. Module evaluation questionnaires are completed by all students and are an opportunity to provide feedback on the module's management, content and assessment.
- iii. Complaints and Appeals which will be considered in a report to the academic board to identify any emerging themes and concerns.
- iv. Focus groups and informal feedback: the School encourages and facilitates focus groups amongst students and staff to inform developments of a particular aspect of provision.

Impressions from the above will be consolidated within the School's Self Assessment Report, which is a digest of key issues to inform the School's management and governance committees of performance against quality and performance objectives.

Student Union

In addition to all of these mechanisms the School respects and values the contribution made by our challenging and independent Students' Union colleagues.

[please add something on the student union]

Responsibility for Students' Engagement in Quality Processes

The Board of Governors oversees the implementation and continuity of student representative mechanisms. This responsibility is delegated in practice to the School's Principal, who will maintain regular (at least weekly) contact with the President of the Student Union.

The Quality Team liaises directly with the President of the Student Union and other student representatives to ensure their participation in quality and management processes, in accordance with the terms of reference for those processes. The team also conducts training and development sessions for student representatives to help them to effectively discharge their duty.

Student representatives are responsible for liaising with their constituents to ensure that issues and concerns are captured for the consideration of managers; they are required to participate in meetings where requested, or provide a suitable contribution beforehand if unable to attend.

The Academic Board is responsible for acting on student feedback and relating student-driven enhancement within the School's 'You said, we did' campaign, in order to close the feedback cycle.

Review and update of this policy

This policy will be reviewed and updated annually by the School's Academic Board and the Student Union. Changes to it will be ratified by the Board of Governors.



Version Tracking:

Version	Author / revisions by	Changes summary	Approved by	Date
0.1- 1.0	Quality Manager Principal	Replaces 'Student Engagement Policy'	Board of Governors	Jan 2022