



# Student Voice (Engagement) Policy

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**Version:** 2.0

Category: Policies - Student Support

Owner(s): Academic Board

Approved by: The Board of Governors

Access: **Public** – Anyone can view this document

Scope: This policy applies to all taught provision at Fairfield School of Business (FSB)

*This policy sets out how Fairfield School of Business (“the school”) engages students in a dialogue to better inform the improvement of the school’s learning opportunities. In this context, ‘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.*

## 1. Student Voice Policy

The school provides a numerous opportunities for students to help shape their learning experiences by providing feedback on the issues that they feel are critical to their success and overall satisfaction.

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 opportunities.

Through this we seek to ensure that FSB’s learning opportunities represent value for money, by which we mean value secured for students in terms of academic and professional advancement which represents a return on their investment in higher education.

## 2. Understanding the Needs of our Students

FSB’s student demographic is different to that of most mainstream universities and this affects the ability and willingness of our students to participate in activities which are not directly related to their studies. FSB caters mainly for mature students coming to higher education through atypical progression routes, many of whom have work and family life commitments. This does not mean that our students are not activity involved in quality improvement, but rather the school must ensure that opportunities for student engagement are accessible and considerate of students’ personal priorities.

As such, the school will routinely consider participation with feedback opportunities and assign responsibility within its senior leadership to engage directly with students and their representatives.

The school will visibly promote these opportunities and appoint coordinators to work with its Student Union to encourage students to take advantage of them.

FSB further understands the importance of ‘closing the feedback loop’ to ensure that students are made aware of the affect their feedback has and how this can inform ongoing enhancement. This is done through social media posts and website bulletins

highlighting work of strategic enhancement; the school will be seeking to implement a regular “You Said/We did” communication in the ‘23/’24 academic year.

### 3. Collective Representation

When starting their programmes of study (usually during their induction), students will be directed to nominate a representative from amongst their peers to represent their group in a termly Programme Committee meeting with the Programme Leader and Quality Manager.

Students will additionally appoint a President of the FSB Student Union, who will be a core member of the school’s Academic Board, which takes place three times a year in line with the academic cycle. The 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.

A Vice President is appointed at each campus location, to lead on the coordination of Student Union activities locally.

*Rules for the tenure of Student Union officials is given in the Student Union’s constitutional documents.*

All student representatives will receive role-specific induction training in how to be effective as a liaison between the student body and the school’s management, in order to establish a productive partnership.

The election of student representatives will be overseen by the School’s Quality Assurance Office and Campus Associate Deans to ensure that all students have an equal and fair opportunity to represent their peers; students will be responsible for promoting their own election bids and presenting their cases for election.

### 4. The Student Union

The Student Union is an independent student body overseen by its elected executive in accordance with its own charter; it provides academic and pastoral support for students, and coordinates academic and social events. Its interaction with the school’s senior management is overseen by Student Union Coordinators, who are appointed by FSB.

The main aims of the FSB Student Union are:

- to enrich and enhance the educational experience of its members and in particular to provide opportunities for members to develop their personal maturity, leadership, communication and any other such skills,

- to represent its members' views and interests within the school's senior management forums,
- to develop the student community through the provision of entertainment, media, social and other services, and to support a wide variety of student-led cultural and recreational groups,
- to provide help to students encountering problems with student life and to minimise the likelihood of such problems occurring. This work centres on advice services but also extends to the provision of facilities for students with special needs and the induction of students,

Members of the Student Union may also assist (and where permitted, advocate on behalf of) students who are subject to formal proceedings, such as disciplinary or academic misconduct hearings, or may provide moral support or guidance in such circumstances.

All FSB students automatically become members of the Student Union (SU) when enrolled on a course of study taught by the school, but can opt out if they wish.

*More information about the FSB Student Union and the roles of its officials can be read in its constitutional documents.*

## 5. Other Channels for the Student Voice

In addition to mechanisms for collective student representation, students can feedback to the school individually through:

- i. Regular student 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 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. Students' complaints and appeals, which will be considered in a report to the Academic Board to identify any emerging themes and concerns.
- iv. An 'open-door' policy with the Campus Associate Deans for students air their concerns with the local management teams, who will in turn consult FSB's senior management where necessary.

## 6. Working with Awarding Bodies

Fairfield School of Business delivers higher education in partnership with degree-awarding universities. Under these arrangements, students will usually be enrolled with the university and will receive their award in its name. The school and its partners understand that responsibility for the quality of students' experience is shared, and that FSB must facilitate the awarding body's oversight of its programmes.

This will usually be through joint operational meetings and protocols for the academic oversight; often, representatives from the university will liaise with FSB's students directly to enquire about their experience at the school.

Furthermore, FSB will provide to its awarding body partners with any such information requested by them about the students' impressions of quality and value for money. FSB will be responsive to any recommendations and directives from its awarding bodies arising from these exchanges.

## 7. Embedding Responsibility for Students' Engagement in Quality Processes

The Academic Board is responsible for ensuring that students' feedback, regardless of the form in which it is received, is considered and appropriately acted upon.

This responsibility is delegated in practice to the School's senior management team;

- The Principal, will maintain regular (at least weekly) contact with the President of the Student Union,
- Campus Associate Deans will liaise with the SU Vice President on their respective campuses,
- The Quality Assurance Office and the Associate Deans will engage with Student Union Coordinators to ensure the Student Union is continuously active.

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.

## 8. Review and Update of this Policy

This policy will be reviewed and updated annually by the School's Academic Board and the Student Union, who will consider the effectiveness of the school's strategy for student engagement, and the productiveness of its partnership with the Student Union.

Changes to this policy will be reviewed and ratified by the Board of Governors.

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### 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
1.1	Quality Manager	Annual review; no major changes to content, minor changes to document formatting.	Board of Governors	Sep 2022
2.0	Quality Manager Dean of Teaching and Learning	Substantially rewritten; new section on awarding body partnerships added.  Ownership assigned to Academic Board.	Board of Governors	Jan 2024

**Date of next review:** September 2025