



Fairfield School of Business

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Student Voice (Representation) Policy

Version	3.0 Public
Last updated	February 2026
Category	Quality and Enhancement
Approved by	Board of Governors

Abstract:

This policy sets out Fairfield School of Business' approach to supporting a student-led representative system, and the responsibilities of all key stakeholders for its effectiveness. It also sets out the opportunities that students have to engage individually with quality assurance and enhancement processes at FSB.

Applicability:

This policy applies to all taught higher education programmes; it should be read in conjunction with:

- [*FSB Student Union Constitution*](#)
 - [*FSB Student Charter*](#)
 - [*Academic Freedom Policy and Code of Practice*](#)
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1. Our commitment to Student Representation

- 1.1. FSB ensures that all students on higher education programmes have the opportunity to let us know if their learning experience is meeting their expectations and whether they feel their course is value for money. These opportunities may be via collective representation or through individual opportunities for feedback (such as surveys). This feedback, both positive and critical, is used to continuously improve the academic and social experience of current and future students.
- 1.2. Students can appoint their peers as representatives to raise concerns and voice opinions on their behalf. These representatives are de facto members of within FSB's management committees and ensure that the student voice is at the centre of decision-making at FSB.
- 1.3. FSB delivers higher education courses in collaboration with university awarding bodies. Under these arrangements, FSB is primarily responsible for engaging with students and providing opportunities for them to give their feedback. FSB liaises with its awarding bodies to promote students' impressions of the quality of academic elements of the programme, and the way it is administered.

1.4. Terms in this policy

- 1.4.1. "The Student Union (FSB SU)" is Fairfield School of Business main student representative body. It is managed by elected student representatives, who are collectively responsible for ensuring that it effectively champions students' interests.
- 1.4.2. "Representatives" refers broadly to any student who represents the collective opinion of their peers in any capacity (including the SU Executives and Class Representatives).
- 1.4.3. "Feedback' within the context of this policy refers to impressions of satisfaction or dissatisfaction from students about any aspect of the educational services FSB provides, or their experiences as a student of FSB.
- 1.4.4. "FSB Committees" refers to the committees and subcommittees on which Representatives serve, that support the work of the FSB's Governing Body and its Academic Board.

1.5. Principles of Student Representation

- 1.5.1. Right to Representation: All students will have the opportunity to provide feedback on their experience at Fairfield School of Business throughout their courses and following completion.

- 1.5.2. Independence of collective representation: Students will appoint their own representatives through a free and fair election process and have the ability to recall those representatives where they should fail to uphold their responsibilities.
- 1.5.3. Parity of esteem: Representatives within FSB's committees shall (within reason) have full membership rights within those committee unless specific constraints are appropriate.
- 1.5.4. Support for Representatives: FSB will provide support and guidance for those acting as student representatives to ensure that they understand the requirements of their respective roles and have the resources they need to effectively discharge them.
- 1.5.5. Opportunities for Feedback: Both consultative and representative methods will be used to exchange feedback between the student body and FSB. Consultative methods engage the student community in broad reflective quantitative and/or qualitative feedback.
- 1.5.6. Proactivity: Departments should proactively work to ensure students are informed of changes that have been made as a result of student feedback, and if changes have not been accommodated, the reasons why communicated.
- 1.5.7. Consultation: FSB and its awarding bodies will consult with students, via their representatives about any planned changes to any aspect of their programme, including content, and use the feedback from these events when planning for changes.
- 1.5.8. Confidentiality: Where appropriate, FSB will respect the privilege of confidentiality between students and those to whom they give feedback if this is preferred; students will have the opportunity to give feedback anonymously. Furthermore, FSB will respect the privacy of feedback interactions between students and awarding bodies, however these should occur.
- 1.5.9. Trust: Students will not be treated less favourably for giving critical feedback to FSB or its awarding bodies, where this is given in good faith and in the spirit of promoting improvement.
- 1.5.10. Freedom of Speech/Expression: opportunities for students to feedback on their learning experience shall be governed by FSB's policies on Freedom of Expression and Academic Freedom.
- 1.5.11. Academic Rigor: Students are welcome to feedback on the academic elements of their courses (such as curriculum and learning materials) or the way in which they are being delivered. Where FSB and its awarding bodies receive such feedback, this will be given due consideration though not at the expense of the integrity of the

programme or its assessments; where we cannot act upon students' feedback for these reasons, this will be clearly explained to students.

2. Understanding the Needs of our Students

- 2.1. FSB's approach to developing opportunities for feedback engagement and supporting student representatives is informed by the specific needs and circumstances of our student demographic. In doing so we seek to overcome barriers to participation that prevent students from giving feedback that leads to meaningful change and improvement to their learning experience.
- 2.2. Many of our students are returning to education as mature learners and fitting their studies around the exigencies of adult life. Feedback opportunities must therefore be accessible to those with pressing commitments outside of FSB and who may have limited opportunity for engagement beyond their course and curricular activities.
- 2.3. FSB employs Student Union Coordinators to support those involved in the FSB SU and promote its work, providing practical and administrative support for events and activities. Coordinators act as the link between the wider student body, the SU, Academic Departments and campus management staff at FSB.
- 2.4. FSB's Academic Board will routinely appraise the effectiveness of the student representation system with regard to the presence of representatives on FSBs committee, the nature of their engagement with these committee and other indicators that the FSB SU is acting in the interests of students.

3. The FSB Student Union

- 3.1. The Student Union is an independent student body overseen by elected executive in accordance with its own constitutional documents and the [Student Charter](#). it provides support for students and coordinates academic and social events.
- 3.2. The objectives of the FSB SU are to:
 - represent and advance the interests of FSB students within FSB's management committees,
 - foster a sense of community that promotes engagement with studies,
 - provide guidance and assistance to students on accessing FSB's facilities and services,

- provide support students who are subject to disciplinary action or involved in an official investigation by FSB,
 - signpost students to recognised resources and services outside of FSB that exist to protect their legitimate interests and wellbeing (such as the Office for Students, the Office for the Independent Adjudicator or other public services).
- 3.3. Members of the Student Union may also assist students who are subject to formal proceedings, such as disciplinary or academic misconduct hearings, or may provide moral support or guidance in such circumstances.
- 3.4. All FSB students automatically become members of the Student Union (SU) when enrolled on a course of study taught by FSB but can opt out if they wish.

4. Appointing Representatives

- 4.1. When commencing their programmes (usually at the induction stage), students are made aware of the opportunities available to them to take up a role within the Student Union such as class representative or to run for a Vice President /President as and when such opportunities become available throughout the election cycle.
- 4.2. Class representatives are nominated by their peers at the beginning of their programmes. To represent their groups in termly Course Committee meetings led by the Programme Leader or module leaders.
- 4.3. Students will additionally elect a president of the FSB Student Union, who will be a member of the FSB's Academic Board, which takes place three times a year. The SU President may also be present for the discussion of certain items within the FSB's Board of Governors' meeting, which is its senior most decision-making body.
- 4.4. A Vice President is appointed at each campus location, to lead on the coordination of Student Union activities locally and will also be invited to FSB's Academic Board to represent the views of students at their study locations.
- 4.5. Collectively, the SU President and Vice Presidents act as an independent Executive Body for the FSB Student Union and are responsible for managing and governing the FSB SU in accordance with its Constitution and Charter.
- 4.6. All student representatives will receive role-specific induction training outlining their representative duties and providing guidance on how to effectively canvass and promote students interests within FSB's management forums. This will include expectations around committee conduct and professionalism, and the conventions of FSB's governance Framework.

- 4.7. Student representative elections will be facilitated 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. FSB will not unduly seek to influence the outcome of an election or by-election and will respect to the democratic autonomy of the election process.

5. Opportunities for Students to Provide Individual Feedback

- 5.1. Students can provide individual feedback to FSB via a number of means:

- Surveys: FSB runs internal surveys, student experience surveys, graduate and post-induction surveys. These are used to gather quantitative impressions across a range of critical themes and are used by the management of FSB to focus on areas of interest and identify issues of concern.
- Module evaluation questionnaires are completed by all students and are an opportunity to provide feedback on the module's management, content and assessment.
- The Student Complaints Policy can be used to raise concerns about the quality of teaching or learning resources on programmes leading to higher education awards, including:
 - the condition or accessibility of Fairfield School of Business' facilities,
 - incorrect, misleading or untimely information given about programmes or services provided by Fairfield School of Business,
 - the behaviour of our staff or contractors,
 - a failure by the school to provide a safe and respectful environment

6. Responsibilities under this policy

- 6.1. FSB and its awarding bodies are jointly responsible for ensuring that students have opportunities to provide feedback, both individually and collectively, and that this feedback will have a meaningful impact on students' learning experiences.
- 6.2. The Academic Board is responsible for overseeing the effectiveness of the student representative structure and for specifying the means by which FSB will support the SU to operate across all FSB campuses.

- 6.3. The Academic Board is additionally responsible for overseeing the provision of individual feedback opportunities such as those in 5.1.
- 6.4. The Quality Assurance Department is responsible for liaising directly with Student Union Coordinators and the SU Executive on behalf of Academic Board to ensure that the SU has the support and resources from FSB necessary for it to discharge its role.
- 6.5. Campus Associate Deans will liaise with the SU Vice President on their respective campuses and maintain a continuous dialogue focussed on local issues and enhancement.
- 6.6. The roles and responsibilities of student representatives are set out in Section 6 of the SU Constitution; representatives are responsible for familiarising themselves with these requirements and carrying out their duties as a student representative.

7. Review of this policy

- 7.1. This Policy will be reviewed annually by the Quality Manager, Vice Principal and Associate Deans in consultation with the SU Executive.
- 7.2. Review and update of this policy will be coordinated by the Quality Team. All changes to it will be approved by the FSB Board of Governors.

Document governance

Document owner*	Quality Manager
Consulted parties**	Vice Principal; Associate Deans; FSB Student Union President
Next update due	September 2026
Classification	Public – Anyone can view this document

*Responsible for updates to this content.

** To be consulted on updates to this content.

Versions

Version no.	Description of Changes	Approved by	Date
0.1 - 1.0	Replaces 'Student Engagement Policy'; new terminology applied	Board of Governors	Jan 2022
1.1	Annual review; no major changes to content, minor changes to document formatting.	Board of Governors	Sep 2022
2.0	New section on awarding body partnerships added.	Board of Governors	Jan 2024
3.0	All sections substantially re-written to align with agreed SU Constitutional documents and replacing version 2. New title added. Principles of policy and embedded responsibilities added.	Board of Governors	Mar 2026