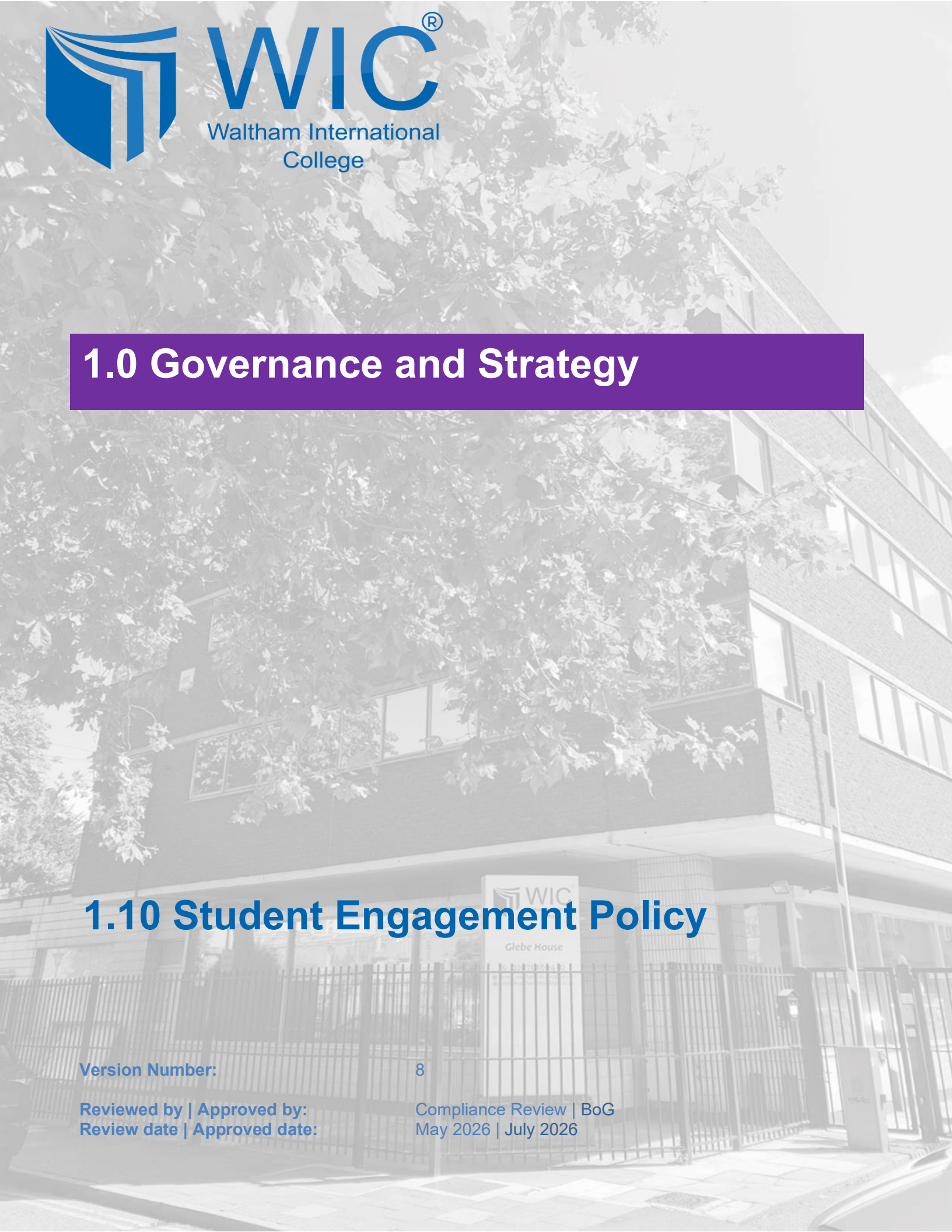
Waltham International College

1.0 Governance and Strategy



1.10 Student Engagement Policy

Version Number:	8
Reviewed by | Approved by:	Compliance Review | BoG
Review date | Approved date:	May 2026 | July 2026

Compliance Alignment Statement

This version of the Student Engagement Policy has been aligned to current UK and Office for Students requirements as of May 2026. The substantive changes are listed below.

Version Control Statement

Version	Date	Changes	Reason	Author	Next Review
1	29/11/2018	New Policy	Replaces previous student engagement policy which related to teaching and learning strategies rather than B5 of the Quality Code	Head of HE	November 2019
2	July 2020	• Added External Reference Points Updated Table of Contents	Annual Review	Head of HE	Jul/Aug 2021
3	July 2021	General review, title corrections and inclusion of monthly student representative meetings.	Annual Review	Head of HE	Jul/Aug 2022
4	August 2022	Inclusion of dedicated student representatives to deliberative bodies.	Annual Review	Vice Principal HE	Jul/Aug 2023
5	June 2024			Quality officer	Jul/Aug 2024
6	Sept 2024		Annual Review	Quality Lead	Sept 2025
7	Dec 2025	Changed to the new template Added Purpose and Scope, Risk Management Minor Textual Changes	Annual Review		
8	June 2026	- Full structural redesign. - Primary regulatory driver updated to OfS Condition B2. - Student Partnership Agreement added. - Electoral registration (OfS E5) and Access & Participation linkage added. - Cross-references to 1.17 and 1.17.1 added. - Updated External Reference and Related policy list	Compliance Alignment 2026 (OfS)	QA Compliance Review	August 2027

External Reference Points

- Office for Students (OfS) Regulatory Framework — Condition B2: Resources, Support and Student Engagement (primary regulatory driver)
- UK Quality Code: Advice and Guidance — Student Engagement
- Education Act 1994 (Section 22 — Students' Unions)
- Higher Education (Freedom of Speech) Act 2024
- Equality Act 2010
- UK GDPR and Data Protection Act 2018
- OfS Condition E5: Facilitation of Electoral Registration
- OfS Conditions A1 and A2: Access and Participation

Related Policies and Documents

Affects all other policy documents. This document should however be read together with the following documents:

- 1.01 Governance and Management Framework
- 1.13 Equality and Diversity Policy
- 1.15 Access and Participation Statement
- 1.17 Student Guild Governance Framework
- 1.17.1 Student Guild Constitution and Code of Practice
- 1.17.2 Student Partnership Agreement
- 2.05 Data Protection and Retention Policy
- 4.01 Teaching and Learning Strategy
- 4.06 Complaints Policy
- 4.14 Student Code of Conduct

Contents

Version Control Statement 2
External Reference Points 3
Related Policies and Documents 3
1. Purpose 5
2. Scope 5
3. Introduction 5
4. Definitions 5
4.1 Student Engagement 6
4.2 Student Representative 6
4.3 Feedback Loop 6
5. Student Engagement Principles 6
6. Student Representation 7
6.1 Selection 7
6.2 Training and Induction of Student Representatives 7
6.3 Student Representative Meetings 7
6.4 The Role of Student Representatives 8
7. Feedback Loops ..... **Error! Bookmark not defined.**
7.1 Student Surveys 8
7.2 Other Feedback Loops 8
8. Rewarding Student Engagement 9
9. Risk Management 10
10. Monitoring and Review 11
11. Appendices 11

1. Purpose

This policy establishes a clear and comprehensive framework for engaging students as active partners in shaping their academic experience and WIC's institutional development. It aims to foster a culture of collaboration, transparency and continuous improvement, ensuring that student voices are heard, valued and acted upon in decision making, quality assurance and enhancement processes.

The policy fulfils WIC's obligations under OfS Condition B2, which requires all registered providers to take all reasonable steps to ensure effective engagement with each cohort of students, sufficient to ensure a high quality academic experience and student success in and beyond higher education.

2. Scope

This policy applies to:

- All students enrolled at WIC across all programmes and levels of study
- Academic and support staff involved in teaching, learning and student services
- Committees, boards and working groups responsible for governance, quality assurance and enhancement

It covers all formal and informal mechanisms of student engagement, including representation, surveys, feedback loops, partnership activities, participation in strategic planning, and the work of the WIC Student Guild.

3. Introduction

WIC is committed to working with its students as genuine partners in establishing and continuously improving a high-quality academic experience. WIC's approach to student engagement is grounded in the principle that students are co-creators of their educational experience, not passive recipients.

As a provider registered with the Office for Students (OfS), WIC is required to comply with OfS Condition B2, which sets out expectations for effective engagement with each cohort of students. This policy gives effect to that requirement and supports WIC's broader culture of collaboration, transparency and continuous improvement.

Student engagement at WIC operates through formal representation structures, including the WIC Student Guild and Student Representative Committee, as well as a range of informal feedback mechanisms. It is underpinned by the Student Partnership Agreement (Policy 1.17.2) and governed through the Student Guild Governance Framework (Policy 1.17) and Constitution and Code of Practice (Policy 1.17.1).

4. Regulatory Framework

WIC is registered with the Office for Students (OfS). As a registered provider, WIC must comply with OfS Condition B2, which requires the provision of effective engagement with each cohort of students. The OfS defines 'engagement' as:

> "Routine provision of opportunities for students to contribute to the development of their academic experience and their higher education course, in a way that maintains the academic rigour of that course, including, but not limited to, through membership of the provider's committees, opportunities to provide survey responses, and participation in activities to develop the course and the way it is delivered."

The OfS indicates that the following would likely give cause for concern: an absence of student membership of, or effective contribution to, governing body or academic governance committees; students not being given a range of opportunities to provide feedback on their course; and changes to courses resulting from student feedback that do not maintain academic rigour.

This policy should be read alongside Policy 1.17 (Student Guild Governance Framework) and Policy 1.17.1 (Student Guild Constitution and Code of Practice), which together provide the governance structures through which student engagement is formally exercised.

5. Definitions

5.1 Student Engagement

Student engagement means the active and meaningful involvement of students in shaping their learning experience and contributing to institutional decision making, quality assurance and enhancement processes. This includes both formal mechanisms (committees, surveys, programme review) and informal participation (open-door discussions, suggestion boxes, ad hoc feedback).

5.2 Student Representative

A student elected or selected by their peers to represent the views and interests of a specific group (e.g. class, programme) in formal college committees, boards and meetings.

5.3 Student Guild

The WIC Student Guild is the formally constituted representative body for all enrolled students, governed in accordance with Education Act 1994, Section 22, and operating under the Student Guild Governance Framework (Policy 1.17) and Constitution and Code of Practice (Policy 1.17.1). The Guild works in partnership with WIC to ensure the student voice is represented at an institutional level.

5.4 Feedback Loop

A structured process in which student feedback is collected, analysed, acted upon and communicated back to students, ensuring transparency and accountability - commonly known as 'You said, we did.'

5.5 Student Partnership Agreement

A formal agreement between WIC and the Student Guild that sets out mutual commitments, shared principles and joint responsibilities for student engagement and partnership working. The Student Partnership Agreement (1.17.2) is maintained as a separate document and reviewed annually.

6. Student Engagement Principles

WIC is committed to working with its students as partners in establishing and continuously improving a high quality academic experience. Student engagement at WIC is grounded in the following principles:

- Partnership: Students are co-creators of their educational experience, not passive recipients. WIC and the Student Guild commit to genuine, reciprocal partnership.
- Representation: All students, regardless of background, programme or level, have the right to a voice in institutional processes. WIC actively promotes diversity and inclusion in its student representation.

- Transparency: WIC will communicate openly with students about how their feedback has been considered and what actions have been taken — or explain why specific suggestions could not be implemented.
- Accountability: Student representatives and the institutions they engage with are accountable to the wider student body. All deliberative bodies will publish action plans and outcomes.
- Academic Integrity: Student engagement will support and enhance academic rigour. Changes made as a result of student feedback will always maintain the academic standards of WIC's provision.
- Continuous Improvement: Student engagement is not a one-off process. WIC will regularly review its engagement mechanisms, seek feedback on them, and improve them over time.

7. Student Representation

7.1 Selection

Students are responsible for selecting their own class and programme representatives through fair, peer led elections held within the first three weeks of each academic year or semester start. Each class or programme cohort will have one or more student representatives. Where more than one representative is selected, students are encouraged to ensure diversity of background and experience is reflected.

WIC staff may attend selection processes in an impartial facilitation role at the invitation of students. Students may change their representatives at any time by agreement of their cohort.

7.2 Training and Induction of Student Representatives

All student representatives receive a structured induction and training programme delivered by WIC. This covers:

- the representative's role and responsibilities;
- how to gather and represent peer views effectively;
- how to feedback outcomes to the cohort;
- confidentiality obligations;
- and the structure of WIC's deliberative and governance bodies.

WIC will fund the cost of any approved external leadership or representative training that student representatives wish to undertake. New representatives elected mid year will receive individual or small group training as appropriate.

Upon completion of their training, student representatives will receive a formal record of achievement recognising their role and the transferable skills developed, including communication, advocacy, leadership and committee participation. This record is provided by the Academic Board.

7.3 Student Representative Meetings

Student representatives hold regular class based meetings with the groups they represent during term time, to gather collective views on issues affecting the student experience. Representatives are encouraged to keep written records of these discussions.

A formal Student Representative Meeting, chaired by the Student Guild President, is held monthly during term time. The agenda covers issues common to the wider student body, survey outcomes, and updates on previous actions. Minutes are recorded and shared on the student portal.

Student representatives are invited to attend any meeting that involves student welfare and interests. Representatives are encouraged to provide feedback to their cohorts after each meeting, confirming how their views were communicated and what responses were received.

7.4 The Role of Student Representatives

Student representatives serve as a bridge between the student body and WIC's governance structures. Their responsibilities include:

- Membership and active contribution to all relevant deliberative bodies, including the Board of Governors, Academic Board, Programme Boards, Student Representative Committee
- Participation in programme approval, modification and closure processes
- Contribution to quality assurance and enhancement activities, including annual review
- Providing feedback on teaching, learning, assessment, resources, timetabling and student services
- Contributing to the student section of the Annual Review Report
- Meeting with External Examiners where appropriate and following up on their recommendations
- Participating in Access and Participation activities and evaluations
- Supporting the training and induction of new representatives

To protect confidentiality and ensure the integrity of institutional processes, student representatives may not sit on:

- Assessment Boards where individual student results are discussed;
- the Student Management Committee (in relation to individual conduct matters);
- or any meeting where sitting would constitute a conflict of interest.

These exclusions will be clearly communicated to representatives at induction.

8. Feedback and Consultation

8.1 Student Surveys

WIC conducts surveys at regular intervals throughout the academic year and at key points in the student lifecycle. All surveys are anonymous; students are never required to disclose their names. Each survey will clearly state its purpose, how data will be used, and how student anonymity is protected.

Survey types include:

- Module and course level feedback surveys
- Mid year student experience surveys
- End of year student satisfaction surveys

- National Student Survey (NSS) - all eligible students are strongly encouraged to participate. NSS outcomes are used for national benchmarking and are published on the WIC website.
- Induction and transition surveys
- Post-study follow up surveys (alumni feedback where applicable)

Response rates are monitored, trends are analysed, and outcomes are shared with student representatives at the monthly Student Representative Meeting. Action plans are developed jointly with students, published through the 'You said, we did' feedback loop, and reviewed at subsequent meetings. The Board of Governors receives a quarterly summary of survey outcomes and actions taken.

8.2 Other Feedback Mechanisms

WIC uses a range of additional mechanisms to gather student views, including:

- An open door policy enabling any student to raise concerns or share ideas informally with college staff or management
- A suggestion box system for anonymous written feedback
- Student participation in ad hoc or special working groups and panels, to which all students are invited
- Informal complaints and concerns, which are anonymised, summarised and reviewed by the Student Representative Meeting
- Student representation at Board of Governors meetings, which are open to all students wishing to observe

Where underrepresented groups are identified as disengaged from feedback processes, WIC will take proactive steps to encourage their participation, including targeted outreach, alternative feedback formats and, where appropriate, co-opting members onto relevant committees.

9. Student Partnerships Agreement

WIC and the WIC Student Guild operate under a formal Student Partnership Agreement (1.17.2), which sets out the principles, mutual commitments and shared responsibilities that underpin student engagement across the institution. The Agreement is reviewed annually by the Academic Board and the Student Guild Management Committee and approved by the Board of Governors.

The Student Partnership Agreement (1.17.2) is maintained as a separate document and should be read alongside this policy and Policy 1.17 (Student Guild Governance Framework). It covers:

- the principles of partnership;
- WIC's commitments to students;
- the Guild's commitments to WIC;
- joint governance and representation arrangements;
- and mechanisms for monitoring and reviewing the partnership.

10. Recognising Student Engagement

WIC values and formally recognises the contribution of student representatives and other actively engaged students through:

- Formal speaking roles at college functions including graduation ceremonies
- Achievement records provided by the Academic Board, recognising the student's representative role and the transferable skills developed (leadership, communication, advocacy, chairing meetings)
- Prizes and awards for outstanding contribution to student engagement
- Opportunities to contribute to the training of new representatives and to the development of induction materials
- Wider skills development support, including training in chairing meetings, leadership, mediation and professional communication

11. Access and Participation

WIC's commitment to student engagement extends to ensuring that all students, including those from groups historically underrepresented in higher education, have equal access to, and benefit from, engagement activities. In accordance with OfS Conditions A1 and A2, WIC's Access and Participation Plan/Statement identifies specific groups whose engagement may require additional support.

The Student Engagement Policy is implemented in a manner consistent with the Access and Participation Plan. Monitoring of student representation demographics is used to identify and address gaps, and engagement activities are designed to be accessible to all students, including those studying part time, by distance, or with protected characteristics under the Equality Act 2010.

12. Electoral Registration

In accordance with OfS Condition E5, WIC is required to facilitate the electoral registration of its students, working in co-operation with the relevant Electoral Registration Officers. WIC will:

- Provide information on electoral registration to all students at enrolment and at each academic year start
- Work with the Student Guild to promote awareness of electoral registration rights
- Co operate with Electoral Registration Officers in providing information to support student registration

Student Guild elections are separate from civic electoral registration but provide an opportunity to reinforce awareness of democratic participation more broadly.

13. Risk Management

WIC recognises potential risks that may affect the effectiveness of student engagement and maintains the following mitigation strategies:

Risk	Impact	Mitigation Strategy
Low student participation	Limited representation of student voice	Promote engagement at induction and through digital platforms. Provide recognition and incentives for active involvement.

Bias in representation	Certain groups underrepresented	Encourage diversity in elections. Monitor representation demographics. Co-opt members from underrepresented groups where needed. Link to Access and Participation Plan.
Feedback not acted upon	Loss of trust and disengagement	Implement clear feedback loops ("You said, we did"). Publish action plans and timelines. Assign responsibility and track follow-up.
Confidentiality breaches	Loss of confidence in processes	Train representatives on confidentiality. Restrict access to sensitive data. Use anonymised survey systems.
Survey fatigue	Declining response rates	Limit survey frequency. Communicate purpose and outcomes clearly. Use short, focused instruments.
Ineffective Guild representation	Student Guild officers not engaged with academic governance	Ensure Guild officers are trained and supported. Establish regular liaison between Guild and Academic Management Committee. Monitor GMC reporting to Academic Board.

14. Monitoring and Review

The Academic Board is responsible for monitoring the effectiveness of student engagement across WIC and reports to the Board of Governors on a quarterly basis. Monitoring includes:

- Student representative participation rates and committee attendance
- Survey response rates and trends over time
- Number and nature of actions arising from student feedback, and proportion closed
- Representation demographics (monitored against Access and Participation targets)
- Effectiveness of the Student Guild, including GMC meeting frequency and General Meeting attendance
- Performance against the Student Partnership Agreement commitments

This policy is reviewed annually by the Quality and Compliance team and approved by the Board of Governors. Students and the Student Guild are consulted as part of each review.

15. Academic Misconduct Awareness

In accordance with OfS Condition B2, student engagement extends to supporting students in understanding and avoiding academic misconduct. Student representatives play an active role in:

- Promoting awareness of WIC's academic integrity policies within their cohorts
- Signposting students to essay-planning support, referencing guidance and academic skills resources

- Modelling ethical academic practice and encouraging honest, independent work

WIC ensures that academic misconduct awareness is embedded in induction, and that all students have access to appropriate support. Student feedback on the clarity and accessibility of academic integrity guidance is collected through surveys and representative meetings.

16. Appendices

There are no appendices for this policy.

See the Student Partnership Agreement for the formal joint commitments between WIC and the Student Guild.