

1.0 Governance and Strategy

1.10. Student Engagement Policy

Version Number 7

Reviewed September 2025

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 deliberate bodies.	Annual Review	Vice Principal HE	Jul/Aug 2023
5	Sep 2023	No Changes	Annual Review	Quality officer	Jul/Aug 2024
6	Sept 2024	No changes	Annual Review	Quality Lead	Sept 2025
7	Sep 2025	No changes	Annual Review	Quality	Sep 2026

External Reference Points

UK Quality Code, Advice and Guidance: Student Engagement

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WIC Student Engagement Policy

Introduction

WIC is committed to working with its students as partners in the establishment and continuous improvement of a high-quality academic experience for them. The College seeks to develop a culture in which students widely participate in influencing and improving their educational experience through various means including representation of the student view through formal representation mechanisms and a range of surveys. The engagement of students as active partners in their own learning and learning environment represents part of this culture and is detailed in the Teaching and Learning Strategy.

Student Engagement Principles

Students are involved in and contribute to decision-making processes, quality assurance and enhancement processes, and throughout all operational areas of the College through participation in:

- the development of policies that define, create and promote a culture of partnership working and involvement of students across the College
- the implementation of quality assurance and enhancement policies and processes within the student body
- the establishment of partnership agreements between the student representatives and the College including monitoring

This policy serves to foster an environment that is open and transparent, empowering students to work in partnership with Management and the Board of Governors.

Students engage in partnership working through the following ways:

- Working with the Governing and management structures within WIC: Students can provide a wealth of information based on experience regarding college operations including the academic offer available, the particular delivery model and preferred styles of teaching for the varied communities of learners,
- Programme design, modification and closure: Students play a significant role in implementing this area by providing feedback, comment and their views on the validity and demand trends of programmes,
- Quality Management and Assurance: Students participate in the implementation of QA processes,
- Enhancement and Value for Money: Students work with management to identify enhancement opportunities and potential for value addition,

- Academic Regulations: promotion of the regulations among the student body and effective modelling of proactive participation in the learning and support opportunities available,
- Provision of advice and guidance to prospective students: Students and Alumni contribute to sharing experiences with new and prospective learners
- Participation in the training of new student representatives

Student Representation

Selection

- Students are responsible for selecting their own representatives, through class-based elections.
- Each class will have one or more student representatives
- Students may also be selected to represent different programmes
- Student Representatives chosen within the first three weeks of the academic year and/or semester starts
- In selecting their representatives, students are encouraged to respect their diversity. Where more than one representative is chosen, individuals from different backgrounds are represented. Members of the teaching or support teams attend selection processes to impartially facilitate the selection of the representatives. This occurs by invitation from students.
- Student groups may change their student representatives at any time

Training and Induction of Student Representatives

The College has a standard student representative training system in place. This is designed to induct student representatives into their roles. Student representatives will be trained in their role, once all the student representatives have been selected. For new representatives elected during the year WIC may arrange individual or small group training as appropriate.

The College will constantly explore opportunities to invite outside organisations to provide leadership training scheme to its student representative body. Students will also receive training relating to student representation, and feedback gathering and dissemination. Student representatives are also encouraged to identify external organisations for additional training. The College covers the costs of such training.

Student Representative Meetings

- Student representatives should arrange regular class-based meetings and discussion events with the groups they represent in order to obtain collective views on issues affecting the student experience.
- Student representative meetings are held monthly during term time to discuss issues common to the wider student body. Students are encouraged to keep records of their class meetings to share at the monthly student representative meetings.
- Student representatives are invited to attend all meetings that involve the welfare of students, to ensure the views of the students are captured and are utilised to the full for the benefit of the student body.
- Each committee, board and panel at WIC has an elected representative of one or more students. These students will have the freedom to question, challenge, and positively contribute to the effectiveness of decisions made by the college. This ensures that each committee, board or panel is accountable to the students.
- However, to maintain confidentiality, students cannot sit on the following:
 - Assessment Boards where individual student results are discussed,
 - the Student Management Committee
 - Operations Management Committee meetings and
 - Elements of the Academic Board.

The Role of Student Representatives

In WIC, students are encouraged to take part in all decision-making processes, including:

- Being part of the membership of all deliberative bodies including the Board of Governors, Academic Board, Academic Management Committee, Programme Boards, Student Representative Committees and the Student Staff Liaison committee.
- Proactively aiding the continual improvement of the learning environment at WIC by attending and contributing to discussions at all deliberative bodies.
- Contributing to programme approval and review. Where possible, the College provides additional training and support for students participating on approval and review panels to allow students to make informed contributions.

- Evaluation of specific processes and strategies. These may include admissions, induction/transition, Access & Participation.
- Providing feedback and recommendations on teaching and learning, assessment and resourcing of the college.
- Contributing to the preparation of the student section of the Annual Review Report for each course as appropriate.
- Attending where necessary, meetings with External Examiners and working with staff to develop and follow up on actions from External Examiner reports.
- Participating in policy development and review.
- Taking part in strategic planning activities including the development of the College Strategic Plan as well as its Enhancement and Value for Money Plan
- Contributing to all internal reviews:
 - Providing feedback (teaching, assessment, information for students, learning opportunities, complaints and appeals procedures, structure of timetables, student engagement).
 - Commenting on how changes can be introduced,
 - Identifying development areas, for example on the quality of teaching
 - Monitoring progress

Student Surveys

Surveys are conducted at regular points throughout the academic year and student lifecycle. All surveys indicate the purpose and how student anonymity will be ensured: Surveys in the College do not require that students disclose their names – they are all anonymous.

The response rates of students who complete a survey is monitored and compared over time. Trends are analysed by students and staff, and different methods explored at meetings to increase student participation or maintain high rates of participation.

Survey outcomes are discussed with students, and are also posted amongst the student representative group, with agreed action. The student representative monthly meeting reviews the outcomes of all surveys with all students, the action plans agreed and how these were implemented.

Student representatives are encouraged to disseminate the survey outcomes and any relevant actions.

All eligible students are encouraged to participate in the National Student Survey (NSS). This provides for annual comparison of college leavers against national sector benchmarks.

Responses to and actions implemented on student voice are published through college feedback loops such as “you said, and we did”.

Other areas of Student Engagement

- The College also collects feedback from the student body outside the standard feedback systems for monitoring and review, to determine student views on various issues. This is often referred to as an “open door policy” where any individual can speak with college staff and management and share concerns or ideas.
- Students may also use the suggestion box system to raise concerns or make individual complaints using the complaint procedures. Informal complaints are summarised and action plans from them developed. Students are informed of the number and nature of informal complaints, which are kept anonymous. Action plans are disseminated with the student body.
- Attendance at meetings of key deliberative bodies is not limited student representatives. Any student may attend such meetings, especially meetings of the Board of Governors and its panels.
- The College may intervene to positively encourage under-represented groups to co-opt members onto committees as well as to contribute their views alongside the rest of the student body. Such views will be considered equally so as to present the most comprehensive collective opinion of the WIC student body.
- Wherever ad hoc or special working groups or panels are formed, the College will invite students to participate on such groups by giving their views
- Student Representatives are encouraged to organise mechanisms of feeding back to the student body concerning how the views they suggested were implemented. This is expected after each meeting.
- The College works with student representatives to collect feedback on other areas outside standard feedback mechanisms.
- Students also participate in providing peer support in implementing some areas of the Academic Regulations such as attendance, submission of work and ensuring that submit their own work.

Communicating and Observing Student Engagement

The College has a system in place of recognising formally, participation in representative; These include:

- Student representatives and other students who participate in student engagement roles are provided formal recognition and speaking roles at special college functions such as graduation ceremonies
- Students who are active in engagement processes receive achievement records which include detailed references provided by the Academic Board, recognising their role and their contribution to the overall student learning experience. These will also highlight the transferable skills that they achieved.
- Students providing remarkable rates of engagement may receive prizes for their achievements
- High achieving and participating students will be invited to contribute to the training of new representatives or development of induction and training materials for new representatives.
- Student representatives who are committed to their role will also receive wider training to support the role and enhance skills development, such as chairing meetings, leadership, and having difficult conversations.

Review

The Academic Board conducts a review of the student engagement in the College and reports to the Board of Governors, with explanations and recommendations identified on how to improve or maintain high student engagement. Regular reviews are conducted and discussed with students after each survey. Such reports are summarised quarterly and reported to the Board of Governors.