



LONDON SCHOOL
OF SCIENCE & TECHNOLOGY

STUDENT ENGAGEMENT POLICY

Document title: Student Engagement Policy		
Owner: Head of Quality		
Approving body: Executive Committee	Date of approval: September 2017	
Version: 1.6	Next review date: September 2018	
Supersedes: 1.5	Previous review dates: September 2016	
Public use: Yes	Staff use: Yes	Student use: Yes

Contents

1. Introduction	3
2. Mapping against the QAA UK Quality Code	3
3. Purpose	4
4. Student involvement in Quality.....	4
5. Framework for Student Engagement.....	4
5.1 College level.....	4
5.2 Programme Level.....	5
5.3 Module Level.....	5
6 Student Support Team.....	6
Appendix A – Student Representative Job Description.....	7

1. Introduction

It is widely accepted that the views of students, individually and collectively, should inform quality systems with the purpose of improving the student educational experience both for current and future cohorts. Student involvement in quality can have a positive influence on the delivery and development of any aspect of the student educational experience.

Aspects of the educational journey into which students can offer insight to LSST include:

- application and admission
- induction and transition into higher education
- programme and curriculum design, delivery and organisation
- curriculum content
- teaching delivery
- learning opportunities
- learning resources
- student support and guidance
- assessment
- academic support & guidance

2. Mapping against the QAA UK Quality Code

2.1 This policy has been written against the QAA UK Quality Code, Chapter B5: Student engagement, which requires higher education providers to meet the following expectation:

Higher education providers take deliberate steps to engage all students, individually and collectively, as partners in the assurance and enhancement of their educational experience.

2.2 This policy has also been written against the QAA UK Quality Code, Chapter B4: Enabling student development and achievement, which requires higher education providers to meet the following expectation:

Higher education providers have in place, monitor and evaluate arrangements and resources which enable students to develop their academic, personal and professional potential.

3. Purpose

This policy outlines the mechanisms by which students participate in quality enhancement and quality assurance processes, which includes but is not restricted to representation of the student view through formal representation mechanisms.

4. Student involvement in Quality

All students at LSST have the opportunity to be involved in quality enhancement and assurance processes in a manner and at a level appropriate to them.

LSST is committed to:

- foster active student participation in LSST quality systems, including using individual and collective feedback from students
- implement transparent mechanisms, agreed with students, for the nomination and election of LSST Student Representatives
- provide induction and ongoing support for students and staff appropriate to their quality assurance roles
- monitor, review and enhance the effectiveness of their policies and processes for engaging students in LSST quality processes.

5. Framework for Student Engagement

5.1 College level

Reporting direct into LSST Executive Committee and LSST Governance and Corporation Board, the Student Union Committee is the senior most forums for students to engage with the College and to consider, recommend and approve changes to the student experience.

Charged with oversight for the development, implementation and monitoring of the College's Student Experience Strategy, the membership of the Student Union Committee includes CEO and Senior Management however is chaired by the Head of Student Support and has wide representation from the student body.

5.2 Programme Level

At the Programme Level, one student from each study group is elected by fellow classmates to represent them as a Student Representative.

Student Representatives are full members of Programme (Course) Committees and are expected to:

- Canvas opinions of their fellow students
- Act as a single voice for their fellow students on the Programme
- Deliver ‘open access’ sessions to allow contact outside the classroom
- Meet regularly with the Head of Student Support to share views
- Provide two way feedback to classmates and managers
- Work with Student Support team to produce a Calendar of Events and deliver a range of extra-curricular activities.

5.3 Module Level

All students have the opportunity and are encouraged to complete the Student Module Evaluation questionnaire which in turn feeds into Module Monitoring and Review process.

The Student Module Evaluation considers the learning, teaching and assessment of the module along with comment on resources and the general learning experience.

Student Module Evaluations are analysed by the Module Leaders and reported to the Programme Leaders and the Principal.

All students have also the opportunity to do the mid-term student experience survey to feedback on their overall experience and services at LSST.

6 Student Support Team

The Student support coordinator (with the Student Support Team) provides ongoing training to the Student Representatives and act as a key liaison point between Student Representatives and LSST management and staff. The Student Support Team also provides administrative support to the Student Representatives, and ensures the outcome of meetings is appropriately cascaded.

Appendix A – Student Representative Job Description

Job Description Student Representative

Responsible to:

Student Union President

Supported by:

- Training programme organised by the Student Support Team.
- Access to necessary resources to support role
- Assistance from Programme area staff

Purpose:

- The role of Student Representative is integral to the shared commitment of the College and the Student body to continuous enhancement of the quality of the student experience and have a very important role in the decision making process of the College.
- The role contributes to the shaping of all aspects of the student experience, both academic and non-academic.
- Student Representatives are highly valued by the College and the students they represent.
- Student Representatives are in a position to provide a valuable link between the students and the College management in order to make sure both are aware of key issues involving the College.
- The role is to listen to and raise issues and problems that other students on the course may have.
- Issues and views brought up will be passed up the management levels until a solution is found, if possible.
- Information and ideas can also be passed down the system for the Student Representative to pass onto other students.

Responsibilities:

- Canvassing fellow student opinion on all aspects of the student experience
- Promoting the Student voice in appropriate forums
 - Programme specific issues are to be raised within Programme Committee meetings.
 - Issues that affect the student body as a whole may be brought up in scheduled term meetings with the Principal.
- Liaising with Programme Leaders and Faculty staff in order to keep fellow students up to date with any ongoing issues.
- Liaising with fellow Student Representatives with regards to similar issues and effective solutions.
- Providing fellow students with information and feedback presented at Student Representative meetings within a reasonable amount of time.
- Communicating key information to the student body on a regular basis.

College Responsibilities:

- The College through the Student Support Team will provide training in understanding the role and its responsibilities and aid other areas of personal development.
- The College will provide a comprehensive Student Representative Briefing which will provide information on how to fully realise the potential of the role.
- The College, through the Student Support Team, will be available for any help and advice concerning the role.
- The College will organise scheduled meetings through the year for Student Representatives to speak directly to the Principal
 - The College will endeavour to provide feedback [and developments] from these meetings within a reasonable amount of time.
 - These meeting will normally be held during lunch break with lunch and refreshments provided.

Your Commitments:

- Approx. 3 hrs per month during academic year
- Attendance at training provided at the start of the academic year
- Respond to invitation to attend Principal's meeting.
- Dedication to provide feedback on any information received to fellow students.
- Take part, as requested, in focus groups, working parties and other activities, looking at specific areas of the student experience.
- Not to engage in any business that does, or could, cause a conflict of interest with the role of student representative e.g. paid employment with LSST or another college, acting as a commercial referral agent for any college, or running any other education based business e.g. private tuition or essay review/coaching.

Benefits

- Personal Skill development; representation; advocacy; active listening, diplomacy; presentations; impartiality; team working skills; meeting skills.
- Direct influence on activities and initiatives throughout the year and beyond.
- Contribution to the enhancement of your Programme and the College
- Enhancement of your CV
- Opportunity to meet with students from other courses within the College
- External training and conference situations where you will have the opportunity to meet students from institutions who hold similar positions, with a view to broadening your knowledge of the role

Other Information

Salary: This is an unpaid voluntary role.

Desired candidate specification

Job Title: Student Representative

No experience required, all training provided
An ability to communicate ideas and thoughts effectively
A willingness to ‘get involved’ and to help the College enhance the experience of its students.
A willingness to learn and to further personal development
An ability to represent others effectively, although full training will be provided
N.B. candidates must not be existing employees of LSST or any other education business, including recruitment/referral agents or private tuition.