Student Partnership, Participation, and Engagement Policy

Version 6.0

Approved by the Board of Governors

Last Amendment: August 2026

The *Student Participation and Involvement Policy* articulates the mechanisms by which the London School of Science and Technology (LSST) facilitates, supports, and monitors student participation and involvement. The purpose of this policy is to clarify our intentions to involve and empower students in the process of shaping their learning experience on their journey towards becoming autonomous, independent learners and involving our student body in the decision-making processes, administration, and governance of LSST.

Due regard is given for the following legislation and/or external quality assurance frameworks:

i. Office for Students (OfS) regulatory framework

This policy is aligned to the expectations and core practices of *Office for Students (OfS) regulatory framework*; the Regulatory Framework is the definitive reference point for all higher education institutions in England and sets out how academic standards are established and maintained and how the quality of learning opportunities is assured and enhanced.

DOCUMENT INFORMATION

Document owner(s)*: Head of Student Lifecycle

Date of next review: September 2027

Document Status: IN USE

Dissemination: For general publication

*The document owner is responsible for maintaining and updating the content of this document and ensuring that it reflects current practice at the school.

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1. INTRODUCTION

1.1. The London School of Science and Technology (LSST) recognises that students are partners in their education and key contributors to the continuous enhancement of the student experience. Student participation and involvement are fundamental to maintaining high-quality learning opportunities, fostering student success, and creating an inclusive academic community.

1.2. LSST is committed to ensuring that students have meaningful opportunities to contribute to decisions that affect their learning, wellbeing, support services, campus environment, and institutional development.

1.3. The School values and actively promotes the student voice in all aspects of academic and non-academic life. Student feedback, insight, lived experience, and expertise play a vital role in shaping policies, procedures, services, and strategic developments across the institution.

1.4. This policy establishes the framework through which students can participate in quality assurance, quality enhancement, governance, student representation, and institutional decision-making processes.

2. PURPOSE

2.1. The purpose of this policy is to:

- Promote an inclusive culture of student participation and engagement.
- Ensure that students are active partners in shaping their educational experience.
- Establish clear mechanisms through which student views can be heard and acted upon.
- Support meaningful student involvement in quality assurance and enhancement activities.
- Encourage students to contribute to academic, social, and institutional development.
- Ensure opportunities for participation are accessible to all students.
- Foster a sense of belonging, community, and shared responsibility across LSST.
- Demonstrate LSST's commitment to listening, responding, and acting on student feedback.

3. PRINCIPLES OF STUDENT PARTICIPATION AND PARTNERSHIP

3.1. LSST's approach to student participation is founded upon the following principles:

3.2. Partnership

3.2.1. Students are recognised as active partners in learning and institutional development. The School will work collaboratively with students in the design, review and enhancement of programmes, services, and policies.

3.3. Inclusivity

3.3.1. All students should have equitable opportunities to participate regardless of:

- Age
- Disability
- Gender identity
- Race or ethnicity
- Nationality
- Religion or belief
- Sexual orientation
- Marital or parental status
- Pregnancy or maternity
- Caring responsibilities
- Socio-economic background
- Study mode
- Campus location

3.4. Accessibility

3.4.1. The School will remove barriers to participation wherever possible by:

- Providing accessible communication methods.
- Offering digital and face-to-face engagement opportunities.
- Implementing reasonable adjustments where required.
- Ensuring participation opportunities are flexible and inclusive.

3.5. Respect and Belonging

3.5.1. All students have the right to express views respectfully and without fear of discrimination, harassment, victimisation, or disadvantage.

3.6. Transparency and Accountability

3.6.1. LSST will communicate clearly how student feedback has influenced decisions through regular feedback mechanisms and "You Said, We Did" communications.

4. SCOPE

4.1. This policy applies to:

- All enrolled LSST students.
- Student representatives.
- Student Union officers.
- Academic and professional services staff.
- Senior leadership teams.
- Committees and working groups that include student representation.

5. STUDENT PARTICIPATION AND INVOLVEMENT

5.1. LSST believes that participation extends beyond formal representation structures and includes a broad range of opportunities for students to contribute to institutional life.

5.2. Students may participate through:

- Student representative systems.
- Student Union activities.
- Student surveys.
- Focus groups.
- Student panels.
- Committees and working groups.
- Curriculum development activities.
- Quality assurance and enhancement activities.
- Student-led projects.

- Peer mentoring and ambassador schemes.
- Co-creation initiatives.
- Volunteering opportunities.
- Equality, Diversity, and Inclusion initiatives.
- Community engagement activities.
- Institutional consultations.

5.3. Student participation may influence:

- Admissions and enrolment processes.
- Induction and transition activities.
- Curriculum design and development.
- Teaching, learning, and assessment practices.
- Academic regulations and policies.
- Student support services.
- Learning resources.
- Digital learning environments.
- Student wellbeing initiatives.
- Campus facilities.
- Student events and enrichment activities.
- Strategic planning and institutional priorities.

6. INCLUSIVE STUDENT ENGAGEMENT

6.1. LSST recognises that students engage in different ways and that not all students are able or willing to participate through traditional representative structures.

6.2. To ensure all voices are heard, LSST will:

- Provide multiple channels for engagement and feedback.

- Offer opportunities both online and in person.
- Encourage participation from underrepresented groups.
- Monitor engagement levels across student demographics.
- Identify and address barriers to participation.
- Work collaboratively with student groups and societies.
- Ensure communications are clear, accessible, and inclusive.
- Promote participation opportunities throughout the student lifecycle.

6.3. Attention will be given to engaging:

- Mature students.
- Disabled students.
- International students.
- Commuter students.
- Students with caring responsibilities.
- Students from underrepresented backgrounds.

7. STUDENT INVOLVEMENT IN QUALITY ENHANCEMENT AND ASSURANCE

7.1. All students are encouraged to contribute to the enhancement of the quality of learning opportunities and the wider student experience.

7.2. LSST is committed to:

- Actively seeking and acting upon student feedback.
- Supporting meaningful student engagement in quality processes.
- Maintaining transparent representation procedures.
- Providing appropriate training and support.
- Evaluating the effectiveness of engagement mechanisms.
- Demonstrating the impact of student contributions.

- Supporting student participation in programme monitoring and review activities.

7.3. Feedback gathered through institutional and programme-level processes will contribute directly to decision-making and continuous improvement activities.

8. FRAMEWORK FOR STUDENT PARTICIPATION

8.1. Institutional Level

8.1.1. Students contribute to institutional governance through:

- Student Union Committee.
- Student engagement forums.
- Focus groups.
- Institutional consultation exercises.
- Meetings with senior leaders.
- Board and committee representation where appropriate.

8.1.2. These arrangements provide opportunities for students to contribute to discussions regarding institutional priorities, student experience, quality enhancement, and strategic development.

8.2. Programme Level

8.2.1. Each programme shall elect Student Representatives who act on behalf of their peers.

8.2.2. Student Representatives are expected to:

- Gather and communicate student views.
- Promote inclusive participation.
- Represent diverse student perspectives.
- Attend designated meetings and forums.
- Communicate outcomes back to students.
- Work collaboratively with staff.
- Promote student engagement activities.
- Support quality enhancement initiatives.

- Encourage respectful and constructive dialogue.

8.2.3. Representatives will act in the interests of all students and not solely individual interests.

8.3. Module Level

8.3.1. Students are encouraged to contribute feedback through:

- Module evaluations.
- Mid-module surveys.
- End-of-module surveys.
- Focus groups.
- Informal feedback opportunities.

8.3.2. Module feedback will be reviewed by academic staff and incorporated into module monitoring and enhancement processes.

9. STUDENT UNION AND STUDENT REPRESENTATIVES

9.1. The Student Union plays a key role in supporting student participation and representation across LSST.

9.2. The Student Union will:

- Advocate on behalf of students.
- Promote student wellbeing and belonging.
- Facilitate student engagement opportunities.
- Support Student Representatives.
- Encourage participation in democratic processes.
- Promote equality, diversity, and inclusion.
- Foster a vibrant and inclusive student community.

10. TRAINING AND SUPPORT

10.1. LSST will provide appropriate training and development opportunities for Student Representatives and Student Union Officers.

10.2. Training may include:

- Representation skills.
- Effective communication.
- Active listening.
- Meeting participation.
- Equality, Diversity, and Inclusion awareness.
- Leadership and teamwork.
- Conflict resolution.
- Professional conduct.
- Understanding quality assurance processes.

10.3. Ongoing support will be provided through the Student Union Coordinator, Student Services, and relevant academic staff.

11. RECOGNITION OF STUDENT CONTRIBUTIONS

11.1. LSST values the significant contribution students make to the development of the School.

11.2. Student contributions may be recognised through:

- Certificates of participation.
- Student Representative awards.
- Student leadership awards.
- References and employability recognition.
- Celebration events.
- Recognition within employability and personal development records.

11.3. The School will actively celebrate students who contribute positively to the learning community.

12. FEEDBACK AND CLOSING THE LOOP

12.1. LSST is committed to ensuring that students understand how their feedback contributes to change.

12.2. The School will:

- Provide regular updates on actions taken.
- Publish "You Said, We Did" communications.
- Report outcomes through committees and forums.
- Share developments arising from surveys and consultations.
- Communicate enhancements resulting from student engagement.

12.3. Students should be able to see clear evidence that their contributions have informed improvements across the institution.

13. MONITORING AND REVIEW

13.1. The effectiveness of this policy will be monitored through:

- Student survey outcomes.
- Student engagement metrics.
- Student Representative participation rates.
- Committee attendance records.
- Feedback from student representatives.
- Equality and diversity monitoring.
- Annual quality monitoring activities.

13.2. The policy will be reviewed annually to ensure it remains effective, inclusive, and aligned with sector expectations and institutional priorities.

14. RESPONSIBILITIES

14.1. Students

14.1.1. Students are responsible for:

- Participating constructively in engagement activities.
- Respecting the views of others.

- Providing honest and evidence-informed feedback.
- Contributing positively to the learning community.

14.2. Student Representatives

14.2.1. Student Representatives are responsible for:

- Representing the views of their peers fairly.
- Promoting inclusion and participation.
- Maintaining effective communication with students and staff.
- Attending meetings and training sessions.
- Upholding the values and expectations of LSST.

14.3. Staff

14.3.1. Staff are responsible for:

- Creating opportunities for student engagement.
- Encouraging participation.
- Responding constructively to feedback.
- Supporting Student Representatives.
- Communicating outcomes and actions.

14.4. Senior Leadership Team

14.4.1. The Senior Leadership Team is responsible for:

- Ensuring effective student engagement arrangements.
- Promoting a culture of partnership.
- Monitoring policy effectiveness.
- Acting on institutional feedback.
- Ensuring student voices inform strategic decision-making.

14. RELATED DOCUMENTS

14.1. This policy should be read in conjunction with:

- Student Representative Development Programme
- Student Enhancement Plan
- Student Union Constitution
- Equality, Diversity, and Inclusion Policy
- Student Charter
- Complaints Policy
- Student Protection Plan
- Quality Assurance Framework

APPENDIX A: Student Representative Job Description

Job Description: **Student Representative**

Responsible to:

Student Union President

Supported by:

- Training programme organised by the Head of Quality
- 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 School and the Student body to continuous enhancement of the quality of the student experience and have a key role in the decision-making process of the School.

- 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 School and the students they represent.

- Student Representatives can provide a valuable link between the students and the School management to make sure both are aware of key issues involving the School.

- 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 Course Committee meetings.

  - Issues that affect the student body may be brought up in scheduled term meetings with the Principal.

- Liaising with Course Leaders and Faculty staff 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.

School Responsibilities:

- The School will provide training in understanding the role and its responsibilities and aid other areas of personal development.

- The School will provide a comprehensive Student Representative briefing which will provide information on how to fully realise the potential of the role.

- The School will be available for any help and advice concerning the role.

- The School will organise scheduled meetings throughout the year for Student Representatives to speak directly to the Principal

  - The School 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 invitations to attend committee meetings.

- 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 School, acting as a commercial referral agent for any School, or running any other education-based business e.g., private tuition or essay review/coaching.

Benefits

- Personal skills 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 School,

- Enhancement of your CV,

- Opportunity to meet with students from other courses within the School,

- 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.

VERSION HISTORY

Version	**1.0 – 2.0**	
Original author(s):	Head of Student Support	
Reviewed by:	Executive Committee	September 2016 September 2017 September 2018
Version	**2.1 -2.2**	
Revised by:	Quality Unit	
Revision summary:	*Alignment with revised Quality Code. Formatting updated and version control table added. Reviewed by Executive Committee*	
Approved by:	Board of Governors	September 2019
Version	**2.3**	
Revised by:	Head of Student Lifecycle Quality Unit	
Revision summary:	*Annual review and update; minor factual corrections.*	
Approved by:	Board of Governors	October 2020
Version	**2.4**	
Revised by:	Head of Student Lifecycle Quality Unit	
Revision summary:	*Annual review and update.*	
Approved by:	Board of Governors	October 2021
Version	**2.5**	
Revised by:	Head of Student Lifecycle Quality Unit	
Revision summary:	*Annual review and update.*	
Approved by:	Board of Governors	September 2022
Version	**3**	
Revised by:	Head of Student Lifecycle Quality Unit	
Revision summary:	*Annual Review; version control applied.*	
Approved by:	Board of Governors	October 2023
Version	**4**	
Revised by:	Quality Unit Head of Student Lifecycle	
Revision summary:	*Annual review and update, title change, minor grammatical corrections, document format applied, version control applied.*	
Approved by:	Board of Governors	October 2024
Version	**5.0**	

Original author(s):	Head of Student Support Head of Student Lifecycle	
Revised by:	Quality Unit	
Revision summary:	*Annual review and update –* *Minor grammatical corrections, document format applied, version control applied.*	
Reviewed by:	Publications Committee	September 2025
Approved by:	Board of Governors	October 2025
Version	**6.0**	
Original author(s):	Head of Student Support Head of Student Lifecycle	
Revised by:	Quality Unit	
Revision summary:	*Annual review and update –* *Policy title changed from Student Participation and Involvement to Student Partnership, Participation, and Engagement. Policy rewritten to reflect changes to LSST service delivery, regulator expectations and legislation that impacts the sector.* *Minor grammatical corrections, document format applied, version control applied.*	
Reviewed by:	Publications Committee	October 2026
Approved by:	Board of Governors	October 2026