Owner:	Pro-Vice Chancellor for Student Experience
Version number:	8.0
Effective date:	September 2023
Date of last review:	May 2023

This document is part of the Academic Regulations, Policies and Procedures which govern the University's academic provision. Each document has a unique document number to indicate which section of the series it belongs to.

5B - Student Engagement and Feedback: Policy and Procedure

CONTENTS

1   SCOPE AND PURPOSE

1.1   This policy and procedure is for Bournemouth University staff and outlines the various approaches and mechanisms employed within the University to enable the collection of student feedback and, in turn, the response to this feedback by the university.

1.2   This policy also extends to cover all apprentices undertaking an apprenticeship, where their application has been accepted and they and their employer have returned the signed and dated Training Plan (previously Commitment Statement) and Apprenticeship Agreement. For the purpose of this policy, all apprentices are considered students. Additional feedback arrangements are also in place for apprentices, reflecting the separate statutory and regulatory requirements for apprenticeships and these are set out in 10B - Apprenticeship Provision Feedback: Policy and Procedure.

1.3   This policy and procedure outlines the opportunities for students to participate in quality assurance and enhancement activities, including those listed below. The University encourages student engagement in these activities and will continue to develop and expand the opportunities for student engagement in these areas, but also with regards to defining and facilitating greater engagement of students in their learning. Details on each of the areas below are outlined from section 5 onwards within this document.

- Feedback on Unit, Programme and wider student experience
- Student Representation System, including the Simple Online feedback tool (SimOn)
- Faculty support for students (e.g. Associate Dean Student Experience/Deputy Head of Department)
- Student:Staff Forum
- Student participation in quality and enhancement (e.g. committee membership)
- National Students Survey (NSS)
- Advance HE Postgraduate Research Experience Survey (PRES) and Postgraduate Taught Experience Survey (PTES)

2   KEY RESPONSIBILITIES

2.1   **Education Committee:** responsible on behalf of Senate for monitoring and enhancing the overall student experience, including the quality of learning opportunities, education enhancement, pastoral, personal development and extra-curricular opportunities available to students.

2.2   **Faculty Education Committee:** responsible for developing Faculty practice on all aspects of student feedback in line with University policy, monitor the responses and disseminate actions as required.

2.3   **Faculty Academic Board (FAB**): responsible for oversight of the overall student experience within the Faculty, receiving input from student feedback mechanisms.

2.4   **Department Committee:** responsible for oversight of planning, co-ordination, and effective development of research, knowledge exchange, professional practice and education within the Department.

2.5   **Programme Management Team:** responsible for considering and acting upon student representative reports and other forms of student feedback.

2.6   **Student:Staff Forum:** responsible for considering and acting upon student feedback at programme level and seeking student views on a range of issues including on the academic quality of their programme.

         NB: Committee Terms of Reference are available at: I:\Academic Services\Public\Committees & Mtgs\Committee Info (ToR, Committee Structure Chart, Reps)\Approved Terms of Reference

3   ACCESSING OTHER RELEVANT BU DOCUMENTS

3.1   All documents can be accessed here

3.2   Other documents with direct relevance to this are:
         - *4A- Programme Approval, Review and Closure: Policy and Procedure*
         - *4B - Programme and Unit Modifications: Policy and Procedure*
         - *5C - Annual Monitoring and Enhancement Review: Policy and Procedure*
         - *10B - Apprenticeship Provision Feedback: Policy and Procedure*
         - Feedback: an area on the BU Website which allows students to post individual Feedback
         - SUBU Advice
         - SUBU Website

4   POLICY - GENERAL PRINCIPLES

4.1   Every student will have the opportunity to provide feedback on their student experience at unit, programme, department, Faculty and University level. It is important that this feedback and student voice provided through student and SUBU representation are used to enhance the University's understanding of positive and negative features of student experiences so that we can support different students appropriately, ensure consistent standards and enhance the quality of learning opportunities and the wider student experience. Feedback and student voice mechanisms are also essential to provide the University with information required to evaluate and report on its position with regard to regulatory standards and requirements.

4.2   The Student Voice at BU is received through:

         - **the individual voice –** students are encouraged and expected to share experiences or comments relating to their personal student experience at any time with any appropriate person at BU. Individuals also have their voice formally heard at regular times throughout their journey by way of unit feedback mechanisms, student representatives, student participation in the Student Voice and Engagement Committee and cross University surveys and initiatives;

         - **the Student Representative (Rep) voice** – Student Reps work in partnership with the University to make the student experience better for all students. Their role is not to replace the individual voice or advocate for individual students, but to speak up on issues of a collective nature affecting students from their specific cohort.

         - **the SUBU voice** – SUBU speaks up for all students at the University and represents all students across the institution. SUBU are governed by their own constitution.

4.3   Student feedback mechanisms are developed as part of a holistic strategy to allow a combination of feedback channels.

4.4   Student representation is encouraged across all levels of the institution to help co-ordinate feedback from a representative student mass. Representation must occur at programme, department and Faculty level with all student representation appointments being the result of a formal and fair election process managed by SUBU's Student Voice & Policy Team

4.5   The University will listen and attend to all feedback received and ensure that this feedback is duly considered. In addition, the University undertakes to communicate a response to this feedback by maintaining and using appropriate response mechanisms. SUBU will assist in promoting responses to feedback at institutional and Faculty level through its own channels.

4.6   Individual feedback must be obtained and reflected on by staff at the relevant level in accordance with section 5.

4.7   Feedback arrangements for all students must include apprentices and provide opportunities for apprentices to deliver feedback and take part in representative activities on the same basis as other students.   The provisions in section 5 are applicable to academic units delivered on higher and degree apprenticeships, in addition to feedback arrangements specific to apprenticeships as provided for in 10B - Apprenticeship Provision Feedback: Policy and Procedure.

4.8   In order to encourage and recognise students as partners at the very core of the University system, student representative feedback is encouraged through the quality assurance and enhancement framework including committee representation at all levels, programme approval and review, internal review and audit mechanisms.

5   FEEDBACK OPPORTUNITIES

5.1.1   This section sets out the opportunities that will be made available to all students to provide feedback on their learning and teaching experience on individual units and programmes and on their wider student experience.

5.1.2   The purpose of seeking this feedback from students is to:

- evaluate the effectiveness of the learning, teaching and assessment approaches utilised on units and programmes
- evaluate the suitability and accessibility of resources and services provided to support students in engaging with and completing their studies
- understand the full range of student experiences on units and programmes

and accordingly to:

- enable the University to identify, and to support staff in implementing, appropriate actions to maintain and enhance good student experience and outcomes at a unit, programme, Department, Faculty, Professional Service and/or University level. This will involve both the identification and sharing of effective practice and the resolution of any adverse experiences, and will include feeding actions into Unit and Assessment Monitoring Reports (UAMRs) and Annual Monitoring and Enhancement Reports (AMERs) as appropriate;

- meet regulatory expectations and requirements regarding reporting on student experience and outcomes.

5.2   UNIT FEEDBACK

5.2.1   The University will collect student feedback on individual units.

5.2.2   Unit Leaders will evaluate the effectiveness of the learning, teaching and assessment approaches utilised on the unit and make changes as appropriate to enhance the student experience on and knowledge gained from the unit. They will ask students to evaluate their experience of the unit and ideas for enhancements that could be made along the themes of the BU Values.

5.2.3 Feedback themes and resultant actions (if any) taken during delivery / to be taken in future cycles of delivery, will be recorded on the unit UAMR.

5.2.4 Programme Leaders will ensure they have oversight of Unit Feedback and actions plans for reporting.

5.3 PROGRAMME AND WIDER STUDENT EXPERIENCE FEEDBACK

5.3.1 The University will collect student feedback on the overall experience of a programme and the students' wider experience at BU.

5.3.2 Feedback mechanisms will adhere to key principles (outlined below) and will feed into the appropriate service / programme action plans.

5.4 PRINCIPLES TO BE APPLIED TO THE DESIGN OF STUDENT FEEDBACK MECHANISMS

5.4.1 The following principles will be applied when designing and undertaking any collection of student feedback:

- **Participation** - all students should have the opportunity to provide feedback, regardless of mode of study;

- **Anonymity** – there will be appropriate consideration of use of methods that provide anonymity to students (to facilitate greater openness and more meaningful responses), but recognising that there may be instances in which non-anonymous methods are appropriate, for example to increase participation in feedback mechanisms, enable discussion or to meet regulatory or legal requirements.

- Methods used must encourage students to provide feedback that is **constructive, and respectful** of University staff;

- **Timing** - The timing of feedback activities should be consistent with the purpose of the feedback collection and take account of the timing of other feedback arrangements. The timing should ensure that students have relevant experience to inform their responses to the feedback questions and should usually ensure that there is sufficient time available for staff to respond to the feedback within the academic year

- **Feedback methods** – must include arrangements which will support and enable the University's compliance with regulatory requirements and expectations. The methods for collecting feedback and the content and scope of questions asked may vary across levels, degree types and cohorts, where this is appropriate to make the feedback arrangements accessible to students and ensure that the feedback will be relevant to the aims above.

- **Responding to feedback** – all feedback must receive an appropriate and timely response.

6 STUDENT REPRESENTATION SYSTEM

6.1 Student representation is encouraged across all levels of the institution as a fundamental channel for hearing the Student Voice at the University. Student representation is an established practice in the delivery of academic programmes at the University and this information provides staff with a reference point and the minimum requirement for student representation. Further information on student representation is also available from the Students' Union (SUBU) Student Voice and Policy Team.

6.1.1 SUBU facilitates the work of Student Representatives (Reps) and speaks on behalf of all students at the University, representing all students across the institution.

6.1.2 Student Reps work in partnership with the University to make the student experience better for all students. The student representation system provides a mechanism for formally co-ordinating feedback on the student experience. Student Reps also promote the Student Voice, help to make positive changes to the student experience and improve communication between staff and students. Their role is not to replace the individual voice or advocate for individual students, but to speak up on issues of a collective nature affecting students from their specific cohort.

6.1.3   Student Reps are expected to attend the following meetings:

Committee or Group	Expected Student Rep Attendance
Student: Staff Forum	All Student Reps
Programme Management Team	At least one Student Rep
Department Committee	Department Reps (normally two undergraduate, one postgraduate taught and a postgraduate research rep)
Faculty Education Committee	Up to three elected Faculty Reps
Faculty Research and Professional Practice Committee	Postgraduate Research Reps
Faculty Research Degrees Committee	Up to two Postgraduate Research Reps
Education Committee	Faculty Rep (one per Faculty)

6.2   ROLES OF STUDENT REPS

6.2.1   There are three different types of the Student Rep role at Bournemouth University: Student Rep (Programme level, includes apprentices), Department Rep (Department level) and Faculty Rep (Faculty and/or University level). The different roles perform a different function in the Student Representation System.

6.2.2   Student Reps operate across all levels of the institution in the following way:

   i.   **Student Reps** at Programme level are responsible for collecting, representing and sharing student feedback using SimOn, and attending Student:Staff Forum. They work closely with Programme Leaders to discuss what is working well with the collective student experience, and what is not working well. All Student Reps must be invited to their relevant Student:Staff Forum. Student Reps have access to support from SUBU's Student Voice & Policy Team and are provided with SimOn Programme Level Reports as well as other resources for them to be able to carry out their role.

   ii.   **Department Reps** are responsible for the monitoring and escalation of issues from Student:Staff Forum and Programme Management Team to Department Committee Meeting. Department Reps also exist to support Student Reps in their roles. Department Reps can only become so by having been a Student Rep in a previous academic year. Department Reps will have access to Department level SimOn reports, available from SUBU's Student Voice & Policy Team. Departments may have as many Department Reps as they feel appropriate to effectively represent the many views across the diversity of the Department but normally are based around three Department Reps for each Department or group of common programmes. As a minimum there should be at least two Undergraduate Department Reps and one Postgraduate Department Rep per Department. Department Reps attend and report to Department Committee meetings. Partners will select Reps similar to Department Reps to represent all students at the Partners at appropriate committees and groups.

   iii. Every Faculty will have a maximum of three Faculty Reps, elected through a Faculty-wide ballot, to represent students at Faculty level. Faculty Reps are responsible for the monitoring of escalation of issues to Faculty Education Committee and Education Committee. Faculty Reps will be briefed by SUBU's Student Voice & Policy Team before attending their relevant meetings. All Faculty Reps are required to attend their relevant Faculty Education Committee, and one from each Faculty will be nominated to attend Education Committee . Faculty Reps will receive Faculty Level SimOn Reports, which are also sent to Associate Dean Student Experience. SUBU's Executive Committee (full and part-time Student Officers elected via cross campus ballots) will liaise with Faculty Reps through the SUBU Faculty Rep Forum.

   iv.   **Postgraduate Research Reps** are nominated to represent the views of the postgraduate research students, rather than as cohort nominees for particular programmes and departments.

6.2.3   Students on apprenticeship programmes are eligible for election or nomination as Student, Department or Faculty Reps in the same way as all other students. 10B - Apprenticeship Provision Feedback: Policy and Procedure makes provision for representation by apprenticeships in relation to the apprenticeship programmes and the apprenticeship experience. Faculty Education Committees and Faculty Apprenticeships Oversight Groups (FAOGs) are jointly responsible for ensuring that the apprenticeship student experience is appropriately considered as part of the overall student experience. Where staff within a Faculty consider that they require additional feedback or representation from apprentices in order

to appropriately understand and manage the overall student experience, they should make a request for this to the Faculty Apprenticeships Oversight Group, via their Faculty Education Committee if necessary. A FAOG should inform Faculty Education Committee if it identifies an element of apprenticeship student experience which it considers should be taken into account in discussion of or action relating to the overall student experience in the Faculty or any individual programme or Department within the Faculty.

6.3 ELECTION OF STUDENT REPS

6.3.1 Student Reps can be elected by students annually, either, at the end of the last academic term of an academic year (if the cohort are returning for a further year of study), or, within the first four weeks of the academic term, (for new cohorts). Elections will be facilitated within their programme, with support from SUBU's Student Voice & Policy Team. Further elections may take place throughout the year after consultation with SUBU's Student Voice & Policy Team.

6.3.2 Some programmes, particularly where there are large numbers of students, may wish to identify Year/Seminar/Group Reps as well as the appointed Student Reps for the whole year. All students should have access to representation and be encouraged to share feedback with reps as appropriate.

6.3.3 At the most appropriate time for the cohort (see section 10.1 for guidance) the following actions will be taken for all undergraduate and postgraduate programmes (including apprenticeships):

- the Programme Leader will co-ordinate the elections of Student Reps as soon as possible during or after induction, with guidance from SUBU's Student Voice & Policy Team;
- the Programme Leader (or equivalent) should ensure that Student Reps are elected by the end of week four. This timeframe is vital to allow time for training of Reps before the first Student:Staff Forums and Programme Management Team meetings;
- Programme Management Teams need to ensure that all Student Reps are made aware of the Essential Training provided by SUBU;
- the Programme Support Officer (or equivalent) should keep records of all elected Student Reps and staff should ensure that their Reps complete the Rep registration form.
- Programme teams should give all Student Reps the key information provided by SUBU and ensure that all Student Reps **register** and complete the Essential Student Reps Training run by SUBU.
- Programme Teams must make SUBU's Student Voice & Policy Team aware of any changes to Student Reps that may occur throughout the year.

6.3.4 SUBU will arrange the election of all Faculty Reps to be in place for the second month of Semester one. Faculty Reps will be requested to support SUBU's Essential Rep Training. They may also be requested by BU staff to assist the election of reps across the Faculty.

6.4 REP TRAINING AND MONITORING

6.4.1 Without training Student Reps cannot perform their roles effectively as there are systems, procedures and resources to understand and use. It is therefore compulsory for all Student Reps to complete the Essential Student Training run by SUBU each year with University involvement.

6.4.2 Faculties should provide general support through at least one member of staff / Deputy Head of Department, for each major Essential Student Reps Training event run by SUBU. These may take place on a weekend. Partner Reps, distance learning and other remote Student Reps should complete online training provided by SUBU's Student Voice & Policy Team. These Programmes should liaise with SUBU beforehand to ensure the training is accurate and reflective of practice at partner colleges, distance learning and remote programmes.

6.4.3 In order for SUBU's Student Voice & Policy Team to monitor Student Reps who have performed their role and duties, the Programme Support Officer will forward meeting attendance details of all Reps at the end of each Semester.

6.4.4 The Deputy Head of Department will be alerted where Programme Teams are concerned that Student Reps may not be fulfilling their role. In this instance, the Programme Team should approach the Rep to explore the situation and if appropriate the Rep may stand down. If this happens, a replacement Rep should be elected and SUBU's Student Voice & Policy Team notified of the new Rep. The new rep must then register as highlighted in point 6.2.3. This process is highlighted in the staff toolkit provided by SUBU, but if required SUBU's Student Voice & Policy Team can be contacted for support through this process.

6.5   REWARD AND RECOGNITION

6.5.1   SUBU will run a central Awards ceremony for engaged students each year; award(s) for Student Reps will be included in this. SUBU will also look to nominate outstanding Student Reps for other appropriate awards.

6.6   STUDENT:STAFF FORUM

6.6.1   Student Reps are expected to attend (attendance of all Reps may depend on cohort size) the Student:Staff Forum (SSF) outlined in Appendix 1. The forums are a collaborative partnership between the programme team and their Student Reps. It is designed to jointly support, facilitate and encourage student engagement in all aspects of quality enhancement and assurance to further improve the student learning experience. The forum's broad remit is as follows:

- allowing staff and student reps to discuss their student experience feedback, to focus on good practice and to solve problems
- forming the basis for the representation of students' views within the programme
- providing further qualitative means of consulting students and gauging their opinion on academic matters and soliciting suggestions for improvements/enhancements
- providing mechanisms for obtaining student feedback and communicating action taken in response to feedback

6.6.2   The forum may discuss any business relating to the overall student experience, student learning or research experience including matters raised by students and matters on which the programme wishes to seek student views. An indicative agenda is included in Appendix 2 to aid the discussion. Discussions should be open, honest, student-led, and focussed on the academic programme. The following topics are typical, but not an exhaustive list, of items that might be discussed at these fora:

- Student support mechanisms for the programme (e.g. Personal Tutors , learning resources, Brightspace)
- Cohort identity, culture and inclusivity
- Learning and teaching provision (e.g. supervisors, assessment and feedback, programme content and developments)
- Feeding into, and discussing outcomes of, student surveys and programme evaluations.

6.6.3   Whilst unit-specific issues may be raised under these headings, it is normally expected that any queries will also be raised directly with the Unit Leader in question, before being brought to the forum.

6.6.4   Student Reps will be trained on how to use SimOn. All reps should request a Programme Report from SUBU's Student Voice & Policy Team prior to an SSF, and complete a summary sheet that highlights the key feedback that should be addressed at this meeting. This facilitates the tracking of issues at other relevant committees

6.7   PROGRAMME MANAGEMENT TEAM MEETING

6.7.1   In order to facilitate the communications between groups, Student Reps are invited to attend Programme Management Team (PMT) meetings to represent the discussion at the SSF. A Student Rep may be asked to attend the PMT to discuss issues to be escalated from SSF. A record of actions will be shared with the Programme Management Team and reported onwards (to Department Committees and Faculty Education Committees) where relevant. Student Reps may also be invited to attend other BU and SUBU meetings or internal and external review processes to provide views on the student experience.

6.7.2   Programme Management Teams and Department Committees are expected to report progress of actions/outcomes back to the SSFs and Student Reps, in a way that is agreed between committees and reps. It is anticipated that student voice activity is recorded within the AMER as an ongoing action plan.

6.8   DEPARTMENT COMMITTEE

6.8.1   The Department Committee has oversight of planning, co-ordination, and the effective development of research, knowledge exchange, professional practice and education within the Department. In undertaking this activity the Committee will consider and act upon student representative feedback, reports from the Students' Union and any issues emerging from SSFs run within the Department. It is expected that Department Reps would normally be invited to attend the department committee meeting.

Whenever possible, two undergraduate Department Reps, one postgraduate Department Rep and where applicable one postgraduate research Rep would be in attendance at each committee meeting.

6.9 FACULTY EDUCATION COMMITTEE

6.9.1 Faculty Education Committee are responsible for the maintenance of academic standards and quality as well monitoring and enhancing the student experience. In undertaking this activity the Committee will review and monitor the student experience at Faculty level and consider and act upon student feedback arising through student feedback mechanisms. A maximum of three Faculty reps will be appointed to attend these meetings.

6.10 EDUCATION COMMITTEE

6.10.1 Education Committee is responsible on behalf of Senate for setting and maintaining the academic standards of University awards, and for monitoring and enhancing the overall student experience. The Committee fulfils this function by reviewing and monitoring the student experience, maintaining oversight of student representation mechanisms and considering and acting upon student feedback. A maximum of four Faculty Reps (one per faculty) are appointed to attend these meetings.

6.11 ADDITIONAL SUBU RESPONSIBILITIES

6.11.1 SUBU will collate the Student Rep SimOn feedback three times during the academic year, producing Faculty and Institution Summary Reports to highlight key trends from student feedback. Summary Reports are provided to the Faculty Education Committee and Education Committee.

6.11.2 SUBU will liaise regularly with Associate Dean Student Experience/Deputy Heads of Department and other appropriate Faculty staff in order to support the development of the Student Rep system in each Faculty. SUBU's Student Voice & Policy Team also share monthly SimOn datasets with Associate Dean Student Experience/Deputy Heads of Department and other appropriate Faculty staff.

6.11.3 SUBU will use evidence-based research from Student Reps,to raise issues of a broader nature with the University in order to help improve the wider student experience at BU.

6.11.4 SUBU will run the *'You're Brilliant!'* award scheme.

6.12 SUPPORT FROM FACULTY TEAMS

6.12.1 All Faculties are required to identify appropriate senior-level academic support for student engagement and feedback to specifically focus on supporting Student Reps and overseeing student feedback processes within the Faculty. The Associate Dean Student Experience/ working in partnership with Deputy Heads of Department), will work closely with SUBU, Student Reps and staff within the Faculty to ensure effective implementation of methods for receiving and responding to student feedback.

7 STUDENT PARTICIPATION IN QUALITY AND ENHANCEMENT ACTIVITIES

7.1 Committees and meetings

7.1.1 The University aims to offer students the opportunity to participate and engage in quality and enhancement activities both at Faculty and University level. The student body is represented at key University bodies and activities including: Senate, Education Committee, Faculty Education Committee, Student:Staff Forums, Programme reviews, Partner Reviews and equivalent committees and activities at partners (e.g. HE Student Councils/Forums). Where student feedback is considered at committees, it is preferable for this to be discussed earlier in the agenda to allow time for useful discussion. In addition to these, students attend meetings with External Examiners and professional bodies and other meetings which occur in relation to programme management.

General

8   REFERENCES AND FURTHER INFORMATION

8.1 *The UK Quality Code for Higher Education*

8.2   *Quality Code - Student Engagement*

8.3   This policy was reviewed according to the University's *Equality Analysis Procedure* in May 2014.

9   APPENDICES

Appendix 1:   Student:Staff Forum Terms of Reference
Appendix 2:   Student:Staff Forum Indicative Agenda

Appendix 1

STUDENT:STAFF FORUM - TERMS OF REFERENCE

Purpose	Programme level Student:Staff Forum (SSFs) are responsible to the relevant Programme Team Meeting; considering their views on the academic quality of the programme (including apprenticeships); seeking views on strengths, areas for improvement and responding to issues raised.
Main responsibilities	1. To provide a two-way channel of communication between staff and all sections of the student cohort about all aspects of the student learning experience. 2. To actively seek views from Student Reps on strengths of the programme and areas for changes. Topics may include but are not limited to: • Learning and teaching provision and supervision • Assessment undertaken and feedback provided • Content and quality of academic programmes and/or units of study • Support structures for enhancing learning opportunities • Learning resource, facilities and events. • For apprentices, quality of on- and off-the-job learning, preparation for the workplace and the overall apprenticeship experience. 3. To provide feedback and updates to Student Reps and all sections of the student cohort on the work it is undertaking and the issues it has discussed. 4. To consider the outcomes of student surveys, employer surveys (for apprenticeships), programme evaluations, annual monitoring and any action plans arising from these activities. 5. To identify and seek timely response to any wider Departmental, Faculty or BU developments that impact on the student learning experience. 6. To advise the Department, Faculty and the University on the effectiveness of mechanisms in place for making sure the student voice is heard and responded to.
Duration	Permanent
Chair	Appointed by the Head of Department and the arrangements reported to Faculty Education Committee on an annual basis. In most cases the Chair would normally be the Programme Leader or Deputy Head of Department.
Membership	All student representatives; Programme Leader or nominee; Level Leaders (or Programme Coordinators) Deputy Head of Department Programme Support Officer
Usual Number of Meetings	Minimum of two meetings per semester year.
Reporting Line	Programme Team Meeting; noted at Department Committee Meeting and Faculty Education Committee as appropriate.

STUDENT:STAFF FORUM OPERATING PRINCIPLES
Broad principles for the operation of the forum include:

- Personal matters relating to individual students or members of staff should not be discussed. Equally unit-specific issues should be raised with the relevant Unit Leader first. However, members of the forum should be reminded of alternative mechanisms through which such matters can be raised.
- Student Reps should normally make up the majority of the forum.
- Programme Leaders are encouraged to provide a short, supplementary induction, providing a brief explanation of the forum's remit, how it operates, and the Rep's role on the forum and introducing all members to their roles.
- Student Reps might not be familiar with some of the commonly used jargon and acronyms and staff should try to avoid these where possible. Often a glossary of terms specific to the subject area can be helpful.
- All members of the forum should be encouraged to ask questions about anything that they do not understand.
- Meetings should be conducted in such a way as to give all members a reasonable opportunity to present their views.
- The Head of Department and Deputy Head of Department have responsibility for ensuring all Programme Leaders (PLs) have engaged with, and understood, the remit of the SSFs and for ensuring PLs implement these in the first semester of the academic year. The approach being taken by the department should be formally reported to the first Faculty Education Committee of each academic year.
- Student:staff forums are not a formal component of the Senate's deliberative structure. Rather they offer an informal, meaningful and personalised way for the Student Voice to be heard and, where relevant, acted upon. They provide an important and accessible forum for co-creation and the joint development of programmes and the student experience; they also provide a pathway for student representatives for active co-creation and input into programme decisions as well as influencing Departmental Committees—it is thus important that both relevant staff and student reps actively engage with forums.

Responsibilities of **student representatives** invited to the forum include:

- To make themselves known to the students they are representing and the academic staff on the forum.
- To gauge the views of students in their cohort (using the tool provided to them by SUBU, currently SimOn), and present those representative views clearly at the forum.
- To agree, in conjunction with the Programme Leader, a mechanism for feeding back items discussed and actions taken.
- To relay agreed action back to students in timely and agreed upon manner;
- To read or view the Forum's summary and ensure any agreed actions are followed up promptly.
- To alert the Chair of any issues that are not appropriately addressed.

Staff representatives on forums are responsible for promoting discussion of forthcoming developments in the programme; for responding to the issues raised, and engaging with the ideas and suggestions brought forward by student representatives; and for reporting back on actions undertaken as a result of previous discussions. Student engagement will only be developed and sustained if students feel that action is being taken on, or consideration is being given to, the feedback and suggestions they have provided.

The Programme Leader is responsible for ensuring that a video or written note of actions taken following the last meeting is recorded in a timely manner and for ensuring it is made available to play or read to the entire cohort at the next suitable opportunity (and placed on Brightspace). It is expected that the record will be created and that action taken in response to feedback will be issued within 48 hours of the forum taking place. It is recognised that the University or partner organisations cannot always act on every aspect of student feedback, but students should be made aware of the potential limitations to action, and where it has been necessary to escalate the issue to a higher committee.

Appendix 2

STUDENT:STAFF FORUM - INDICATIVE AGENDA

1. Welcome & Introductions

2. Actions:progress update from staff on student feedback from previous meeting(s) – (recorded on AMER)

3. Student Representatives present student feedback (SimOn)

4. Agree actions arising from Student Rep feedback and how these will be progressed (eg SSF actions or refered to Programme Management Team (PMT)/Department Committee/Faculty Education Committee) – recorded on AMER

5. Agree Student Reps to attend the next PMT

6. Student experience topics for discussion (Items on which the Faculty are seeking student opinion/ feedback) – recorded on AMER