

Student Engagement Policy

Document Summary

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1. Policy Statement and Principles

The City College is committed to a student-centric approach, involving students as active partners in all aspects of their educational experience. We recognise that student engagement is crucial for promoting motivation, enhancing learning, and improving retention and progression.

Our approach is guided by the Quality Assurance Agency (QAA) UK Quality Code, which defines two key forms of engagement:

- Engagement in Learning: Encouraging students to take ownership of their learning and develop independence.
- Engagement in Quality Assurance: Involving students in processes that lead to the continuous enhancement of their academic experience.

We believe that involving students as partners will lead to a better quality of education and support for all.

2. Mechanisms for Student Engagement

We provide a variety of formal and informal mechanisms for students to share their views and contribute to the quality of the college.

Student Representation:

- The Student-Staff Liaison Committee (SSLC), which includes student representatives and senior staff, meets regularly to discuss and review all aspects of the student experience.
- Student representatives are elected to act as a key communication channel between the student body and college management.

Direct Feedback Channels:

- Ongoing informal interaction with academic and support staff through our 'open door' policy.
- Formal feedback via unit and course-level evaluations.
- Student surveys, including internal surveys and any external surveys relevant to the sector.

Formal Procedures:

- Our complaints and appeals procedures, which provide a formal channel for students to raise concerns.
- Tutorials and end-of-year reviews, which provide opportunities for individual feedback.

Closing the Loop:

We are committed to transparently communicating how student feedback has been used to drive improvements. This is done through our "You Said, We Did" initiative, with updates shared via our virtual learning environment (VLE) and at SSLC meetings.

3. Roles and Responsibilities

Students are encouraged to actively participate in class, provide constructive feedback, and engage with the mechanisms for student representation and feedback.

The College is responsible for establishing effective engagement mechanisms, listening to student feedback, and acting upon it to continuously enhance the quality of our academic provision.

Staff are responsible for encouraging student participation, fostering an open environment for feedback, and ensuring that student views are heard and recorded.