Student Engagement Policy

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Scope of policy (audience):	Staff, Students, Applicants
Policyholder:	HE Registrar
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Alternative formats:	Audio, large font – on request

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Introduction

Leeds Conservatoire and its Students' Union are committed to working together to assure and enhance the quality of its education provision. This includes a coherent and systematic approach to student representation at all levels within the conservatoire.

The purpose of the Student Engagement Policy is to ensure that student engagement activities are implemented consistently across the conservatoire and that students are active partners in their learning and in defining the academic and strategic direction of the conservatoire.

The conservatoire encourages the views of students, individually and collectively, in informing quality systems with the purpose of improving the student educational experience both for current and future cohorts. The delivery and development of all aspects of the student educational experience can be positively influenced by student engagement.

The conservatoire has a firm commitment to:

- Ensuring that its processes for engaging with students allow sufficient opportunity for students to provide feedback;
- Providing mechanisms for the management of quality and standards through student engagement and partnership;
- Providing all students with the opportunity to make their views on their educational experience known to the conservatoire, and that these opportunities are made known to students;
- Considering and acting on feedback from students;
- Informing students of what we have done in response to feedback;
- Ensuring that processes for engaging with students do not make disproportionate demands on the time of students and staff;
- Identifying opportunities for enhancement of the learning experience

Equality Impact Assessment Information

This policy will be implemented in accordance with the conservatoire's Equality, Diversity and Inclusion Policy and with consideration of student engagement guidelines set out by the University of Hull and where appropriate, the QAA Quality Code.

Definitions

- N/A

Policy

1. Principles

1.1 Leeds Conservatoire will engage with students in the design and implementation of its quality assurance and enhancement mechanisms, including:

- Curriculum development, consultation where appropriate, review and evaluation;
- Student representation;
- Student-staff committees;

- Surveys;
- Annual programme monitoring;
- Review and evaluation of support services;
- Periodic review;
- Committees and working groups with student involvement and/or representation.

2. Curriculum development, approval, review and evaluation

2.1 Student consultation on the development and approval of new programmes of study and changes to student-facing policies and regulations will take place via focus groups and representation on deliberative committees.

3. Student Representation

3.1 Leeds Conservatoire has a constituted Students' Union with a sabbatical President and officers elected by the student body. The Students' Union is supported by the conservatoire.

3.2 The conservatoire has a system of course representatives and ensures that they are appointed through fair and transparent means. This is overseen by Student Services.

3.3 The conservatoire ensures that student representatives are provided with the appropriate handbook, training, guidance and support.

3.4 Student representatives provide a link between staff and students and represent the collective voice of students within their group at appropriate internal and external meetings, e.g. with quality assurance and validating bodies.

3.5 The conservatoire has student ambassador schemes; whereby current students work in partnership with the conservatoire to facilitate outreach and other activities for potential or new students.

4. Student-staff committees

4.1 Leeds Conservatoire has a Student-Staff Forum which meets termly to discuss all aspects of the student experience. All course representatives are invited to attend. Minutes and updates are posted on the VLE.

4.2 Interim informal meetings are held between course representatives and the Course/Curriculum Leader.

5. Surveys

5.1 The Student Survey Policy governs how student opinion surveys are conducted within the conservatoire.

5.2 The conservatoire conducts student surveys on all aspects of the student experience and acts on the findings. Findings and actions are reported to the relevant departments and students as appropriate, and may be passed to the quality assurance and enhancement committees.

5.3 External surveys include: National Student Survey, DLHE.

5.4 Internal surveys include: Module Evaluation Questionnaires, Registration and Induction Survey.

6. Annual programme monitoring

6.1 Students are consulted during the preparation of Annual Monitoring Reports, and in the consideration of External Examiner reports.

7. Review and evaluation of support services

7.1 Surveys and student-staff committees include opportunities for students to give feedback on support services, e.g. Library services.

7.2 Where specific evaluation is needed, additional surveys and/or focus groups are commissioned.

8. Periodic review

8.1 Student engagement with periodic review is carried out in line with the requirements of the validating body.

9. Committees and working groups with student involvement and/or representation

9.1 Students have formal membership of deliberative committees as specified in the Terms of Reference.

9.2 At Leeds College of Music, representatives are drawn from the Students' Union Executive.

10.Response to student feedback

10.1 Actions taken in response to student feedback are reported back to students via You Said, We Did and via student representation on quality committees and at the Student-Staff Forum.

11.Enhancement of Teaching and Learning

11.1 Consideration of student feedback at quality assurance and enhancement committees enables identification of enhancement opportunities linked to student feedback.

12.Staff Development and Training

12.1 All staff associated with student engagement will be given appropriate training and development.

13. Monitoring and Review

13.1 The conservatoire will regularly monitor and review this policy and its associated procedures to assess the effectiveness of its implementation and outcomes.

Responsibilities

Quality Team will be responsible for:
- Co-ordinating student consultation on curriculum development, approval, review and evaluation.

Heads of Schools will be responsible for:
- Reviewing and evaluating the support provided to students throughout their studies in line with student feedback.

Head of Student Support and Wellbeing will be responsible for:
- Co-ordinating the conservatoire's course representatives system.
- Ensuring the fairness and equity of student elections.

Students' Union will be responsible for:
- Providing student representatives with appropriate training, guidance and support.
- Facilitating Student-Staff Forum meetings and producing and distributing minutes for these meetings.

HE Registry will be responsible for:
- Overseeing the consultation and engagement of students in annual programme monitoring and periodic review.
- Co-ordinating internal and external surveys and distributing data and actions as appropriate.
- Ensuring student representation at appropriate internal and external meetings as specified in their Terms of Reference.

Breach of Policy

Students are entitled to make a formal complaint via the conservatoire's Student Complaints Policy if they feel the conservatoire has not complied with the Student Engagement Policy and its responsibility to provide formal opportunities for student engagement in the assurance and enhancement of the quality of Higher Education provision at Leeds Conservatoire.