



Arrangements for Obtaining the Views of Staff & Students

Policy Area: Governance

Policy Lead: Director of Governance

Approval By: Board

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1. Introduction

- 1.1. The college's Instrument & Articles of Government require the publication of arrangements for consulting with students and staff at the college. This is particularly with regards to the determination and periodic review of the educational character and mission of the college, as well as the oversight of its activities.
- 1.2. The statement below has been considered and approved by the Director of Governance, Director of People and Assistant Principal – Student Experience as an accurate reflection. This procedure is published within the [Governance area of the college website](#) and on the intranet.

2. Students

- 2.1. The College's [Student Voice Strategy 2022-25](#) underpins its commitment to ensuring that student voice is at the heart of the college's quality assurance and decision-making processes, and is central to providing an exceptional student experience.
- 2.2. Students are consulted in the following ways:
 - Student surveys carried out by the college
 - Learning walks and lesson observations
 - Student representative feedback via Student Councils and curriculum feedback meetings, including virtual forums
 - Student Governors
- 2.3. The college engages with HE students through feedback received as part of the National Student Survey, as well as involvement in the above activities.
- 2.4. Feedback from students feeds into the college's quality assurance and review processes into the Self-Assessment Report (SAR) and the Quality Improvement Plan (QIP).
- 2.5. Feedback to the students is given via a '*You Said, We Did*' campaign and all decisions are explained to them.

3. Staff

- 3.1. The college seeks to obtain the views of staff through the following mechanisms:
 - Think Tanks
 - Joint Consultative Committee (JCC)
 - Staff community network groups
 - Pulse and staff surveys (MyOpinion) at regular intervals as agreed by the Executive team.
 - Intranet (polls/pulse surveys)
 - MyReview (continuous appraisal process) – team meetings & Check-Ins
 - MS Teams channels
 - Open door policy for the Executive team
 - College committees
 - Staff Governors
 - Project groups

4. Staff & Student Governors

- 4.1. As per the [Standing Orders](#), up to three Student Governors and up to three Staff Governors may be elected to the Board, and play a full part in the business of the Corporation.
- 4.2. Student voice supports the facilitation of two-way communications between Board and students to assist the Curriculum, Skills & Quality Committee (as well as the Board) with exploring and understanding the needs and aspirations of students, thus keeping their voice at the heart of Board decision making.
- 4.3. Staff voice also provides an important mechanism for feedback, policy development and issue resolution as well as the ongoing evolution of the culture and values of the college. Staff survey results (MyOpinion) are presented to the Resources, Culture & Impact Committee, as well as relevant pulse survey results. Additionally, key messages from termly staff Think Tanks are shared, with priority focus on issues associated with recruitment, retention and staff morale.
- 4.4. Both Staff and Student Governors are actively encouraged to shape and influence the strategic direction of the college. They are supported through a comprehensive induction on appointment to the Board, ensuring clarity on their specific roles and responsibilities. Additionally, Staff and Student Governors participate in role specific networking forums and briefings led by the Association of Colleges (AoC) and the Education & Training Foundation (ETF), to support their ongoing learning and development.
- 4.5. Further to a recent review of Board and Committee effectiveness, leveraging insights from both staff and student voice continues to be a priority focus area, as detailed within the 2024-25 Governance Improvement Plan. As such, a specific action focused on the staff/student experience and the impact on decision making, continues to be overseen by the Board. This has resulted in various procedural enhancements, including regular Staff and Student Governor update reports to the Board and the inclusion of a specific 'Student Impact' section within cover sheets for all Board and Committee papers.