



University of Northampton International College CPR QS8: Student Engagement and Representation Version 1.1

1. Introduction

This document sets out the **UNIC** policy and procedures for the formal engagement of students

Student Engagement is central to the vision, mission and operations of Navitas and its network of colleges. The encouragement of students as 'active' partners in their learning and in the systems and processes that influence their learning is considered fundamental to the development of mature learning approaches and life skills. It is the measured opinion of students, the 'student voice', that is essential to ensuring that the learning, teaching and assessment strategies, plans, people and operations are effective, reflective and appropriate.

2 Scope

This document covers information provided to students, student representation, and student surveys. The processes will apply in all Navitas UK Colleges.

3. Student Information

3.1 Responsibility for accuracy and completeness of information available to students is that of the College Director/Principal. All material in the public domain must comply with the Navitas brand requirements.

3.2 A set of consistent information about Navitas, Navitas UK, the College and the Partner University is available in the public domain for potential students, students and alumni. This information is provided in the form of a College prospectus/brochure, College flyers, and a College website.

(ii) College website content and updates must be approved by appropriate Navitas marketing staff and the Partner University marketing nominee, before it goes live, to check factual accuracy and alignment with publicity protocols.

3.3 College brochure content undergoes review and approval by appropriate Navitas marketing staff and the Partner University marketing nominee prior to printing.

3.4 Pre-enrolment Information

3.5.1 Prospective students who meet the entry criteria will be supplied with an Offer Pack which includes an Offer of Admission and an Acceptance of Admission Form . The

latter details the pathway stages of study and makes explicit the regulations which apply at the College and partner University. Supplementary documents are appended to the Offer Pack providing information about:

- airport pick up services and costs
- accommodation provision, cost and application form
- student insurance
- Information for parents and legal guardians concerning arrangements under Tier 4 and UK law for students under the age of 18 years at the time of proposed enrolment.

3.5.2 Once a student has been passed through the College verification process he/she is issued with a Provisional CAS Statement (PCAS). The PCAS allows a student to check that the information held by the College and which will be supplied to the UKBA, to support assignment of a CAS number for a Tier 4 Student (General) visa application, is correct and complete. Guidance on the visa process and a Pre-Departure Guide are also attached along with insurance documents (where purchased). Supplementary information concerning student travel to the UK, accommodation and any other helpful information may be attached.

4 Student Representation

4.1 Students are formally represented in three College bodies: the Student Forum, the Learning and Teaching Board and the College Enhancement Team. In addition to these college bodies, students also have representatives at the Academic and Operational Advisory governance meetings. Student membership of these bodies provides an opportunity for students, in the case of the Student Forum, to raise issues of immediate concern related to their study experience, and in the case of the College Enhancement Team, to be involved in the substantive development and enhancement of the College student experience.

4.2 Student Forum

4.2.1 Each Navitas College establishes a Student Forum to provide an opportunity for the student body to raise day-to-day issues on any matter related to their present studies. This mechanism provides important feedback to the College, partner University and Navitas UK to be considered as part of periodic reports and annual monitoring.

4.2.2 Membership of the Student Forum is as follows:

Chair - student president

All student representatives.

CDP

DASS

MSS

4.2.3 The Student Forum brings issues for consideration to the College Learning and Teaching Board.

4.3 College Enhancement

4.3.1 Each College establishes a College Enhancement Team (CET)

4.4 The role of the 'Student Representative'

4.4.1 Student Representatives play a key role in providing observations, through listening to and collecting the views of their fellow students, on all aspects of the student experience. Student representatives must keep their own views aside and gather collective views, both positive and identifying areas for improvement. Student Representatives should not

just be presenting the complaints, problems, and issues of their fellow students, but also contribute positive and constructive feedback from students to the College, including what works, what has been valuable or enjoyable, and what should be repeated or built on in the future. The aim is to provide an environment where students feel encouraged to contribute to the development and enhancement of their learning experience. An essential aspect of the student's learning and teaching experience at UNIC is the existence of input and feedback processes through which students can evaluate and impact their learning experience. One of the key ways in which students can have an impact on their learning and teaching experience is through participation as Student Representatives.

4.4.2 Student Representatives will play a significant role in 'buddying' students who are late starting their study programme and will actively seek to support all students within their class group to interact with each other. In this way Student Representatives will support the creation of an effective learning environment.

4.4.3 Student representatives on the College Enhancement Team and Learning and Teaching Board will be involved in discussions about the ways in which the College will develop and improve so as to enhance the student experience. In this way they will have direct influence over new policy and strategy, and quality assurance.

4.4.4 Student representatives will:

- actively seek out and represent the views of all the students they represent about their studies and their broader experience of the College;
- actively encourage all students within their class group to engage in feedback processes such as completion of surveys;
- help ensure that the student perspective is considered in all decisions and developments relating to the student experience;
- endeavor to keep the students they represent informed on the outcomes of staff and student discussions, that is close the feedback loop by communicating information back to the student body;
- let the student body know what action has been promised in line with their feedback;
- use efficient and effective communication channels to contact students, e.g. notice boards, social media and email.
- attend all mandatory training to ensure that they are prepared for the role;
- participate in meetings and other related activities to ensure student representation consistently resulting in a strong and influential student voice.

4.5 Election of Student Representatives

4.5.1 Student representatives are elected by their peers in an election process based on the principles of fairness, openness and transparency which will take place within the first four weeks of the semester.

4.5.2 The term of office of a Student Representative will be the duration of one semester. If a Student Representative wishes to continue in the role he/she will require to self-nominate and stand for re-election.

4.5.3 UNIC Student Services staff will actively promote the role of the Student Representative and ensure that all students are aware of the opportunity to be elected as a Student Representative. Emphasis will be placed on highlighting the importance of the role and of the time needed to undertake the role effectively.

4.5.4 Students wishing to stand as a Student Representative will self-nominate; where there are more than two nominees selection for each individual class group will be decided by election. Every student within a class group will have an opportunity to vote for their preferred candidate. The election will be managed and overseen by the Student Services staff and the results communicated to all students by email and social media.

4.5.5 There should be at least two Student Representatives from each class group. In exceptional circumstances a third Student Representative may be elected. For example,

where a particularly large cohort exists, or an equal number of votes is cast for two candidates who have 'tied' in second place.

4.5.6 A Student President will be elected from the body of Student Representatives. The Student Representatives will be eligible to self-nominate to stand for election. Student Representatives will vote to elect the Student President.

4.5.7 The Student President will lead the Student Representatives and be a key figure head. The Student President will chair the Student Forum and attend events thus representing the student body.

4.5.8 The term of office of the Student President will be the duration of one semester. If the Student President wishes to continue in the role he/she will require to self-nominate and stand for re-election.

5 Student Surveys

5.1 There are four types of student survey: Module Surveys, College Surveys, Navitas Student Satisfaction Surveys, International Student Barometer Survey.

5.2 Module Surveys.

Module surveys are undertaken in week 10 of the semester each time a module is run. A standard template is used to ensure a consistent approach across the Navitas College network, but individual colleges may amend the template, within prescribed limits, to suit their learning environment and needs. The template can be found in Appendix A.

5.3 Navitas Ltd Survey

Navitas Ltd requires that all students in Navitas Colleges across the world participate in an annual student satisfaction survey over the UK summer-autumn period which is administered on-line using Survey Monkey. The results of these surveys are collated by Navitas Ltd and distributed to colleges across the world for consideration and review.

5.4 International Student Barometer Survey

The International Student Barometer (ISB) survey is held every two years and participation in the ISB survey is a Navitas Ltd requirement. It allows the Navitas student experience to be benchmarked against other provision internationally.

5.5 College Student Surveys

Colleges may conduct surveys of student opinion for their own local purposes on an *ad hoc* basis.

5.6 Consideration of survey outcomes.

5.6.1 Key issues arising from student surveys are identified in College Learning and Teaching Boards and at the CEC, and an action plan prepared. This is then shared with students through the College Student Forum. Progress with the action plan is included in academic reports to AAC, and in annual college reports to the **Academic Registry**. Colleges publish the outcomes of surveys and actions taken to address issues typically through the student portal and/or through posters.

5.6.2 Module survey outcomes inform annual monitoring reports.

5.6.3 The Navitas Learning and Teaching Committee reviews the results from all student surveys and considers areas for improvement as well as implementing enhancement activities.