



KMS 109 Student Engagement Policy & Procedure

University Centre Kingston Maurward

Higher Education

Authority:

The 'HE Student Engagement Policy and Procedure' is approved by the Higher Education Academic Board in accordance with the Corporation's Standing Orders. It applies across all the academic activities of the University Centre Kingston Maurward.

Alternative Formats:

If you require this document in an alternative format, please use the following contact information: enquiries@kmc.ac.uk

Contents

Authority:	1
Alternative Formats:	1
1 Introduction & Purpose	3
2 Scope	3
3 Policy Statement	4
4 Principles for Student Engagement	5
Alignment with the UK Quality Code for Higher Education	5
Alignment with Partner Institutions	6
5 Procedures for Student Engagement	6
Context	6
Mechanisms	7
6 Student Engagement Roles and Responsibilities	8
University Centre Kingston Maurward	8
Students	8
Student Representatives by Programme Year	9
Higher Education Academic Board (HEAB)	10
Student Engagement Group (SEG)	11
Head of Higher Education	11
Head of Programme	12
Programme Leaders and Tutors	12
Board of Governors	13
Senior Management Team	13
Professional Services Managers	13
7 Appointment of Student Representatives	14
Student Representatives	14
Training of Student Representatives	14
8 Institutional Responsibility for Policy	15
9 Document Management, Approvals & Review:	16
10 Related Documents	17

1 Introduction & Purpose

- 1.1 Student engagement is the process of taking deliberate and positive steps to empower students to shape their learning experience and environment.
- 1.2 University Centre Kingston Maurward (UCKM) recognises that the views of students, individually and collectively, should be embraced by the Centre with the purpose of improving the educational experience for both current and future cohorts.
- 1.3 The purpose of this document is to set out our Higher Education (HE) engagement process and how these procedures can inform our quality systems and continually improve our relationship with our HE Students.

2 Scope

- 2.1 This information is relevant to all UCKM Higher Education students (you) and staff (academic and support) involved in the delivery or support of higher education programmes.
- 2.2 This Policy outlines how you can participate both formally and informally in the quality assurance and quality enhancement processes throughout your time at UCKM.
- 2.3 There are many aspects of the educational journey where you can offer insight. These include (but are not limited to):
 - application and admission
 - induction and transition into higher education
 - programme and curriculum design, delivery, and organisation
 - curriculum content
 - teaching delivery
 - learning opportunities and resources

- assessment
- student support and guidance

3 Policy Statement

3.1 The student voice is important in shaping the current and future Higher Education experience at UCKM.

3.2 All HE students (you) studying at UCKM will have a variety of opportunities and routes to making yourselves heard and sharing your views, opinions, and ideas. How you can do this is shared with you at Induction and regularly promoted throughout your period of study.

3.3 Student engagement in the academic governance of UCKM will be supported through formal student representation at UCKM committees, including the Higher Education Academic Board (HEAB). There is a Student Governor position on the Board of Governors, which may be filled either from the Further Education or Higher Education student body.

3.4 We are committed to:

- Encouraging active student participation in University Centre Kingston Maurward quality systems, including using individual and collective feedback from students.
- Implementing transparent mechanisms for the nomination and election of Programme Representatives.
- Providing induction and on-going support for students appropriate to their quality assurance roles.
- Providing opportunities for formal student representation at UCKM committees, including the Higher Education Academic Board and Board of Governors.
- Sharing and acting upon student feedback.

4 Principles for Student Engagement

Alignment with the UK Quality Code for Higher Education

- 4.1 This policy is intended to align with the Quality Assurance Agency (QAA) [Guidance on Student Engagement](#).
- 4.2 The guidance provides seven guiding principles for student engagement in higher education which “actively engages students, individually and collectively, in the quality of their educational experience”. The principles are:
1. Student engagement through partnership working is integral to the culture of higher education, however and wherever provision is delivered - student engagement is led strategically, but widely owned.
 2. Higher education providers, in partnership with their student body, define, promote, monitor, and evaluate the range of opportunities to enable all students to engage in quality assurance and enhancement processes.
 3. Effective student engagement supports enhancements, innovation and transformation in the community within and outside the provider, driving improvements to the experience of students.
 4. Arrangements exist for effective representation of the collective student voice at all organisational levels including decision-making bodies.
 5. Providers recognise and respond to the diversity of their student body in the design and delivery of student engagement, partnership working and representation processes.
 6. Student engagement and representation processes are adequately resourced and supported.

7. Providers work in partnership with the student body to close the feedback loop.
- 4.3 These provide the core of our Engagement Policy and are referenced further below.

Alignment with Partner Institutions

- 4.4 The UCKM policy takes into account the policies, procedures, and protocols of our awarding bodies. This seeks to ensure that this policy aligns with and/or complements their processes and expectations.

5 Procedures for Student Engagement

- 5.1 The purpose of student engagement at UCKM is to enhance the student experience through improving our provision of higher education. Student engagement with our quality and assurance processes will include both active and passive evidence gathering.

Context

- 5.2 University Centre Kingston Maurward is a part of Kingston Maurward College and operates in concert with the College. The College is a relatively small semi-rural institution. The number of HE students is low but is planned to grow substantially over the next five years.
- 5.3 At present the College has restricted numbers of resident students with the majority of HE participants coming into the college on a daily basis. As a result, the college has not yet developed the critical student mass or “out of teaching hours” activity profile to support a conventional student union. While such a union would be welcomed it is unlikely to be founded within the next three to five-year planning cycle. In consequence the role of the student union in student engagement is vacant and therefore additional emphasis is placed on programme and module representatives within the UCKM system.

Mechanisms

- 5.4 There are several ways in which UCKM connects with students and obtains feedback through the year. These include:
- Surveys (both National and Internal)
 - National Student Survey (NSS) for final year students
 - Graduate Outcomes Survey
 - Internal – HE entry survey for new entrants
 - Internal - Student Unit Evaluation (SUE) for each semester
 - HE Student Programme Representatives
 - Meetings of the Student Engagement Group (Student rep meetings)
 - HE Student Consultations and ad-hoc focus groups
 - Programme and Module reviews
 - Personal Tutorials
 - Representation on College Committees
- 5.5 Additional Surveys may be undertaken in response to national requirements or specific internal issues.
- 5.6 Feedback from students is regularly considered by the Programme Boards, the Student Engagement Group (SEG) and Higher Education Academic Board. Feedback on actions taken is provided via the Head of HE. In addition to the regularly timetabled student engagement group meetings, students can request a focus group if they feel that a particular problem exists. The focus group can be requested either through the Programme Leader (for programme specific issues), the Head of HE (for wider issues) or via student representatives at the SEG.
- 5.7 Curriculum areas and Student Support services will consider student feedback and put in place appropriate actions as soon as

practicable. In addition, the SEG will review actions in regular meetings to make changes throughout the year. Where necessary, the student feedback, our responses and resulting actions will be captured in the annual action plan within the Quality Improvement Plan (QIP) as part of the quality cycle.

6 Student Engagement Roles and Responsibilities

University Centre Kingston Maurward

- 6.1 University Centre Kingston Maurward is responsible for ensuring there are clear procedures in place and that students are well informed about the opportunities these present for making their voice heard; enabling HE students to engage with and inform the enhancement of their experience.
- 6.2 UCKM sees this engagement as an essential part of its inclusive mission (to “Inspire Challenge and Care”). It also takes the QAA UK [Quality Code for HE](#) as a key reference point for the quality management and enhancement of its higher education provision (above). This benchmark is used by external agency reviews.
- 6.3 It should also be noted that effective student engagement is a requirement of UCKM university partnership agreements and is further subject to periodic oversight by those partners.

Students

- 6.4 All Higher Education students are responsible for actively participating in the representative process by electing representatives and providing feedback in line with the procedures described within this policy and/or that of their affiliated awarding body.
- 6.5 In the absence of a student union it is the responsibility of students to ensure proper day-to-day representation through their programme

year representatives (below). Support for the election of student representatives will be provided (below).

- 6.6 Where the entire student body is consulted – for example during national surveys - it is essential that students take the opportunity to participate. Where appropriate tutors will allocate space and time for students to undertake questionnaires etc.
- 6.7 Individual students can also make their views known informally through the tutorial system (below).

Student Representatives by Programme Year

- 6.8 The student representatives are elected by the year cohort of each programme. The number of representatives reflects the number of years of the programme.
- 6.9 Tutors will provide time in academic sessions at the start of the academic year for students to undertake discussion and to carry out the elections. Tutors will convene the session and given an outline of the system but will absent themselves from the session during the actual election process.
- 6.10 Student Programme Year Representatives are expected to:
- Act as a clear voice for their fellow students on the Programme and to that end they must widely canvas the opinions of their fellow students.
 - Meet regularly with the other Programme Representatives to share views via Student Representative Meetings.
 - Attend meetings of the Student Engagement Group with the Head of Higher Education.
 - Provide two-way feedback to fellow students and UCKM staff.

6.11 In addition to the Student Engagement Group, Student representatives also serve on a variety of other academic committees, management groups and internal bodies. The Programme Representatives will decide on the distribution of these roles at the first Student Engagement Group meeting of the academic year.

Higher Education Academic Board (HEAB)

6.12 The Higher Education Academic Board includes the Head of Higher Education, the Programme Leads for each of the HE Programmes, the Registrar (or person acting in that capacity), a student representative and other persons as required by the agenda. This can include the invitation of additional student representatives if required.

6.13 The Higher Education Academic Board effectively leads on HE Student Engagement and has responsibility for:

- Formulation and review of the policy in consultation with the student representatives.
- Accepting reports from the Student Engagement Group which summarise views and concerns.
- Responding to issues and concerns by formulating / proposing appropriate actions (in the case of serious issues this might involve referral to the Senior Management Team (SMT) or the Board of Governors). The HEAB will provide feedback to HE students on the concerns raised and actions taken via the Head of HE.
- Monitoring progress/achievement of those actions against the policy.

Student Engagement Group (SEG)

- 6.14 The SEG is comprised of the Head of Higher Education together with the Year Representatives of each HE Programme, the Deputy Principal, Programme Leads and link tutors from awarding bodies as appropriate.
- 6.15 The SEG meets three times per year (once per term).
- 6.16 It has a broad remit to take note of issues of concern to HE students, and to act accordingly:
- Minor issues can be resolved through the action of the Head of Higher Education in conjunction with the relevant programme lead.
 - More significant issues – especially those of generic nature – will be formulated into a report to the Higher Education Academic Board for consideration and action, and will also inform annual monitoring and action plans.

Head of Higher Education

- 6.17 The Head of Higher Education leads all Higher Education activity across UCKM. They are responsible for ensuring that each programme is operating successfully and is delivering a high standard of education. They have ultimate responsibility for ensuring student engagement across the Higher Education provision at UCKM.
- 6.18 As the senior academic manager, the Head of Higher Education is responsible for ensuring that:
- student representatives are elected in each programme
 - at programme level, students' views are listened to, acted on and responded to as part of the feedback loop

- 6.19 They are responsible for convening and chairing the Student Engagement Group and for ensuring that the student representative activities are recorded and made available through programme minutes and records relating to annual monitoring, and providing feedback to the HE student body.

Head of Programme

- 6.20 Heads of Programme provide a curriculum-based lead for each Department.
- 6.21 With regard to HE student representation they are responsible for ensuring staff and students within their Programme actively engage with the HE Student Engagement policy and activities during the year. They are responsible for listening to and acting on, or responding to, student feedback as appropriate.
- 6.22 Key areas of responsibility include the scheduling of programme representative elections and ensuring student representative attendance at programme meeting.

Programme Leaders and Tutors

- 6.23 Programme Leaders manage individual modules of study. Tutors teach on these modules.
- 6.24 Programme Leaders are responsible for encouraging students on their programme to actively engage with student representation activities in accordance with UCKM policies and processes.
- 6.25 Programme Leaders have a key role during reviews, consultations, and surveys of the whole student body where they promote the benefits of participating and ensure actions taken as a result of feedback received are reported and shared with students.

Board of Governors

- 6.26 The Board of Governors oversees Higher Education at UCKM and ensures there are systems and structures in place that are fit for purpose for student engagement. There is formal student representation on the Board of Governors, which may be drawn from either the Further Education or Higher Education student body. The Board of Governors monitors the impact of policies relating to HE.

Senior Management Team

- 6.27 The Senior Management Team, in conjunction with the Head of Higher Education, have a remit to assist with the development of strategic direction, policies and liaison with awarding bodies, external bodies and stakeholders in Higher Education.
- 6.28 The SMT have a responsibility to ensure that the HE Student Engagement Policy is updated regularly by the HE Academic Board, is complied with and understood by those using it.
- 6.29 The SMT will work with the Head of Higher Education to evaluate student input and feedback around the student experience and use that to inform the Access and Participation Plan at the next review.

Professional Services Managers

- 6.30 Professional Services managers with roles in varying services across the college are responsible for having awareness of topics, activities and issues that affect HE students and to understand the wider context in which they reside. They are responsible for informing the Head of HE of student concerns and carrying out actions to respond to the student voice as designated to and agreed with them.

7 Appointment of Student Representatives

Student Representatives

- 7.1 Every programme year group is entitled to appoint a student representative. Student representatives are appointed on an annual basis to represent their programme year group via a consensus from the group.
- 7.2 The appointment process happens during the first half-term of the academic year or equivalent depending on the study pattern of the programme and is led by the Programme Leader. The Programme Leader is responsible for reporting the confirmed representative(s) to the Head of Higher Education so that liaison activities can commence.

Training of Student Representatives

- 7.3 Student representatives will receive training, normally during their first academic term in office. Training will be delivered by UCKM. The training will include:
- Welcome – Introduction – What is the Purpose of Student Engagement?
 - Roles and Responsibilities of Student Representatives
 - Roles and Responsibilities of Academic and Professional Services Staff
 - How the UCKM / KMC Committee System Works
 - Appointment of Student Representatives to Committees
 - How the Student Engagement Group works and how it generates change
 - What other routes you have for reporting concerns (tutorial groups, complaints procedure, etc.)

- 7.4 The key focus of student representative training is for the representatives to canvas the opinion of their peers and to raise issues that are widely felt, strongly felt and achievable, as well as to report areas of good practice.
- 7.5 The UCKM training programme is reviewed and updated following feedback from student representative from the previous year. UCKM will work with guidance and information already available from the QAA, National Union of Students (NUS) and awarding bodies to support the development of its training offer.

8 Institutional Responsibility for Policy

- 8.1 The Higher Education Academic Board (HEAB) is responsible for the implementation, review and monitoring of the impact of the policy and its procedures.
- 8.2 The policy, procedures and associated outcomes will be reviewed annually in the light of operational feedback.
- 8.3 The HE Academic Board recommends appropriate actions to be undertaken in response to student feedback and reports accordingly to the Board of Governors.
- 8.4 The Kingston Maurward College's Senior Management Team (SMT) are responsible for approval and sign off of any resultant changes.
- 8.5 The approved revised policy will be published on the UCKM policy webpages. This will include a change log identifying what has been changed since the last version of the policy.

9 Document Management, Approvals & Review:

Version Control			
Author:	<i>UKCM / OU Project</i>	Approved by:	HE Academic Board. Approved by Corporation.
Date Approved:	July 2024	Next Review Date:	May 2026
Responsible for review:	Assistant Principal Student Experience and Progression.	Version Number:	1
Equality Impact Assessment	30/07/2024		
Version Amendments			
Date of Amendment:	February 2024	Amendments:	Full review and revisions to the HE Student Engagement Policy for 2023-2024 Academic Year, to incorporate Competition and Markets Authority guidance for Higher Education institutions, Open University approval and an accessibility review.

10 Related Documents

10.1 The policy aligns with other [UCKM and Kingston Maurward College \(KMC\) policies and procedures](#). In particular it should be read in conjunction with:

- Access and Participation Plan
- Complaints Policy and Procedure
- Data Protection and Confidentiality Policy
- Equality, Diversity & Inclusion Policy
- HEAB minutes
- HE Student Charter
- HE Teaching, Learning and Assessment Strategy and TLA Policy
- Terms and Conditions for HE Programmes at UCKM
- [UK Quality Code for Higher Education, Advice and Guidance: Student Engagement](#)

Equality Analysis

Name of Policy: Student Engagement Policy

Person Responsible: Jade Fawcett

Date of Analysis: 30/07/2025

1: Identify aims of the activity

What is the purpose of the policy and who is intended to benefit?
To encourage students to provide feedback on their programmes and resources

2: Assess likely impact

How might this policy have an impact on staff, visitors or learners in terms of disability, age, race, gender, religious belief, trans-identity, sexuality?

Positive Impact No Impact Negative Impact

If you have identified **negative** impacts, you need to revise your activity to ensure that you are not disadvantaging any group on the grounds of disability, age, race, gender, religious belief, trans-identity, sexuality.

If you have identified **positive** impacts or **no impact**, please explain your decision

It will have no impact on these groups as it does not target them specifically but speaks of the student body as a whole

3: Checklist

1. Which of the following groups have you consulted?

Staff Students KMC Committee Other stakeholders
(please specify below)

HEABs

2. How frequently will you monitor the impacts of this activity?

$\frac{1}{2}$ termly (specify below) termly annually other (please specify below)