



## WC30 - Student Experience

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College Policy	
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## Introduction

This document sets out the Westerfield College policy and procedure for the enhancement of the student experience. Westerfield, as part of its code of practice, a commitment to continuous improvement has demonstrated its adherence to this commitment through the implementation of an Enhancement Plan in each College. Westerfield recognises the importance of engaging students early in their learning experience and places immense value on the Student Voice. Working together with students, our teaching and support staff are committed to providing an education and student experience that is shaped, reviewed, and enhanced in the spirit of partnership and co-determination.

## Purpose

The establishment of the Student Enhancement Forum (SEF) will facilitate the College to:

- Create and maintain an environment within which students and staff engage in discussions that aim to bring about demonstrable enhancement of the educational experience
- Ensure that the collective Student Voice is heard both formally and informally within the College
- Ensure that student representatives and staff have access to guidance and ongoing support to equip them to fulfil their roles in educational enhancement and quality assurance
- Provide an opportunity for students and staff to engage in evidence-based discussions based on the mutual sharing of information
- Ensure that both staff and students disseminate and jointly recognise the enhancements made to the student educational experience and the efforts of students in achieving these successes
- Ensure that representatives of each College play a full part in the Student Forum and engage actively with the Academic Board throughout their studies
- Review the Annual College Action Plan

## Procedure

The SEF will be a sub-committee of the **College's Learning and Teaching Board (CLTB)** and will provide an opportunity to focus on the engagement of both students and staff in the development of a culture across the College of a learning environment that facilitates empowerment, engagement and independent learning potential and capability.

## Objectives

The objectives of the SEF are to:

- Embed a coherent and consistent approach to student engagement
- Facilitate the growth and development of quality-based student experience
- Facilitate the growth of a culture of stakeholder ownership in the academic environment
- Enhance the quality of delivery of learning experiences
- Standardise mechanisms for student feedback and dissemination of change as a result of feedback

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- Improve the engagement level of students in all aspects of the student journey
- Embed a culture based on continuous improvement in the student experience
- Facilitate opportunities for the student voice to be heard and responded to
- Promote active student participation in College quality assurance processes
- Implement transparent mechanisms, agreed with students, for the nomination and election of student representatives
- Provide ongoing support for students and staff appropriate to their quality assurance roles

#### Terms of Reference

The scope of the SEF's work will cover those processes that most directly impact on the student experience. These include, but are not exhaustive:

#### The application and admission process

- Enrolment and induction
- Programme curriculum design and delivery
- Learning opportunities
- Learning resources
- Student support and guidance
- Assessment methods and expectations
- Accommodation
- Health and Safety

The specific aspects for consideration at any time will be informed by various sources including student opinion surveys, staff feedback, internal monitoring processes and external reviews.

The agenda will come from the CLTB. The SEF will meet at least twice per year, and may hold meetings in addition to those scheduled to address urgent and specific issues.

#### Membership

Membership will be by invitation and determined by the **College Leadership Team**, but must include the following:

- Chair - College Principal (CP) or Chair of Learning and Teaching Board.
- At least two student representatives
- At least two academic staff representatives
- At least one administrative staff representative

The SEF will appoint a minute taker for each meeting

The CP will ensure that the membership is refreshed as appropriate. Activities of the SEF will not involve access to college systems or files. The CP is responsible for ensuring that all members of the SEF are fully briefed on the objectives, scope and deliverables

## Policy Review

This policy will be reviewed every two years by the Academic Board unless there are internal or legislative changes necessitating an earlier review.

## Version History

No	Revised on	Version	Changes	Approved by	Date of Approval	Revised by