

Chapter 5

Student Representation, Engagement and Support

5. STUDENT REPRESENTATION, ENGAGEMENT AND SUPPORT

5.1 Introduction

In accordance with the UK Quality Code for Higher Education, the University works to engage all students individually and collectively in the quality of their educational experience and supports all students to achieve successful academic and professional outcomes. The

5.5.1 Student support policies and protocols

The University has a number of policies, procedures and protocols in place to support students and in particular to protect students with protected characteristics. These are listed in Chapter 12.

5.6 Student Charter

The primary document that outlines the relationship between and mutual expectations of students and the institution is the Student Charter. The Student Charter is reviewed annually by all relevant parties and then endorsed by University Council. The Student Charter covers all of UWTSD's HE students, within the UWTSD Group and within collaborative partner institutions.

By having a Student Charter in place, the University demonstrates its full commitment to continually improving the quality of its services and, in line with its Strategic Plan and mission, recognises that students are at the heart of the institution.

The Student Charter emphasises the importance of belonging to a learning community, the importance of the health and wellbeing of all belonging to this community, and of partnership working between staff and students. It also emphasises the importance of a strong and effective working relationship between the University and the Students' Union and symbolises the joint commitment to securing an excellent student experience.

5.7 Partnership work with the Students' Union

Within UWTSD, there is a strong emphasis on partnership work with the Students' Union and the involvement of the Students' Union at all levels of the organisation. The Student Charter and Students' Union Relationship Agreement are revised annually.

The Students' Union is recognised as the voice of students within the institution. It also offers support to students from collaborative partner institutions when their cases are considered centrally as outlined in the relevant policies.

The Students' Union is responsible for the oversight and development of the student representation framework and produces an annual Academic Quality Report. It is involved with strategic planning and review processes and is represented throughout the University's committee structure. In addition, regular informal meetings are held at senior level with the Students' Union.

5.8 Principles in relation to engaging with students

- (1) The University and Students' Union take a partnership approach to engaging with students.
- (2) Through the Students' Union, students

- (6) All students have access to a recognised formal channel through which they can communicate any feedback regarding their student experience at UWTSD. Collaborative partner institutions embed student voice activities within all their UWTSD programmes.
- (7) Staff recognise that students are active partners in the learning and teaching process.
- (8) Students are provided with regular and consistent opportunities to provide formal and informal feedback on all aspects of the educational experience throughout their programme.
- (9) Effective communication mechanisms are in place to let students know what has been done in response to feedback.

5.9 Principles in relation to academic representation

- (1) The University recognises that the Students' Union manages the academic representation system for students at UWTSD.
- (2) The academic representation system aims to be inclusive, accessible and reflect the diversity of UWTSD students. The University acknowledges that the academic representation system may need to be adapted for certain cohorts of students e.g. see Chapter 10 of this handbook in relation to short courses and the Professional Practice Framework.
- (3) Academic representatives are considered to be a representative voice for their cohort.
- (4) Where possible academic representatives are democratically elected by their peers or recruited on a volunteer basis.
- (5) Academic representatives are expected to attend appropriate training and receive appropriate support.
- (6) Academic representatives are supported to engage students in their cohort without a member of University staff present.
- (7) Academic Representatives are full members of any committees that they attend.
- (8) Feedback from academic representatives should be raised and responded to at

