2021

Student Engagement Framework (HE22)

Document Reference: Student Engagement Framework (HE22)

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Originator: HEQIC

Approval by: EMT

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Description:
This framework sets out TEC Partnership's commitment to ensuring the that students are individually and collectively engaged in their provision throughout the student journey. While considering the requirements of the UK Quality Code (2018), the requirements of the Office for Students and partner awarding bodies, this framework sets out the expectations for Student Engagement in higher education wherever that is delivered within TEC Partnership.

If you need any further advice on how the regulations work, you should contact the HE Quality Office.

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This document is available in alternative form

Reference	Change
1.0	**New – This code of practice was previously integrated into HE03 but has since been separated out**

1.0 Introduction

1.1 This code of practice provides a consistently structured framework making clear TEC Partnership's commitment to Engagement of students in all elements of their student journey.

1.2 TEC Partnership is constituted of The Grimsby Institute of Further and Higher Education, East Riding College and Scarborough TEC. This Code of Practice provides a framework for our work around student engagement designed to act as a baseline for engagement. Individual colleges are free to design their approaches to student engagement within the framework but must report these actions to the Higher Education Quality Improvement Committee (HEQIC) for review.

2.0 Student Engagement

2.1 Students need to be active partners and co-creators in their learning and therefore have a significant role to play in defining the academic and strategic direction of TEC Partnership. By generating closer relationships and active participation within TEC Partnership, students may engage more with their academic studies. All staff and students at TEC Partnership have a responsibility to drive this commitment forward.

2.2 It is expected by the Office for Students and set out within the UK Quality Code that the views of students, individually and collectively, should inform quality systems with the purpose of improving the student educational experience both for current and future cohorts. Student involvement in quality can have a positive influence on the delivery and development of any aspect of the student educational experience, whether implemented by the higher education provider, a faculty, a department, or an individual member of staff.

2.3 All students will have the opportunity to make their views on their educational experience known to TEC Partnership, through representation on appropriate committees and other appropriate feedback mechanisms (both formal and informal), and TEC Partnership will ensure that these opportunities are made known to students.

2.4 This framework has been developed so that it can be applied to all higher education taught at TEC Partnership. Each college is expected to plan to deliver the framework within their setting and report to the Higher Education Quality Improvement Committee on progress.

3.0 Election and removal of student representatives

3.1 Student representatives should be elected from each cohort. A degree with 3 levels will have at least 3 representatives. There may be more for degrees with large cohorts. Elections, where multiple volunteers exist should be conducted by secret ballot. The Programme Leader must inform the curriculum management team and any other relevant department of the decision so that an accurate log of student representatives can be collated by the college.

3.2 Under normal circumstances no party has powers to remove a student representative from any position. However, the following may result in a concern being raised and a request to remove a student being conducted:

- Regular non-attendance at events or committees (3 consecutive meetings);
- Behaviour deemed inappropriate for a student at TEC Partnership for instance bullying or harassment of colleagues;
- Any activities likely to bring TEC Partnership into disrepute;

- If through activities connected with their role their studies are likely to be affected.

3.3   The process for this will be:

3.3.1   Communication about any concern should in the first instance be made to the manager of the student representatives at the college who will mediate and liaise with all parties and if appropriate gather evidence.

3.3.2   In all instances an early resolution system will be tried by encouraging dialogue between parties.

3.3.3   The to the manager of the student representatives at the college will compile a report into the allegation/problem and make recommendations.

3.3.4   The college management team with the HE Student-Vice President of the area or college (if appropriate) will meet to discuss the issue and a decision about the student representative.   This meeting solely considers the continuation in position of responsibility connected with the Student Senate and not disciplinary measures connected with being a student with TEC Partnership.   Three outcomes are available:

- No action
- A warning about behaviours or actions
- Removal from the post

4.0 TEC Partnership Student Senate

4.1 This section describes the key roles in ensuring student engagement in higher education. Through election to the body 'HE Student Senate' students will be engaged in all activities connected with Higher Education.

4.2 A 'Group Representative' is a student who has been elected by others on their course and whose role it is to represent the collective voice of students to TEC Partnership staff and tutors. The overall purpose of the role is to voice students' compliments, comments and concerns to TEC Partnership staff and whilst it is a varied role, it can be mainly split into two main areas; representation and liaison.

4.3 HE Vice Presidents for each academic level and area are elected by the group representatives from their area or college dependant on size. A ballot of members is conducted by the Curriculum Manager (or equivalent) in the area from the nominated applicants. The roles are to represent the area at HE meetings and on validation panels as required. They will also attend a monthly meeting of TEC Partnership HE Student Senate.

4.4 HE Student Senate President. Elected by the student senate, by secret ballot, the HE Student Senate President represents student voice at all high level HE committee meetings. The student president works to ensure a culture of engagement is embedded amongst the student body.

4.5 Support for the officers of the Student Senate team will be provided by a nominated staff member at each college. They will ensure that logistical support is provided to the officers so that the Student Senate can deliver the outcomes listed below.

4.6 The following Outcomes are expected of the HE Student Senate.

- Student engagement in all HE committee meetings
- Social/events in each academic year
- Open access academic talks in each academic year
- Student voice represented at every HE Committee meeting

- Students engaged in all validation events
- Students engaged in all periodic review

4.7 The Student Senate represent the students on a variety of meetings and committees and in addition the Student Senate President represents the student body as Student Governor.

5.0 Student Engagement Framework

	Student Engagement Criteria	Method	TEC Partnership Expectation
Individual	Students are made aware of their right to complain, raise concerns or pass on compliments about all elements of their student experience.	-Concerns or compliments -Direct with course team -Complaints or compliments through online portal - HE20 Complaints Policy	*-Programme handbook contains details about concerns, complaints and compliments.* *-The Code of Practice is available to all students.* *-Students are emailed 3 times each year reminding them of the process.*
Module	Feedback is formally gathered on every module and actions taken in light of the feedback is shared with current and future students.	-MEQs or other method to gather information on satisfaction with module delivery and content. - Module handbook must include reflections on previous feedback.	*-Evidence is presented to HEQIC showing completion rates by college, course and module.* *-Evidence is presented to HEQIC detailing Enhancements made as a result of feedback.*
Cohort	Cohort Feedback and Enhancement Loops.	-Minuted meetings at least twice in each academic year. -There is evidence that feedback is gathered for each cohort. -There is evidence that enhancements are captured.	*-Minutes provided as part of Annual Monitoring Process.* *-You Said, We Responded is completed and is shared with the students and noted in the AMR.*
Cohort	Student representation system	-There is an election process in place to provide student representation for every cohort.	*-1 student representative elected per cohort (FHEQ level of course) within 2 weeks of academic year start.*
Programme	For TEC Partnership validated programmes – Twice Annual Course Enhancement Meeting. (Where programmes of study are similar programmes may be grouped together)	Course Enhancement Meetings – *Twice annual meeting with Managers/Programme Leaders/Tutors/Students. Meeting minuted and follow up actions.*	*-Minutes of the meeting are saved.* *-An action list is created and actions closed down and shared with students via the You Said, We Responded.* *- Key Enhancements are shared with HEQIC by college/ area curriculum representative.* *-This information is included in the Annual Monitoring Report.*
Programme	Participation in external HE student surveys - National Student Survey	- Colleges must advertise the NSS to their students -Colleges should develop an NSS strategy monitored and implemented at HE Coordinators and noted at HEQIC.	*-Colleges to plan their approach to encouraging completion with plans monitored as part of HEQIC.* *-100% of students in the sample are told about the survey and the importance of completion.* *- 80% completion is achieved*
Programme	Participation in internal HE student surveys	-Student opinion on their experience must be surveyed. -The number of survey points and questions should be decided within the relevant college. -Reporting should allow results to be considered at Course and area level.	*-Each college must provide their survey plan to HEQIC.* *-Each college must provide a review of findings, actions and enhancements based on the survey feedback.*
Curriculum Area / Department / College	Area Student Rep Meeting	-Department / college-based student rep meeting.	*-Size of meeting and coverage to be decided by each college and reported to HEQIC.* *-Continual Action and Enhancement Log kept for each area.*

HE22 Student Engagement Framework

	Student Engagement Criteria	Method	TEC Partnership Expectation
(Dependant on size)			*-This information is included in the Self Evaluation and Enhancement Report (SEED).*
College Level	HE Coordinators	- Lead student representative at the college or nominee to attend the meeting and update on engagement.	*-Minutes are kept showing the student update to the meeting.*
College Level	Appointment and Training of student representatives	-Colleges to organise training for student representatives. -There is a system for removal of student representatives managed by each college. -There is training for student representatives.	*-Training coverage to be reported to HEQIC.* *-Each college provides a training event for student representatives and evidences completion to HEQIC.* *-Confirmation of engagement provided to HEQIC.*
College Level	Meet SMT	- Student representatives have opportunity for dialogue with SMT and managers.	*-Dialogue is direct to managers and a member of SMT.*
College Level	*Student involvement in the design of HE programmes*	-Students from outside the programme area are invited to validation panels.	*-Students are involved in validation of programmes and attend the event invited by the programme team.* *-Evidence is stored within validation minutes.*
TEC Partnership Level	Student Senate	Each college should contribute to the Student Senate which provides members for all key committees through TEC Partnership. Regulations and Consultations on changes Student Senate Leadership Group	*-Each college should have a Student Senate member nominated for every 100 students at the college, a minimum of 1 per college.* *-The student Senate should elect a President who will automatically become Student Governor.* -APP Committee – Student Representative full access -AASSC – Student Representative full access -HEQIC – Student Representative full access -HEOC – Student Representative full access -Corporation – Student Representative full access

HE22 Student Engagement Framework

Appendix 1 – Indicative dates of actions

Name	Role	Date	Responsibility Chair and Minutes
Group Representative Elections	Elect group representative for each timetabled group	September	Overseen by PLs / CM (or equivalent)
Group Representative Training	Training for all Group Representatives	October	College Responsibility
Student Engagement and Course Enhancement meetings	Semester course level meeting with all students from programme invited	November and March	PL / Group Representatives
School Group Representative Meeting	Election of HE Vice President [Area] (Oct) School Vice President to forward key issues and praise to Student Senate	October, December, Feb May	HE Vice President [Area] and CM minutes with actions
Vice-President Training	Training for all senior representatives	November	HE Quality Office
HE Student Senate	HE Student President elected from Vice Presidents (Nov) Meetings run by President and HE Quality Officer Student Engagement	Monthly from October	HE Student Senate President HE Quality Office Minutes + Actions
Meet SMT and Senior Managers	All group reps invited to meet with SMT. Senate to organise.	Minimum of two in each Semester	Minutes by College and actions/enhancements reported on

HE22 Student Engagement Framework

TEC Partnership
Training • Education • Careers

Grimsby Institute

University Centre Grimsby

Skegness TEC
Training Education Careers

The Academy Grimsby
YOUR FUTURE, FOCUSED

6

gi International

net National Employer Training

workforce SKILLS

LITTLE STARS Day Nursery

Doncaster LEARNING CENTRE

distance LEARNING

Skegness Learning Centre

Grimsby Learning Centre

Immingham Learning Centre

Louth Learning Centre

Scarborough TEC
Training Education Careers

MODAL TRAINING

ecosh EAST COAST OCCUPATIONAL SAFETY & HEALTH

Transafe TRAINING

FRPERC Food Refrigeration and Process Engineering Research Centre

East Riding College