

## **Yeovil College University Centre – Statement on Student Voice**

Student Voice is a very important part of our management and quality assurance processes at Yeovil College University Centre (YCUC). We recognise that all of the stakeholders in a course (including students, tutors, support staff, managers, and members of our business community) have legitimate, but different, perceptions and experiences. We invite Student Representatives from each cohort to attend termly Programme Team Meetings to provide feedback and participate in the management and oversight of their programme. Student Representatives are also invited to YCUC-wide Student Voice meetings to share their experiences of the University Centre with members of the Senior Management Team and drive improvements moving forwards. We understand that learning is a partnership, and whilst we do not guarantee that all recommendations made by HE Student Representatives will be actioned, they will all be given due consideration as we work together to facilitate the continuous improvement of high-quality academic experiences at Yeovil College University Centre.

We recognise that for student engagement to contribute effectively to quality assurance and enhancement processes, it needs to capture the voices of all students, irrespective of location, mode of delivery, mode of study, or discipline. Therefore, when our HE Student Representatives attend meetings they should give feedback on behalf of their whole cohorts. Before meetings, they should seek feedback from their peers in order to ensure that they are giving a meaningful and inclusive account. It is important for the Student Rep to represent accurately whether the student feedback they are presenting has come from most, some, or a minority of their classmates, whilst giving due consideration to be sensitive to protecting the anonymity of their peers.

Staff should remember that confidential information about any students in the cohort should not be discussed in meetings where HE Student Representatives are in attendance – any conversations about students should take place in the ‘closed agenda’ part of a meeting once Reps have left.

In addition to Student Reps, there is a HE Student Governor – a current YCUC student who sits on the governing body and attends Corporation meetings, to ensure the HE learner perspective is brought to the College at a strategic level. To further strengthen Student Voice within the College, we have created the role of YCUC Student Voice Officer. This is a dedicated role for a HE student, focussing upon ensuring YCUC students are able to engage fully with life at the College, and continuously improving the quality of the HE student experience.

Alongside these systems of student representation, all learners are welcome and warmly encouraged to give feedback to either their programme staff or the central University Centre team at any point.