

The Student Voice

The College is committed to a partnership with its students to achieve its objectives of delivering outstanding education and research. To promote this partnership, the College will ensure effective student participation and representation on those committees and groups whose remit includes the quality of student education and the student experience as a whole and will undertake that their opinions are properly considered. The Student Voice is a term covering student representative structures, but also includes opportunities for individual students to feedback to the College on issues related to their academic, or wider, experience as a student. The ownership of mechanisms for student representation lies with the College, whilst implementation is the joint responsibility of the College and its students, represented by King's College London Students' Union (KCLSU).

Principles

1. Every student at King's has the right to raise any issues they are facing with the quality of their education or student experience directly with the College.
2. Every student at King's has access to a representative at study level .
3. Every school will engage with all the student representatives to ensure that all concerns are heard and responded to in a timely and relevant manner, and engage with King's College London Students' Union (KCLSU) to ensure consistency across the College.
4. The College recognises KCLSU as the representative body for all King's students
5. The College will provide appropriate representation on all key committees for the student voice to be heard

This strategy sets out how the College will strive to achieve the objectives and honour the principles set out above, addressing the indicators set out in the UK Quality Code for Higher Education, Chapter B5: Student Engagement (Appendix 1). For the purposes of this document, "Departments" refers to any academic unit which is relevant, and may include departments, divisions, schools or institutes)

Commitment	Responsibility	Quality Code Indicator Met
Each School will develop its own School Student Voice Implementation Strategy outlining how the above principles will be implemented	Schools	1, 2, 3, 4, 5, 6, 7
Departments will ensure there are mechanisms in place to allow student representatives to be elected on a yearly basis, following their own strategy, and that all reasonable efforts have been taken to ensure student representative positions are filled	Schools	1, 2
A flexible range of options will be	Schools	1, 2, 3

Commitment	Responsibility	Quality Code Indicator Met
available to deliver effective representation in each department, all of which will ultimately feed in to KCLSU	KCLSU to provide options	
Every academic year School Education Committees, (and, where applicable School Postgraduate Research Student Committees (or equivalent)), send a full list of the names and email addresses of programme and School representatives, or alternatives based on the School Student Voice Strategy to KCLSU by the sixth week of the first semester;	Schools	1, 2
In each School, at least one academic and one undergraduate, one postgraduate taught and one postgraduate research student representative has oversight of the progress of issues up to the School Education Committee (or equivalent body) and (where appropriate) on to the College Education Committee (or its relevant subcommittees) to ensure that issues under discussion are tackled effectively.	Schools	1, 2, 3, 4, 5
Departments are responsible for co-ordinating meetings between representatives and staff once a semester with the aim of sharing good practice and gaining an overview of issues arising;	Schools	1, 2, 3, 4, 5
Each school will hold a termly Student Rep Forum, with representatives from across the school, and attended by KCLSU and where possible relevant senior level staff from the College	School and KCLSU in partnership	1, 2, 3, 6, 7
There will be an online 'Student Rep Hub' to encourage discussion and feedback	KCLSU and Student Experience Team	1, 2, 6, 7
A Representation Coordinator post will coordinate all representation across the schools on behalf of KCLSU, funded by the College	KCLSU	1, 4
The College will provide an online mechanism which will enable individual students to raise any issue they wish to directly with the College.	Student Experience Team	1, 2
All Committees of Council named in Appendix 2 of this statement have a standing agenda item for student	Secretaries to Committees of Council	1, 2, 3

Commitment	Responsibility	Quality Code Indicator Met
business. Items raised are minuted, and subsequent action taken is reported and minuted at the next meeting;		
KCLSU will provide training and support to both undergraduate and postgraduate student representatives;	KCLSU	1, 4, 6
Schools will ensure appropriate support is given to staff who support the Student Voice Strategy, and the KCLSU guidance for reps will be circulated to those staff	Schools	2, 4
KCLSU will provide assistance to student representatives preparing submissions for School annual reports (to be received by Schools at the last School Education Committee meeting of the academic year);	KCLSU	3, 4, 6
All student representatives have access to an appropriate electronic facility hosted by their School which allows them to have a two-way discussion with their student constituents as well as other student representatives at programme, department and School level;	Schools	1, 2, 3, 5
KCLSU will meet once each semester with School representatives;	KCLSU	1, 4, 5
Student representative forums will produce reports each term that highlight what has been raised and what has happened as a result	Reps, supported by Schools and KCLSU	1, 5, 6
The College will promote changes made based on student feedback across the year through 'you said, we did' initiatives, or similar.	Student Experience Team	2, 6, 7
Annual reports from Schools to the College Education Committee include an evaluation of the effectiveness of student representation arrangements (as measured against this policy) which is prepared by the School's elected student	Schools	2, 5, 6, 7
Periodic review of programmes must include representation from students both through membership of the review panel and contributions to the review process;	Schools	1, 2, 3, 5, 7
KCLSU will make an annual report to the College Education Committee on the Student Voice, prepared by the Vice-	KCLSU	1, 2, 5, 7

Commitment	Responsibility	Quality Code Indicator Met
President (Academic Affairs), to include an evaluation of the implementation and success of this policy.		

Approved: College Education Committee – March 2013
Academic Board – April 2013

Appendix 1. The UK Quality Code for Higher Education Chapter B5: Student engagement

The Expectation and Indicators

The Expectation

The Quality Code sets out the following Expectation about student engagement, which higher education providers are required to meet:

Higher education providers take deliberate steps to engage all students, individually and collectively, as partners in the assurance and enhancement of their educational experience.

The Indicators of sound practice

Indicator 1

Higher education providers, in partnership with their student body, define and promote the range of opportunities for any student to engage in educational enhancement and quality assurance.

Indicator 2

Higher education providers create and maintain an environment within which students and staff engage in discussions that aim to bring about demonstrable enhancement of the educational experience.

Indicator 3

Arrangements exist for the effective representation of the collective student voice at all organisational levels, and these arrangements provide opportunities for all students to be heard.

Indicator 4

Higher education providers ensure that student representatives and staff have access to training and ongoing support to equip them to fulfil their roles in educational enhancement and quality assurance effectively.

Indicator 5

Students and staff engage in evidence-based discussions based on the mutual sharing of information.

Indicator 6

Staff and students to disseminate and jointly recognise the enhancements made to the student educational experience, and the efforts of students in achieving these successes.

Indicator 7

The effectiveness of student engagement is monitored and reviewed at least annually, using pre-defined key performance indicators, and policies and processes enhanced where required.

Appendix 2:
College Committee Structure with representation
 (Glowing boxes represent a change to current status)

