



**UNIVERSITY  
ACADEMY 92**  
MANCHESTER

## **Quality Assurance and Enhancement Student Voice**

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		Procedure
		Code of Practice
		Guidance
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		Academic
		Finance & Operations
		External Affairs
	✓	Academic Registry
	Other	
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<b>REVISION HISTORY</b>			
<b>Version</b>	<b>Date</b>	<b>Revision description/Summary of changes</b>	<b>Author</b>
1.1	26 <sup>th</sup> August 2021	Change Course Board to Academic Experience forum. Add annual Academic Experience Survey. Update diagrams in 3.2.	Registrar and Secretary

		Add in information about student reps in 3.2.iv. Update nomenclature	
1.2		Update to include apprenticeships and ESFA	Registrar and Secretary
1.3	29 <sup>th</sup> August 2023	Scheduled review – routine updates, including changes to departments, job roles.	Assistant Registrar
1.4	11 <sup>th</sup> June 2024	Scheduled review – routine changes, updates to terminology.	Assistant Registrar

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## 1. Purpose

1.1 The purpose of this document is to provide an overview of University Academy 92's (UA92) approach to Student Voice and Student Representation.

1.2 At UA92, students' views are taken seriously. Student feedback is an essential part of ensuring a superlative student experience for all students. UA92 encourages students to tell us what works well and where things could be better. This is achieved through a variety of different methods which enables the voices of all our students to be heard. UA92 actively engages its students both individually and collectively to enable them to provide feedback on the quality of their educational experience.

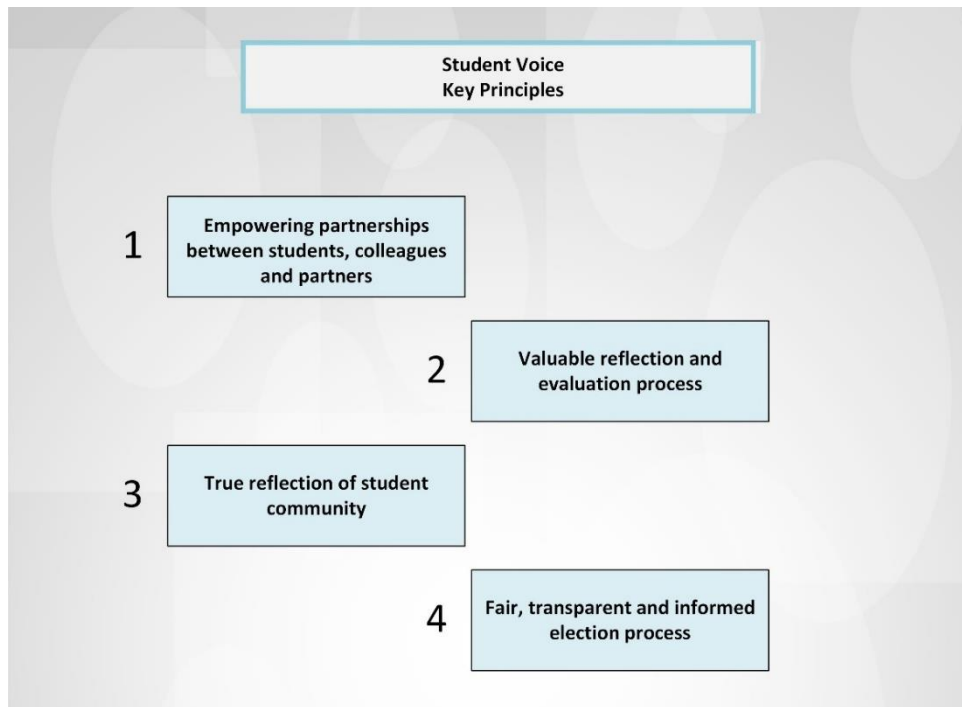
## 2 Scope:

2.1 The policy applies to all UA92 staff and students and covers all UA92 courses accredited by Lancaster University.

2.2 The oversight and management of UA92's quality assurance and enhancement policies and procedures is operated by the Academic Registry team at UA92, working in partnership with colleagues in the Academic team and colleagues from Lancaster University.

## 3 Policy statements:

3.1. UA92 has identified a number of key principles which underpin its approach to Student Voice and ensuring its effectiveness to support the development of UA92 and ensuring a game-changing education for our students.



3.2. We will engage our student body at regular intervals to ensure we continue to work towards our strategic aims:

- i. At module level, at the end of each block, all students will be given the opportunity to complete an anonymous online survey. The outcomes of these surveys are considered by the UA92 Academic Governance Joint Committee as part of its overall evaluation and monitoring of the delivery of its modules and courses.
- ii. At course level, UA92 operates an Academic Experience Forum for each academic World (Business, Sport, Media and Digital), plus one for students on UA92 Global's Foundation programme. Through student representatives, students can provide feedback and influence decision-making in relation to their course. The outcomes of module level student feedback will also be considered by the relevant Academic Experience Forums, which report into the Academic Governance Joint Committee.
- iii. Annually, UA92 will also conduct a Student Experience Survey for all students. This will normally be conducted in Block 4-5 of each academic year. Students will also participate in external surveys as required by regulators. For example, Level 6 students will participate in the National Student Survey (NSS) as per Office for Students (OfS) requirements and apprentices will participate in Education, Skills and Funding Agency (ESFA) surveys as required.

- iv. At institutional level, students can provide feedback and influence decision-making through membership of committees and groups which form part of the UA92 Governance structure, including a dedicated Student Experience Forum. The representatives of this forum will reflect the composition of the UA92 student body and will aspire to include representation from key groups of students as identified by the OfS and ESFA (as appropriate). UA92 will aim to have in place representatives as follows:
  - a. Course representatives
  - b. Student experience representatives
  - c. International student representatives
  - d. Reps will be included into UA92 Committees as appropriate and in accordance with the constitution of each committee.
- v. Sports team captains and Societies leads will also have representation at UA92 Committees as appropriate and in accordance with the Constitution of each Committee.

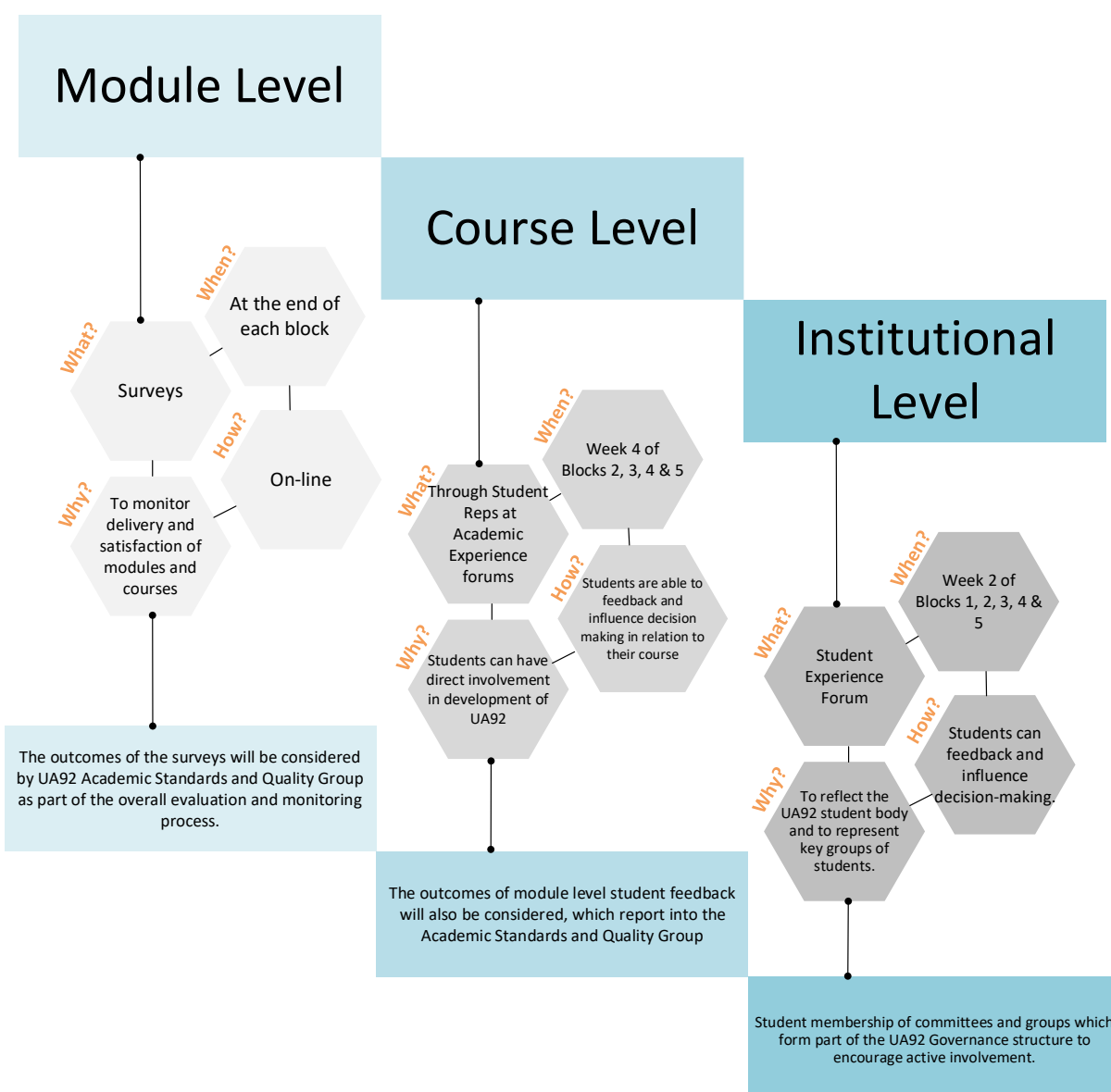
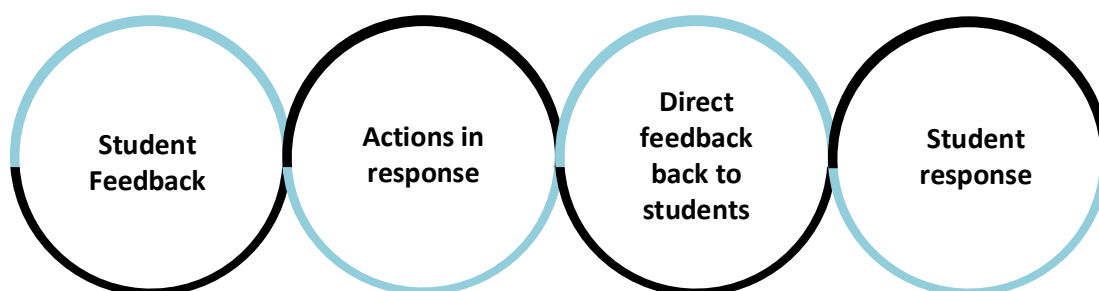


Diagram 3: Based on full-time blocks (would be adjusted for part-time delivery, as appropriate, when implemented).

3.4 UA92 will close the loop with students by ensuring that any action taken because of student feedback is communicated to students through direct feedback to all students and via key committees and groups.



## 4 Related documentation

- Quality Assurance and Enhancement: Overview and Summary of the relationship with Lancaster University
- Quality Assurance and Enhancement: Course Design, Development, Approval and Modification
- Quality Assurance and Enhancement: Assessment (assessment, marking & moderation, external examiners)
- Quality Assurance and Enhancement: Monitoring and Evaluation