

Part 1: Academic Quality Framework

Section 12: Student Voice

1. Introduction

1. At ICMP, learning is a partnership and our commitment to working in partnership with our students is set out in the ICMP Student Charter.

2. Students individually and collectively are encouraged to play a full part in the decision-making processes at ICMP and are provided with a number of formal opportunities to shape the future of ICMP and to develop and enhance the quality of their educational experience at ICMP.

1. ICMP's established system of student representation is led by an elected Student President and Vice-President and Student Officers. These are paid, non-sabbatical, positions.

2. Each ICMP taught programme has voluntary Student Representatives (see also 3.2). All Student Representatives receive a comprehensive induction.

2. Your Voice Your ICMP

1. Your Voice, Your ICMP is the key messaging used to articulate the many ways that students can engage in the decision-making processes at ICMP and inform the student body how their voice is collected, considered, and used to drive improvement.

3. Student Engagement in Practice

1. *Student representation on academic committees*

1. As part of ICMP's formal governance structure, student representatives hold membership on:

- Academic Board
- Learning, Teaching and Assessment Committee
- Health, Safety and Security Committee
- Access and Participation Committee
- Equality, Diversity, and Inclusivity Committee
- Programme Committees

2. **Corporate Board**

1. Each quarterly meeting of the ICMP Corporate Board commences with a meeting between the Student President and Student Vice-President together with all members of the Board. The Student Presidents set the agenda for these meetings.

2. Biannually, following a meeting of Corporate Board, Non-Executive Directors of ICMP conduct a meeting with a group of student officers and student representatives

3. *Programme Committee*

1. Students on ICMP programmes are represented by Student Representatives in formal meetings known as the Programme Committee. The

Programme Committee is responsible for the overall quality of the programme and meets at least once each semester.

2. Student Representatives should be appointed by the programme cohort no later than week three of the first semester. Good practice guidance recommends a minimum of two representative per programme per level.
3. Training is provided for all Student Representatives. Training dates are confirmed at the start of each academic year and will normally take place between teaching weeks 4-5.
4. A formal record of the Programme Committee Meeting is made available to the Learning, Teaching and Assessment Committee for committee effectiveness and annual monitoring purposes.
5. The remit of the Programme Committee Meeting is outlined in the Terms of Reference.
6. Aspects not covered by the Programme Committee Meeting include:
 - Personal problems or academic difficulties of individual students
 - Complaints against members of staff or individual

Note: The formal committees are not appropriate places for dealing with potential student complaints. If a problem is highlighted in the meeting, this should be addressed informally with the student outside of the meeting. It may be appropriate to refer the student to the Student Complaints Procedure.

4. Informal Townhall meetings

1. From time to time the student community may be invited to attend an informal townhall meeting to discuss a particular topic or bring together a particular group of students (e.g. students on a particular programme).
2. Informal townhall meetings provide an opportunity to discuss and respond to a particular topic as well as providing a more direct and immediate line of communication to the organisation and management of ICMP. A record of these meetings are taken to ensure that any actions are captured and actioned appropriately.

5. Student surveys

1. All students are expected to complete module evaluations and the annual student satisfaction survey.
2. Satisfaction scores and anonymised comments are made available to the Programme Leader and shared with the teaching team. Programme and Module Leaders reflect on the outcomes of the surveys as part of annual monitoring activities and identify any necessary modifications or enhancement to the programme.
3. Additionally, satisfaction scores are made available to the Academic Board, and its sub-committees. The committees develop an action plan and take action based on feedback from students.
4. The annual National Student Survey is a census of all UK students in their final year of an undergraduate degree programme. The results are published on the Office for Students website.

6. **ICMP Student Officers**

1. The Student President is the elected figurehead of the student body and ensures that views are represented throughout ICMP's academic governance structure.

2. The Student President is supported by the Student Vice-President, and by Student Officers, who take on specialised representation roles (diversity, co-curricular, environment etc).

7. **The Student Senate**

1. The Student Senate acts as a general sounding board for student opinion. Operating across programmes, the Student Senate is chaired by the Student President and provides a forum within which students can present views on any non-programme-specific matters affecting them.

2. Issues raised, and actions arising from said issues, are raised via the appropriate Committees by the Student President and/or Vice-President for discussion and action.

3. The Student Senate is a valuable source of feedback on ICMP wide issues and a key opportunity to discuss and refine ICMP's Annual Quality Improvement Plan with Student Body representation.

4. Specifically, the Student Senate:

- receives reports from student representatives on good practice and areas for improvement at institutional-level;
- updates the student cohort on progress made against 'Your Voice, Your ICMP';
- receives reports from student representatives on any matters affecting them relating to Facilities, Student Services or other ICMP functions;
- communicates key updates to the student body.

8. **Informal Student Officer Meetings**

1. In addition to their formal membership of ICMP committees, the Student Officers hold a regular informal meeting with ICMP's Senior Management Team providing a more direct and therefore immediate line of communication to the organisation and management of ICMP. These meetings are minuted to ensure that any actions are captured and actioned appropriately.

4. **Monitoring and Review**

1. Student engagement activities are overseen by the Quality Team and are regularly reviewed using feedback from students and staff.

2. Any proposed changes are presented to the Academic Board for approval.

3. **Student Voice Register**

1. The Student Voice Register is a key mechanism to monitor student feedback through the various formal and informal activities as well as providing a comprehensive list of matters that can be reported back to students.

Version number	Date approved	Reason for production/revision	Author	Proposed next review date
V2.0	Dec 2022 Academic Board	Annual review and degree awarding powers	Interim Deputy Registrar	Annually and as required
V1.1	14/09/20 Academic Board	Annual review	Deputy Registrar	Annually and as required
V1.0	01/09/20 Academic Board	Annual review	Deputy Registrar	Annually and as required
V1.0	03/09/19 – Academic Board	Annual review	Deputy Registrar	Annually and as required
Related policies				
<ul style="list-style-type: none"> • Student Charter 				
External Reference				
<i>UK Quality Code for Higher Education ICMP engages students, individually and collectively, in the quality and enhancement of their educational experience.</i>				