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Related statutes or regulations	QAA Quality Code Regulatory Framework for Higher Education in England (OfS) Office of the Independent Adjudicator for Higher Education
Related policies/procedures/guidance/forms	Equality, Diversity, and Inclusion Policy Governance Framework Academic Quality Assurance Framework Complaints Policy Anti-Harassment and Bullying Policy Whistleblowing Policy Safeguarding Policy Data Protection Policy Student Success Strategy
Staff member responsible for update	Katie Jack

Amendment History

Version	Revision Summary	Date Approved	Author

Student Voice Policy

1. Policy Statement

1.1 Christ the Redeemer College London (CRC) recognises students as active partners in their education and in the continuous enhancement of the College's academic provision, student experience, governance, and institutional development.

1.2 The College is committed to ensuring that all students have meaningful opportunities to express their views, influence decision-making, contribute to quality enhancement, and participate in the development of policies, procedures, services, and learning opportunities.

1.3 The College values student feedback as an essential source of evidence for improving the student experience and fulfilling its obligations as a higher education provider.

1.4 The College is committed to fostering a culture where student voice is respected, encouraged, acted upon, and visibly reflected in institutional decision-making.

2. Purpose

2.1 This policy aims to:

- Promote meaningful student engagement and partnership.
- Ensure students can contribute to decisions affecting their educational experience.
- Establish clear mechanisms for collecting and responding to student feedback.
- Support compliance with regulatory expectations relating to student engagement.
- Enhance academic quality, student success, and institutional effectiveness.
- Strengthen transparency, accountability, and continuous improvement.

3. Scope

3.1 This policy applies to all students enrolled on:

- Higher Education Programmes
- Pearson Higher National Programmes
- Foundation Programmes
- Short Courses
- Professional Programmes

3.2 The policy applies to all campuses and delivery locations operated by the College.

4. Legal and Regulatory Framework

4.1 This policy is informed by:

- Higher Education and Research Act 2017
- Office for Students Regulatory Framework
- OfS Condition B2: Resources, Support and Student Engagement
- OfS Condition E2: Management and Governance
- QAA Quality Code – Student Engagement
- Consumer Protection Law and CMA Guidance
- Equality Act 2010
- Data Protection Act 2018
- UK GDPR

4.2 The College recognises that effective engagement with students is a core component of academic quality, governance, and student success.

5. Guiding Principles

5.1 The College's approach to student voice is based on the following principles:

Partnership:

5.2 Students are partners in shaping their educational experience rather than passive recipients of services.

Inclusivity:

5.3 All students should have equitable opportunities to contribute regardless of age, background, disability, mode of study, ethnicity, religion, gender, programme or campus location.

Transparency:

5.4 Students should understand how feedback is collected, considered, and acted upon.

Accessibility:

5.5 Student voice mechanisms should be easy to access and understand.

Responsiveness:

5.6 The College should provide timely responses and communicate actions taken.

Continuous Improvement:

5.7 Student feedback should contribute to quality enhancement and institutional development.

6. Student Voice Framework

6.1 Student voice shall be gathered through multiple formal and informal mechanisms.

Student Representation System

6.2 The College shall maintain a Student Representative System that enables students to contribute to discussions and decision-making at programme and institutional levels.

6.3 Student Representatives shall:

- Represent student views fairly.
- Raise collective concerns and suggestions.
- Participate in meetings where appropriate.
- Communicate outcomes to students.

6.4 Representatives shall receive appropriate induction and support.

Student Representative Council

6.5 The Student Representative Council shall serve as the primary collective student body for consultation and engagement. The SRC shall:

- Represent the collective student voice.
- Engage with senior management.
- Submit recommendations to college committees.
- Participate in consultation exercises.
- Support institutional enhancement initiatives.

6.6 The SRC shall meet regularly throughout the academic year

Student Participation in Governance

6.7 Students shall have opportunities to participate in governance through representation on relevant committees, which may include:

- Board of Governors
- Academic Board
- Academic Quality Assurance Committee
- Learning, Teaching and Quality Committee
- Board of Studies
- Minor Amendment Committee
- Post graduate Programmes Committee
- Undergraduate Programmes
- Programme development and review group
- Student Experience Committee
- Equality, Diversity and Inclusion Committee
- Other committees as determined by the College

6.8 Student representatives shall be treated as equal contributors within committee discussions.

6.9 Effective representation at organisational and decision-making levels is recognised as an important feature of student engagement within higher education.

7. Feedback Mechanism

7.1 The College shall gather student feedback through a range of mechanisms.

7.2 Formal Feedback

- Module Evaluations
- Programme Evaluations
- Student Surveys
- National Student Survey (NSS)
- Internal Satisfaction Surveys
- Focus Groups
- Student Forums
- Annual Monitoring Activities

7.3 Informal Feedback

- Meetings with tutors
- Personal tutoring discussions

- Student drop-in sessions
- Student Representative meetings
- Student events and workshops
- Multiple engagement channels help ensure diverse student participation and improve inclusivity.

8. Closing the Feedback Loop

8.1 The College recognises that collecting feedback alone is insufficient. The College shall:

- Communicate outcomes arising from student feedback.
- Publish "You Said, We Did" updates.
- Provide responses to key themes raised by students.
- Report actions through student committees and forums.
- Monitor implementation of agreed actions.

8.2 Students are more likely to engage when they understand how their views influence decision-making and outcomes.

9. Student Partnership in Quality Assurance and Enhancement

9.1 Students are involved in:

- Programme review and enhancement.
- Development of learning resources.
- Curriculum enhancement initiatives.
- Policy consultations.
- Institutional strategy consultations.
- Student experience improvement projects.
- The College shall seek opportunities for co-creation and partnership wherever appropriate.
- Student engagement should contribute not only to quality assurance but also to enhancement and innovation.

10. Equality, Diversity and Inclusion

10.1 The College shall actively seek to engage students from underrepresented and protected groups.

10.2 Particular consideration shall be given to:

- Mature students
- Part-time students
- Disabled students
- Students from minority ethnic backgrounds

- International students
- Students with caring responsibilities
- Students studying at satellite campuses

10.3 The College will regularly review participation rates to ensure that student voice arrangements remain inclusive and representative.

11. Roles and Responsibilities

Academic Board

11.1 The Academic Board is responsible for oversight of institutional student engagement arrangements.

Learning, Teaching and Quality Committee (AQAC)

11.2 The AQAC is responsible for monitoring student feedback trends, enhancement actions and policy implementation.

Head of Compliance and Quality

11.3 The Head of Compliance and Quality is responsible for:

- Monitoring policy effectiveness.
- Ensuring regulatory compliance.
- Reporting student voice outcomes.
- Maintaining assurance records.

Strategy and Student Success Manager

11.4 The Strategy and Student Success Manager is responsible for:

- Leading and coordinating students voice activities across the college.
- Collect, analyse and report on student feedback to support continuous improvement.
- Work with students, staff and student representatives to promote meaningful engagement.

Programme Leaders

11.5 The Programme Leaders are responsible for:

- Encouraging student engagement.
- Reviewing student feedback.
- Implementing enhancement actions.

Student Representative Council

11.6 The Student Representative Council is responsible for:

- Gathering and presenting student views.
- Communicating outcomes to students.
- Supporting constructive dialogue.

Students

11.7 Students are responsible for:

- Participating respectfully in feedback opportunities.
- Engaging constructively with consultation processes.
- Supporting continuous improvement.

12. Monitoring

12.1 The College shall monitor:

- Student survey response rates.
- Student representative participation rates.
- Committee attendance.
- Number of feedback actions completed.
- Student satisfaction indicators.
- NSS outcomes where applicable.
- Student complaints and compliments trends.

12.2 Annual reports shall be presented to Academic Board.

13. Policy Review

13.1 This policy shall be reviewed annually to ensure alignment with:

- OfS requirements.
- QAA expectations.
- Sector best practice.
- Student feedback.
- Institutional priorities.