6.      Student representative systems and student voice mechanisms are designed to ensure that all students have an opportunity to inform these processes formally and informally, through a variety of roles and opportunities. Our student representative system is designed to ensure that:

i)      all students are informed about the purpose and benefits of the student representative system

ii)     all students are able and encouraged to engage with the student representative system, be it as a representative themselves or in partnership with their representatives

iii)

iv)     student representatives are able to contribute effectively to the development and enhancement of the University of Suffolk

v)      student representatives are selected by their cohort through transparent and fair processes

vi)     student representatives are enabled to fulfil their roles and responsibilities through:

vii)    the provision of appropriate training and support, and

viii)   through the sharing of information including the provision to them of relevant performance data and monitoring reports

ix)     student representatives are able to contribute without fear of reprisal or negative consequences

x)      the work of student representatives, and the impact of this work, is appropriately recognised

xi)     the representative system is reviewed and enhanced in the light of experiences and feedback from stu

**DEFINITIONS**

**Student Voice**

Student Voice is a collective term for all those aspects of engagement where students seek to, or are given an opportunity to, provide their own opinion as individuals or on behalf of their peers on
as partners in t
enhancement processes and activities.

The Students' Union and the University of Suffolk work together to ensure there is a firm structure in place to allow students to feedback and shape their experience.

**Students' Union**

All students enrolled on a University of Suffolk award are
student-led group whose time and resources are dedicated to giving the whole student community a voice.

**Elected Representatives**

-ordinates the election of a number of formal Officer and Representative roles, including Sabbatical Officers, Liberation Officers, Campus Officers and Course Representatives.

**Student Representative**

Student representatives are elected by their peers to represent their class, cohort, level, or another identified group of students within the University community.

**Course Committees or Student voice forums**

Students, or their elected representatives are invited to specific meetings or events to share their

**OPPORTUNITIES**

8.     Below we set out the formal and informal opportunities for students to undertake

informal consultation and collaborative working with University and partner staff. These elected roles are student-facing and have responsibility to understand and represent the views of the student community.

**University Committees**

14.     Student representatives play an important role in University committees, contributing to discussion and decision making at all levels. An overview of committee representation arrangements at the University and partners is published on the University website.

**Student voice mechanisms available to all students**

15.     The student representative system is a central and critical part of shaping the student experience. In recognition of the challenges some students may face in engaging with these formal mechanisms, there are also a number of ways in which the university gathers feedback and opinions from students that compliments and informs this representation system. opportunities include:

    i)    Invitations to informal forums with senior staff to share views

    ii)   Online systems for gathering views on specific subjects or topics. This may include the option to respond to online surveys or attend consultation events

    iii)  Responding to requests for feedback from teams with which they have engaged about the service they received.

16.     Formal feedback from students is also gathered in a number of ways, including:

    i)    Module feedback

    ii)   The annual National Student Survey (NSS)

    iii)  The annual University of Suffolk Student Survey or equivalent annual surveys to collect views and feedback from students on particular aspects of their experience, for example placements, or particular groups of students, for example apprentices

    iv)  The Graduate Outcomes survey

    v)   Course Committees or Student voice forums, or equivalent events

17.     Further information about the externally delivered surveys, including the NSS, can be found on the University website.

18.     It is recognised that the opportunities for students to contribute may vary between courses, Schools and partners, with adaptations to systems made to suit student needs. However, all student voice systems and approaches are underpinned by the principles outlined above.

## SUMMARY OF ROLES AND RESPONSIBILITIES

19.

and student representatives in fulfilling this policy.

### The University of Suffolk

20.     To enable the effective implementation of the student course representative system, the University and its course teams will:

   i)    inform students about student representative roles and their place within the University, and promote student engagement with, and involvement in, student representative opportunities

   ii)   treat all student representatives with respect, recognising the value of their role in representing their fellow students and seeking to raise and resolve issues to the benefit of both students and the University

   iii)

         representation is required

   iv)

         representative election processes

   v)    ensure student representatives get ample notice of meetings, with agenda, and be afforded the opportunity to request the addition of further agenda items and to raise issues for discussion

## MONITORING AND ENHANCEMENT

28.     The effectiveness of representation systems in place across the University, including the partner institutions, is monitored as part of the annual quality assurance processes, and also by the Student Experience Task Force.

29.     The Student Experience Task Force will be informed by sector best practice and guidance,

30.

monitor and enhance their operation as set out in this policy and their own bye-laws.

**Appendix 1**

Sources of further information: