UCEM Code of Practice

Student Voices

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Table of Contents

1. Introduction

This Code of Practice sets out the principles on which student representation (including apprentices) at UCEM is based. More information can be found on UCEM's Student Community website page (opens new window).

This chapter is subject to regular review in accordance with the UCEM Code of Practice Review Schedule.

2. Principles

2.1 Partnership

2.1.1   Learning is an on-going partnership between students and staff.

2.1.2   Students provide an invaluable perspective on what is needed for a high-quality academic experience. All feedback is valuable, and no student will be disadvantaged as a result of providing feedback to UCEM.

2.1.3   Working in partnership is based on mutual respect between students and staff and on the values of openness; trust; honesty; agreed shared goals and values; and regular communication between staff and students.

2.1.4   This partnership will include:

- providing suitable opportunities for students to feedback individually, both formally and informally;

- providing suitable opportunities for students to contribute to the quality assurance of student experience;

- working together to sustain an effective student representation system that helps to produce a high-quality student experience and is embedded at all levels of UCEM's governance; and

- working with student representatives to consider feedback and respond to the student community.

2.1.5   Feedback from students will help inform the learning, teaching and activities provided by UCEM.

2.1.6   The effectiveness of the student-staff partnership at UCEM will be measured through key performance indicators, agreed in partnership with students.

2.1.7   There are a number of methods by which students work in partnership with UCEM:

- UCEM's Learning Experience Student Panel, where students are asked to consider some proposals to enhance their learning experience and work in partnership with the university;

- Deliberative committees, where Student Representatives are invited to share their views and the views of their fellow students with different UCEM teams;

- Student Representatives, the key contact between students and UCEM.

Surveys are also used to enhance UCEM's knowledge of student feedback:

- UCEM's Student Experience Survey and the National Student Survey;

- Module feedback and of module evaluations, via the VLE (Virtual Learning Environment);

- Graduate Outcomes Survey;

- Our Academics will also use their module feedback to proactively work with students to enhance their experience.

UCEM will deal with student feedback promptly, passing it to other teams if needed, and will work collaboratively to share ideas on how to make students' experience the best it can be. UCEM aims to respond to students' feedback as soon as possible.

2.1.8 It is crucial that students know their feedback can change their experience at UCEM, as well as the experience of their fellow students. Student satisfaction is a key part of UCEM's CX strategy (opens a new window) and all students are encouraged to contact UCEM with any recommendations on how to enhance their experience.

2.2 Representation

2.2.1 Student Representatives are the voice of the student community. Student Representatives listen to student views and advocate for students to UCEM. For more information on how to become a Student Representative visit the UCEM Student Community website page (opens new window).

2.2.2 As Student Representatives, UCEM expects regular communications with fellow students to ensure the feedback provided represents our wide and diverse student community.

2.3 Inclusivity

2.3.1 As part of UCEM's student community, all students have the right to be heard, regardless of their location or any protected characteristic identified in the Equality Act 2010. For completeness, protected characteristics are:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

2.3.2 UCEM will work with Student Representatives to provide a range of opportunities to become involved in UCEM's student representation system. To be accessible to all students, the range of opportunities should have differing levels of commitment required.

2.3.3 UCEM will work with Student Representatives and staff to offer support, training, and development, as well as any appropriate adjustments required to roles, to enable participation from all groups of students.

Appendix A Related UCEM documents

UCEM Student Community website (opens new window)

UCEM Student Charter (opens new window)

Appendix B Sources of Further Information

QAA (2018), UK Quality Code for Higher Education (opens new window)

QAA (2018), UK Quality Code for Higher Education, Advice and Guidance: Student Engagement (opens new window)

QAA (2024), Sector Agreed Principles

The Student Engagement Partnership (opens new window)

Change Agents' Network (opens new window)

Student Engagement in Higher Education Journal (opens new window)

May, Felsinger (2010), Strategic approaches to disabled student engagement (opens new window)