University Partnerships Europe (UPE) Global Study Centre, University of Leicester (GSC)
CPR QS6: Enhancement
Version 3.1

1. Introduction

This document sets out the Navitas UPE policy and procedure for enhancement of the student experience. Navitas has, as part of its corporate code of practice, a commitment to continuous improvement and the UPE College network has demonstrated its adherence to this commitment through the implementation of a Quality Improvement Plan (QIP) in each College. Navitas UPE operates as a private provider of education services and therefore has a long history of and commitment to the provision of quality services and support to students. As an organisation totally dependent on fees-for-service, engaging students in their learning experience plays a critical role in the success of a College as does the recognition of the importance of the student voice. Together they have always been and remain fundamental drivers of a successful College.

A formal quality enhancement mechanism will be established within the GSC College that includes students and staff, to be known as the College Enhancement Team (CET).

2. Purpose

The establishment of the CET will facilitate the College to:
- create and maintain an environment within which students and staff engage in discussions that aim to bring about demonstrable enhancement of the educational experience;
- ensure that the collective student voice is heard both formally and informally within the College;
- ensure that student representatives and staff have access to training and on-going support to equip them to fulfil their roles in educational enhancement and quality assurance;
- provide an opportunity for students and staff to engage in evidence-based discussions based on the mutual sharing of information;
- ensure that both staff and students disseminate and jointly recognise the enhancements made to the student educational experience and the efforts of students in achieving these successes.

A CET will be a sub-committee of the GSC College's Learning and Teaching Board (CLTB) and will provide an opportunity to focus on the engagement of both students and staff in the development of a culture across the College of a learning environment that facilitates empowerment, engagement and independent learning potential and capability.

3. Objectives

The objectives of the CET are to:

- Embed a coherent and consistent approach to student engagement across the UK College network
- Facilitate the growth and development of quality based student experience
- Facilitate the growth of a culture of stakeholder ownership in the academic environment that prevails in each College
- Enhance the quality of delivery of learning experiences
- Standardize mechanisms for student feedback and dissemination of change as a result of feedback
- Improve the levels of engagement of students in the life and management of the College
- Embed a culture based on continuous improvement in the student experience
- Facilitate more formal and better opportunities for the student voice to be heard and responded to
- Foster active student participation in the emplacement of quality systems, including using individual and collective feedback from students
- Implement transparent mechanisms, agreed with students, for the nomination and election of student representatives
- Provide induction and on-going support for students and staff appropriate to their quality assurance roles
- Monitor, review and enhance the effectiveness of their policies and processes for engaging students in their quality processes

3. Terms of Reference

The scope of the CET's work will cover those processes that most directly impact on the student experience. These include:
- The application and admission process
- Orientation and induction programmes related to the transition into higher education
- Programme and curriculum design, delivery and organisation
- Curriculum content
- Teaching delivery
- Learning opportunities
- Learning resources
- Student support and guidance
- Assessment expectations, strategies and tactics

The specific aspects for consideration at any particular time will be informed by various sources including student opinion surveys, staff feedback, internal monitoring processes, Partner University feedback, external review and external examiner reports, and the national higher education agenda. A steer to the CET agenda will come from the CLTB. CET will provide enhancement proposals to be considered by the CLTB, and formal agreement by the College Senior Management Team taking account of resource implications.

The College's Senior Management Team (CSMT) will determine the frequency of meetings, but the CET will meet at least twice per year, and may hold meetings in addition to those scheduled to address urgent and specific issues.

4. Membership

The College Director/Principal (CDP) as Chair of the Learning and Teaching Board has ultimate responsibility for the effectiveness of the CET, but it is expected that the CSMT will embrace the CET as part of College's commitment to the implementation of an on-going enhancement agenda.

Membership will be by invitation and determined by the CSMT, but must include the following:
- Chair
- At least two student representatives
- At least two academic staff representatives
- At least one administrative staff representative.

The CET will appoint a Minute taker for each meeting (a member of the staff best suited to this role).

The CET will be a permanent and enduring entity, and the CDP will ensure that the membership is refreshed as appropriate. No member of the CET will receive payment or inducements to participate in the activity, and the activities of the CET will not involve access to College systems or files.

The CDP is responsible for ensuring that all members of the CET are fully briefed on the objectives, scope and deliverables.

5. Reporting

The CET will report to the College's Learning and Teaching Board (CLTB).

The CDP will include an item on CET in his/her report to the Learning, Teaching and Quality Committee.

The Director of Learning, Teaching and Academic Quality will report in summary on the activities of the CET to the Academic Board.

6. Policy Review

This policy was last reviewed on April 17 2019 by the UPE Academic Registry.