

TEDI-LONDON

STUDENT ENGAGEMENT POLICY

Summary	This policy explains how TEDI-London enables all students to have the opportunity to engage with and participate actively in our quality assurance and enhancement activities and provide feedback on their learning experience from induction to graduation. It sets out the importance with which we view such student input, the various mechanisms through which such input is encouraged, and ways in which we respond to and uses this input to enhance the learning experience, to our mutual advantage.		
Policy Owner	Registrar		
Policy Sponsor	Academic Board		
Policy applies to	All students of TEDI-London		
Equality impact assessment completed	August 2021		
Related legislation and policy	<ul style="list-style-type: none">- External Examining Policy- Programme Monitoring and Review Policy- Academic Committee Regulations		
Version	2		
Date of implementation	September 2021	Date of next formal review	September 2022

DOCUMENT CONTROL

Date	Version	Action	Amendments
03/04/2020	1	Policy issued	
10/2020	2	Amended	

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1. INTRODUCTION

- 1.1. This document follows the Quality Assurance Agency's (QAA) UK Quality Code, Advice and Guidance: Student Engagement. It sets out the policy and procedures relating to student engagement at TEDI-London, focusing on how you can engage with and participate in our quality assurance and enhancement activities and provide feedback on your learning experience.

2. POLICY STATEMENT

- 2.1. Staff and students at TEDI-London work in partnership to maintain a collegiate environment for all aspects of learning and development. We recognise your perspective is essential as it supports us to improve the relevance, structure and delivery of our programmes and enhance the learning opportunities we offer.
- 2.2. We actively encourage you to participate and engage across all aspects of TEDI-London, through both formal and informal means, and we take deliberate steps to engage all students, individually and collectively as partners. You offer valuable and fresh insights into TEDI-London life, as well as an impressive range of skills which we want to harness to guide how we and our programmes develop.

3. DEFINITIONS USED IN THIS DOCUMENT

- 3.1. In the context of this policy, we subscribe to the QAA's definition of 'student engagement' as being 'the participation of students in quality enhancement and quality assurance processes, which includes but is not restricted to the representation of the student view through formal representation mechanisms.'

4. SCOPE OF THIS POLICY

- 4.1. This Policy is aimed at all TEDI-London students. We want to ensure that every student can engage with and participate actively in our quality assurance and enhancement activities and to provide feedback on your own learning experience and personal development at module and programme level.

5. ROLES AND RESPONSIBILITIES

- 5.1. You are responsible for ensuring that you give us feedback and raise issues with us at the earliest opportunity. TEDI-London staff operate an open-door policy; you are encouraged and expected to raise any issues, pastoral or academic, with any member of staff at any time. This can be done in person or by electronic means.
- 5.2. Our staff are all responsible for ensuring that they listen to student feedback and take necessary actions to resolve any issues raised. They also need to ensure that they close the loop, by letting you know what has been done with your feedback.
- 5.3. We will ensure that our staff have access to support and guidance in order to help you engage with your studies and with TEDI-London more generally. We will also ensure that all staff are fully trained on the various engagement mechanisms employed here at TEDI-London.

6. THE STUDENT CHARTER

- 6.1. The Student Charter sets out the ethos of TEDI-London, what is expected of you and what you can expect of us. The Student Charter was produced by TEDI-London staff and summer school students. It is reviewed annually and discussed through Student Experience Committee before formal approval by Academic Board. It is available on our website and on Teams.

7. FEEDBACK AND COMMUNICATION

- 7.1. Good communication is vital for ensuring positive engagement and feedback loops. Communication is achieved via the following channels:
 - Student representatives on committees
 - Student Experience Committee
 - Academic staff
 - Registry staff
 - Open door policy amongst staff
 - Communications and announcements on Teams.

- 7.2. We recognise that you need to know that your opinions and concerns are taken into consideration and the feedback you give is acted upon. This is done through Teams, the Student Experience Committee, regular updates from Registry and through direct feedback from tutors and programme leaders. You should be involved throughout the whole feedback process and be part of developing the solutions and implementing them.

8. STUDENT FEEDBACK THROUGH SURVEYS

- 8.1. We issue internal feedback surveys at module and programme level to seek information about your experiences. This feedback is used to ensure that we maintain consistent standards and enhance the student experience and quality of learning opportunities. Survey results are analysed, and action plans are developed to address issues raised or to report back to you where actions are not possible at that time. The output from and responses to the surveys feed into Annual Programme Monitoring reports, and the agreed actions are monitored through the Action Plans for each programme.
- 8.2. Final year undergraduate (including MEng students) take part in the National Student Survey (NSS). The results of the survey are considered by the Student Experience Committee and reported to Academic Board in the autumn term to inform the production of action plans and monitoring reports.
- 8.3. An annual report reflecting on student feedback received at the programme and institutional levels and on responses developed will form part of the Annual Programme Review process. It will identify any overarching themes and opportunities for institutional action/enhancements.

9. KING'S COLLEGE LONDON STUDENTS' UNION (KCLSU)

- 9.1. TEDI-London students are associate members of the King's College London Students' Union (KCLSU). KCLSU is a voluntary organisation run by students, for students. As an associate member of KCLSU, you:
- have access to all KCLSU spaces and study rooms across campuses
 - can order a TOTUM student discount card through KCLSU and unlock 42,000 UK and international discounts

- have access to all KCLSU events, bars, shops and restaurants
- can purchase a student-rate gym and membership and access King’s gyms in Waterloo, Strand and London Bridge
- can join any of the 300+ student societies and sports clubs
- can meet and engage with a wide range of students
- can access support and guidance services.

10. STUDENT REPRESENTATION

- 10.1. There is student representation on academic committees to ensure that your views are heard at the highest level and ensure that the student body has a voice in the development, review and monitoring of our academic programmes, policies and procedures.
- 10.2. Student Representatives are elected annually within the first four weeks of the academic term. The Registry coordinate the election process.
- 10.3. The Registry and KCLSU provide training to Student Representatives at the beginning and during their term of office. This training involves tasks designed to improve communication, delegation and public speaking as well as to help integrate the representatives.
- 10.4. You will also have access to training sessions run by KCLSU throughout your time as a Student Representative.
- 10.5. You are also encouraged to attend training courses offered by the National Union of Students (NUS) to aid the development of student officers, and to learn about the many opportunities and resources available by engaging with the larger NUS community.

11. STUDENT PARTICIPATION IN QUALITY AND ENHANCEMENT ACTIVITIES

- 11.1. Each programme has an External Examiner from another UK university. Their role is to ensure that the programmes are comparable across the sector. There is more information about this in the External Examining Policy. You will have access to the names of the External Examiners for your programme, for

information, but you should not contact External Examiner(s) directly. If you have any queries about the assessment and examination process for the programme, or about your individual performance, you should raise these with the relevant student representative or with an appropriate member of academic staff. Some students may be invited to meet with External Examiners to give them direct feedback on their programmes.

- 11.2. External Examiners' annual reports and programme responses are made available to all students on that programme, via Teams. You are encouraged to read these and feedback any comments through your student representatives, who can then raise these with staff and at relevant academic committees as appropriate. Student representatives on these committees will have the opportunity to consider all External Examiners' reports.
- 11.3. We seek student input as part of the process of developing new programmes, periodically reviewing existing programmes (normally on a five-yearly basis) and as part of professional body re-accreditation. For programme reviews and professional body re-accreditation, groups of students will usually be invited to meet with the review panel; such meetings may take place virtually if necessary.

12. TRAINING, DISSEMINATION AND IMPLEMENTATION

- 12.1. The Registrar is responsible for ensuring that all TEDI-London staff are introduced to the Policy when they take on their roles. The Registrar will also ensure that students are familiar with the policy.
- 12.2. Staff and students will have access to this policy on the TEDI-London website.

13. MONITORING AND REVIEW

- 13.1. We welcome suggestions for new or improved ways in which we could foster active student participation in our quality systems; if you have suggestions, or a concern that systems are not working effectively, you should let your Student Representative, the relevant Programme Leader or the Registry know as soon as possible.

- 13.2. Key Performance Indicators for the effectiveness of student engagement arrangements will be agreed through the Student Experience Committee, these are monitored annually through Student Experience Committee and Academic Board.
- 13.3. This policy will be reviewed every year, initially through discussion at Student Experience Committee.