

ARRANGEMENTS FOR OBTAINING THE VIEWS OF STAFF AND STUDENTS ON THE PRESERVATION AND DEVELOPMENT OF THE EDUCATIONAL CHARACTER AND MISSION OF THE COLLEGE AND THE OVERSIGHT OF ITS ACTIVITIES.

The College values the views of staff and students and deploys a range of methods to garner them. Consultation is instrumental in forging the College's strategic priorities, in year and periodic, to maintain the College as a place of continuing improvement and to establish the most effective working relationship across the community.

The College uses the following means by which to consult with students and staff at the College:

Students

- The Governing Body membership includes two student governors appointed by the student body to represent the Student Council: at each full meeting of the Governing Body a report is tabled by the Student Council officers.
- Student Council officers are invited to comment/add to the items for consideration in agreeing annual strategic priorities.
- Student representatives serve on various cross-College committees, for example the Inclusion and Diversity Committee.
- A weekly news and information bulletin is issued to students via form tutors.
- Annual electronic student feedback surveys are conducted concerning College matters, which might include mission, diversity and equality matters,
- Short electronic student surveys are deployed for specific enquiries eg. level of satisfaction with IT resourcing or standard and appropriateness of facilities.
- Each course is required to conduct electronic subject surveys bi-annually which are benchmarked internally and disseminated to staff and governors: staff make responses to student recommendations or areas for improvement in development plans and there is an expectation that departments respond to learner views through 'You said, we did' reports and displays.
- For additional qualitative feedback, focus groups are conducted with specific cohorts on the learning experience from a curriculum perspective and/or a College-wide perspective.
- Each student has regular individual meetings with class teachers as part of the KAPP [Key Assessment Performance and Progress] process when they are encouraged to raise any matters that might be impeding progress or might improve the learner experience.
- We have a "feedback" board in the Canteen (an initiative of the Student Council) via which students can offer good ideas or suggestions.
- There is a Student Council with elected officers and representatives: there is a teaching staff member attached to the Council who acts as a liaison point and arranges consultation meetings with other stakeholders or external agencies when required.
- Members of the student body are routinely involved in the process of the recruitment of staff members.

- Students are encouraged to act as Student Ambassadors and represent the College both within and beyond the College.
- Focus groups are held with students with respect to marketing and recruitment; prospective students and enrolled students offer feedback on the processes and their effectiveness.
- Student views, experiences and achievements are routinely collated for internal publication and for social media platforms.
- Ex-students are regularly invited to visit and participate as university ambassadors and as industrial links.
- Students' complaint process – all submitted complaints are investigated by a member of the College Management Committee and a formal response made.
- All complaints are drawn upon to improve practice and any incident of bullying or harassment is formally recorded and acted upon.
- There is an internal appeals' process in relation to coursework assessment, disciplinary action or decisions; matters can then be conveyed on for further consideration to the Appeals' Committee of the Governing Body.

Staff

- The Governing Body membership includes two staff members (one teaching and one non-teaching). The Principal and one or more of the Senior Management Team are members or invitees to sub-Committees of the Governing Body
- A **strategic plan** setting out the planned development of the College is drawn up on a three yearly cycle¹ following discussion on areas of development with governors, staff and the Student Council representatives. The Principal agrees the strategic plan with the Governing Body and progress is reviewed, monitored and cross-referenced through regular updates to governors and the Senior Team and by presentation to staff at whole-staff meetings. Each year a set of annual priorities is distilled from the overarching plan and these are agreed as annual objectives via a consultation process which includes staff, students and governors.
- The views of teaching and non-teaching staff are gathered through online surveys at least annually. The College participates in an annual survey which benchmarks staff views and judgements against other colleges in the FE sector. All staff contribute to feedback through departmental discussion to the self-assessment process which informs the strategic direction of the College and training and development plans.
- The Mission statement of the College, which summarises its commitment to providing excellent education within a Catholic context, is reviewed from time to time by consultation with staff and students during designated annual training and reflection days.
- Weekly briefings are held at the beginning of the week when the Principal leads an information exchange for staff members.
- A weekly bulletin is distributed to staff.
- There are meeting structures at all levels of the organisation to share and disseminate staff views and take plans forward.

¹ Current Plan is 2019 - 22

- The Leadership Team and Director of Human Resources meet with professional associations regularly to discuss matters related to terms and conditions.
- Staff views are sought out by an external moderator as part of the *Investors in People* reaccreditation processes.
- The performance review process for each member of staff includes an opportunity for recorded “open comment” and line management or senior management response.
- Exit interviews are conducted with staff who are leaving the organisation
- Staff are encouraged to participate in our in-house blog for teachers and our teaching, learning and assessment publication, “The Source”.

Monitoring, Review and Implementation of Views

The results of any consultation on the educational character and Catholic mission of the College and oversight of its provision and practices is evaluated by the Senior Management Team, shared with the Governing Body or one of its committees and used to inform the operational and strategic direction of the College.

All methods and means of obtaining student and staff views will be reviewed on a regular basis to ensure that they are inclusive and meet the needs of the members of the community and the Governing Body.

STATEMENT TO BE REVIEWED ROUTINELY EVERY TWO YEARS.

NEXT REVIEW: MARCH 2022