



Student Voice and Experience Policy

Contents

A. Introduction	1
B. Underlying Principles.....	1
C. Mechanisms for Receiving and Responding to Student Feedback	2
D. Student Representation.....	3

A. Introduction

1. ArtsEd recognises that students are experts in their experiences of the learning, support and services provided by ArtsEd and we are committed to threading the student voice through all aspects of our higher education provision.
2. Engaging students in the enhancement of ArtsEd's courses and services is essential, and we strive to adopt a solution-focused approach that encourages staff and students to work collaboratively to enhance the student experience and ArtsEd community as a whole.
3. All information derived from the operation of this policy is held in accordance with General Data Protection Regulations (GDPR), Data Protection legislation and our Student Privacy Notice. We ensure that matters handled by us as part of this process are undertaken with the appropriate level of confidentiality and information is only made available to those who need it for the purposes of managing and responding to student feedback.
4. Where an issue raised via a student feedback mechanism may meet the definition of a student complaint, the student may be directed to the [Student Complaints Procedure](#).
5. The policy outlines how ArtsEd engages students in enhancement processes in a structured and integrated way.
6. The policy should be read alongside the following, which can be found on our [policies webpage](#):
 - Student Charter
 - Code of Practice for Freedom of Speech
 - Equal Opportunities Policy

B. Underlying Principles

7. ArtsEd is committed to fostering an inclusive culture which promotes equality, values diversity and maintains a working, learning and social environment. It is essential that the

broad range of experiences of our student body is reflected in our student voice mechanisms and we will take intentional steps to engage different groups of students.

8. Students will be actively encouraged to engage with a range of student voice mechanisms each academic year to ensure that all students are able to access and effectively participate. These will include individual, collective and democratic opportunities that may be anonymous.
9. Student feedback is considered and reported at several levels, such as across the institution, school-level, course-level, and by demographic factors. Student feedback is routinely used in the formal processes of ArtsEd to inform enhancements to the quality of the student experience. Business planning, course validation and annual monitoring processes all require commentary from Schools on the issues raised through student feedback mechanisms, and any actions taken or proposed.

C. Mechanisms for Receiving and Responding to Student Feedback

10. A range of mechanisms are used to gather qualitative (descriptive) and quantitative (measurable) feedback, covering positive aspects and areas for development, and ensure all students have the right opportunities to provide feedback in a way that is suitable. The way this is considered, monitored and by whom will largely depend on the mechanism and the topic, and in some circumstances, students may be asked to raise their feedback using a more appropriate mechanism e.g. day-to-day logistical concerns should be raised at a Company Meeting.
11. In addition to day-to-day dialogue between students and staff, feedback is received from students in more formal settings. These include:

12. Company Meetings

Heads of Year hold a timetabled weekly meeting with each student year group to discuss matters that might be affecting the group. These meetings offer students a regular forum to provide feedback and discuss their learning experiences, which students may agree to raise or escalate more formally.

Day-to-day matters relating to course content and delivery will normally be addressed by the relevant School Executive Team. Broader issues may require management action at Institutional level. Actions will normally be reported back to the year group at a Company Meeting by their Head of Year.

13. ArtsEd Committees

Students will elect representatives to be members of the committees that govern ArtsEd's higher education provision and are actively encouraged to participate in meetings such as the Boards of Studies, Academic Board and their sub-committees (Student Engagement and Learning and Teaching). Their participation in these forums is highly valued and crucial to our decision-making processes.

Feedback will be formally recorded in the minutes and progress on actions will be monitored through the committee. In some cases, it may also be recorded and monitored through annual programme evaluations (APEs) and/or institutional action

plans. Communication of actions and responses to students will normally be through student representatives, school executive staff or the Registry team.

14. Surveys

Students will have the opportunity to complete an anonymous survey at the end of each academic year or at the end of their course. This will be internal (i.e. questions set by ArtsEd) for all students except for 3rd year BA students who will be invited to complete the National Student Survey (NSS). ArtsEd aims to minimise survey fatigue and use alternative methods where possible; however, non-routine, targeted surveys may be used to gather feedback from students on specific topics.

All survey results will be analysed internally, disseminated to appropriate staff and incorporated into institutional reports, programme reports and action plans as sources of evidence. The headline results will be communicated to students in a holistic and targeted manner. External survey results (such as the NSS) are normally published annually and are publicly available to view. Where open-ended comments are collected, these are monitored for inappropriate language or information which might result in an individual being identified before they are disseminated.

15. Feedback pop-ups, workshops and discussion groups

At least once a year, halfway through the year, students can take part in formal and informal opportunities to provide feedback and share ideas with each other. They may also take place at other times of the year with specific themes or student groups to gain a deeper understanding in a collaborative environment.

Feedback will be analysed internally and reported to the relevant committees, groups or staff depending on the purpose and scope of the feedback. Students will be informed of this when they are invited to participate. It will be referenced in any documents that it informs, e.g. policies.

16. The above mechanisms will also be used to consult students about any significant changes that could influence their experience (e.g. policies or procedures) or to gather feedback about proposed changes to the curriculum.
17. Where it is not possible to act in response to feedback from students, the rationale for this should be discussed at Boards of Studies and made available to the wider student cohort, including via any relevant student group meeting such as Company Meetings.
18. The Academic Board will receive reports on the progress of actions and will consider all annual programme evaluations (APEs) and relevant institutional plans as part of its oversight of institutional quality assurance and the student experience.

D. Student Representation

19. For the mechanisms outlined in Section C to function effectively, students will be elected by their peers to represent their collective views and act as a main point of contact. They are responsible for gathering feedback from their peers and informing them about any discussions and actions. ArtsEd will support and promote fair election processes and support student representatives to effectively carry out their role through advice, guidance and signposting.

20. At the institutional level, the Students' Union is a central student-led body supported by ArtsEd to represent all higher education students and create a strong sense of community. Elected officers will act as as lead representatives for specific areas such as wellbeing and diversity, equity, inclusion and belonging to promote, participate in and occasionally coordinate student voice activities. We will work closely with Officers to enhance the student voice and facilitate communication with course-level reps.
21. At the course level, each cohort will elect students in their class to represent them in specific areas. The School will normally define the number of reps but must include academic reps for every cohort at a minimum. These students are normally members of ArtsEd's committees and/or interest groups, and work with the Students' Union.

Version Control	
Document Title	Student Voice and Experience Policy
Maintained By	Registrar
Owned By	Registrar
Approving Committee / Ratifying Body	Higher Education Committee
Last Reviewed	October 2024 (minor updates): • Updates to web links to other policies and regulations • Addition of version control table May 2026 (major updates) • Replaced 'participation' in the title with 'experience' to better reflect the content • Incorporated relevant parts of the 'Being a Student Rep' document into a new Student Representation section • Adopted a more collaborative approach to working with students to enhance their experience • Updated the mechanisms to reflect the new governance structure
To be Reviewed	Academic year 2030-31 (or prior if required)
Current Version	Version 2.0
Location of master document	Organisational File Shares > Policies > HE
Web location	https://artsed.co.uk/about-us/policies/