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Introduction

This document sets out the Navitas University Partnerships Europe (UPE) policy and procedure for Enhancement of the student experience. Navitas UPE 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 an Enhancement Plan in each College. Navitas UPE has a long history of and commitment to the provision of quality services and support to students. It recognises the importance of engaging students early in their learning experience and places immense value on the Student Voice. Working together with students, our teaching and support staff are committed to providing an education and student experience that is shaped, reviewed, and enhanced in the spirit of partnership and co-determination.

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

**Please interpret 'College' as 'Campus' where applicable*

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 guidance and ongoing 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
- Ensure that representatives of each College play a full part in the Student Forum and engage actively with the Academic Board throughout their studies

- Review the Annual Student Enhancement Action Plan

Objectives

The objectives of the CET are to:

- Embed a coherent and consistent approach to student engagement
- Facilitate the growth and development of quality-based student experience
- Facilitate the growth of a culture of stakeholder ownership in the academic environment
- Enhance the quality of delivery of learning experiences
- Standardise mechanisms for student feedback and dissemination of change as a result of feedback
- Improve the engagement level of students in all aspects of the student journey
- Embed a culture based on continuous improvement in the student experience
- Facilitate opportunities for the student voice to be heard and responded to
- Promote active student participation in College quality assurance processes
- Implement transparent mechanisms, agreed with students, for the nomination and election of student representatives
- Provide ongoing support for students and staff appropriate to their quality assurance roles

Terms of Reference

The scope of the CET's work will cover those processes that most directly impact on the student experience. These include, but is not exhaustive:

- The application and admission process
- Enrolment and orientation
- Pathway/curriculum design and delivery
- Learning outcomes and opportunities
- Learning resource
- Student support and guidance
- Assessment methods and expectations

The specific aspects for consideration at any particular time will be informed by various sources including student opinion surveys, staff feedback, internal monitoring processes, University Partner feedback, external review and external examiner reports.

A steer to the CET agenda will come from the College Management Team. CET will provide enhancement proposals to be considered and agreed by the College Management Team taking account of resource implications.

The College's Senior Management Team 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.

Membership

The College Director/Principal (CDP) has ultimate responsibility for the effectiveness of the CET. The CET forms part of College's commitment to the implementation of an on-going enhancement agenda.

The CET will be a permanent and enduring entity, and the CDP will ensure that the membership is refreshed as appropriate.

Reporting

The CET will report to the College's Management Team.

Policy Review

This policy will be reviewed every two years by the Navitas UPE Academic Board unless there are internal or legislative changes that necessitate earlier review. The policy was last reviewed on 19 April 2023 and approved as a Chair's action on behalf of the UPE Academic Board.