



Harlow College and Stansted Airport College

HE Student Engagement Policy September 2025-27

Author: The Executive Team Member with Responsibility for
Higher Education

Approved: June 2025 - Standards & Curriculum Committee

Review: June 2027

1. Introduction & Scope and Purpose

- 1.1 The scope of the HE Student Engagement Policy is to provide all stakeholders which includes students, prospective students, staff and partners with the process by which Harlow College engages with its learners to inform and improve the student experience.
- 1.2 The purpose of the HE Student Engagement Policy is to ensure that Harlow College and Stansted Airport College creates, in conjunction with the undergraduate student body, a sense of community that helps to develop a range of student skills (academic and employability) and to promote wellbeing. This will be achieved through a range of mechanisms including student representation at Team and Academy level meetings, SSLC meetings, and modules evaluation surveys (MES) which focus on how the whole learning experience can be enhanced.
- 1.3 The College works in partnership with Pearson only. Current recruiting programmes include HNC, HND and HTQs.

2. Definitions

- 2.1 Student engagement – engaging all students individually and collectively as partners in the assurance and enhancement of their education experience.
- 2.2 Unit evaluation surveys (UES) - each semester all students complete UES for every module studied. Students complete an online unit evaluation for every unit which is analysed and disseminated back to Academic staff and Team managers.
- 2.3 SSLC – Student Staff Liaison Committees are formal meetings which course representatives attend. These occur in November and in March across the whole of the HE provision.

3. Implementation

- 3.1 The College seeks student views and insights as users of the service at different stages of their experience including:
 - Induction
 - Programme and curriculum design, delivery and organisation
 - Curriculum content
 - Teaching delivery
 - Learning Resources
 - Student support and guidance and Assessment.
 - Enrichment

- 3.2 All HE courses will have at least one student representative per level. The student representative will be elected by their peers during the autumn term. The duration of the appointment will be for one academic year in the first instance and student representatives will have the opportunity to stand for election in each subsequent year of their course. Student representative details are sorted centrally with the Principalship Support Team.
- 3.3 An HE Student Governor/Ambassador will be elected from the student representative body annually and will attend the relevant Governors meetings.
- 3.4 The Student Voice Manager and Clerk to the Governor will provide training for all new and re-elected student representatives in the autumn term of each academic year. Training will include making the representatives aware of their roles and responsibilities.
- 3.5 Feedback will be sought in a variety of ways including:
- National Student Survey for final year students
 - Unit surveys
 - Team/Academy student engagement meetings
 - SSLC
 - Focused Student Chat room
- 3.6 The results of these surveys and the subsequent actions will, where appropriate, be shared with students via the Student Engagement process and electronically through the VLE.
- 3.7 The Student engagement schedule:

Month	How or where?	HNs Harlow College
Late October	See your Team Manager or Course Tutors	Team or Academy Learner voice meetings
Early November	Qube and by text message	Internal HE Satisfaction Survey
Late November	Elected course Reps attend – see your Course Tutor	Student/staff liaison committee (SSLC)
Late November/ Early December	Paper based (UCH) Qube and by text message (HN's)	Internal HE Satisfaction Survey
Early Feb	For final year students only on any HE Course – by email	National Students Survey – NSS UKES
Late February	Qube and by text message	Internal HE Satisfaction Survey
March	See your Team Manager or Course Tutors	Team or Academy Learner voice meetings

April	Elected course Reps attend – see your Course Tutor	Student/staff liaison committee (SSLC)
April/May	Direct from Pearson by email	Pearson Survey
April/May	Paper based (UCH) Qube and by text message (HN's)	Internal HE Satisfaction Survey
May/June (Externally lead survey)	For final year students only on any HE Course – by email	National Students Survey - NSS

4.0 Management responsibilities

The Vice-Principal for Quality and Curriculum, working with the HE Manager, will monitor the implementation of the College's Student Engagement Policy including the implementation, analysis and evaluation of UES, NSS and SSLC meetings surveys to ensure the information is utilised effectively to improve the learner experience. In addition, the Deputy-Principal for Quality and Curriculum working with the AP for Student Services will oversee the monitoring and continuous improvement of the student engagement process. This will include recruitment and selection of the student representatives and will, in addition, oversee the feedback process for HE students.

4.1 Staff responsibilities

Academic staff will carry out identified actions, which are a result of student feedback, as part of their teams Continuous Improvement Plan, evidenced through their team's Self-assessment and Quality Improvement Plans.

4.2 Student responsibilities - Student representatives are expected:

- To be the voice of students studying on their course
- To take active engagement with how decisions are made
- To liaise with the HE team and the course tutors on a regular basis
- To represent their peers' opinions and interests and address issues that impact the quality of the educational experience at The University Centre by attending meetings at team, Academy or Institutional level and taking part in activities
- To work with The University Centre staff to develop policies and educate students about important issues within their education
- To keep abreast of student issues within their course, through pro-active engagement with their peer group
- To feedback information to The University Centre staff/Director of Quality as appropriate
- To feedback to their learner group.

4.3 The Student Governor assisted by the Student Ambassadors will:

- Currently be a serving student representative
- Undertake all of the duties of a student representative
- Attend all relevant Governors meetings to represent as fully as possible the range of views of the HE student body and reporting back to the other student representatives the outcome of meetings with college management
- Make sure that other student representatives are aware of meetings and encourage attendance.

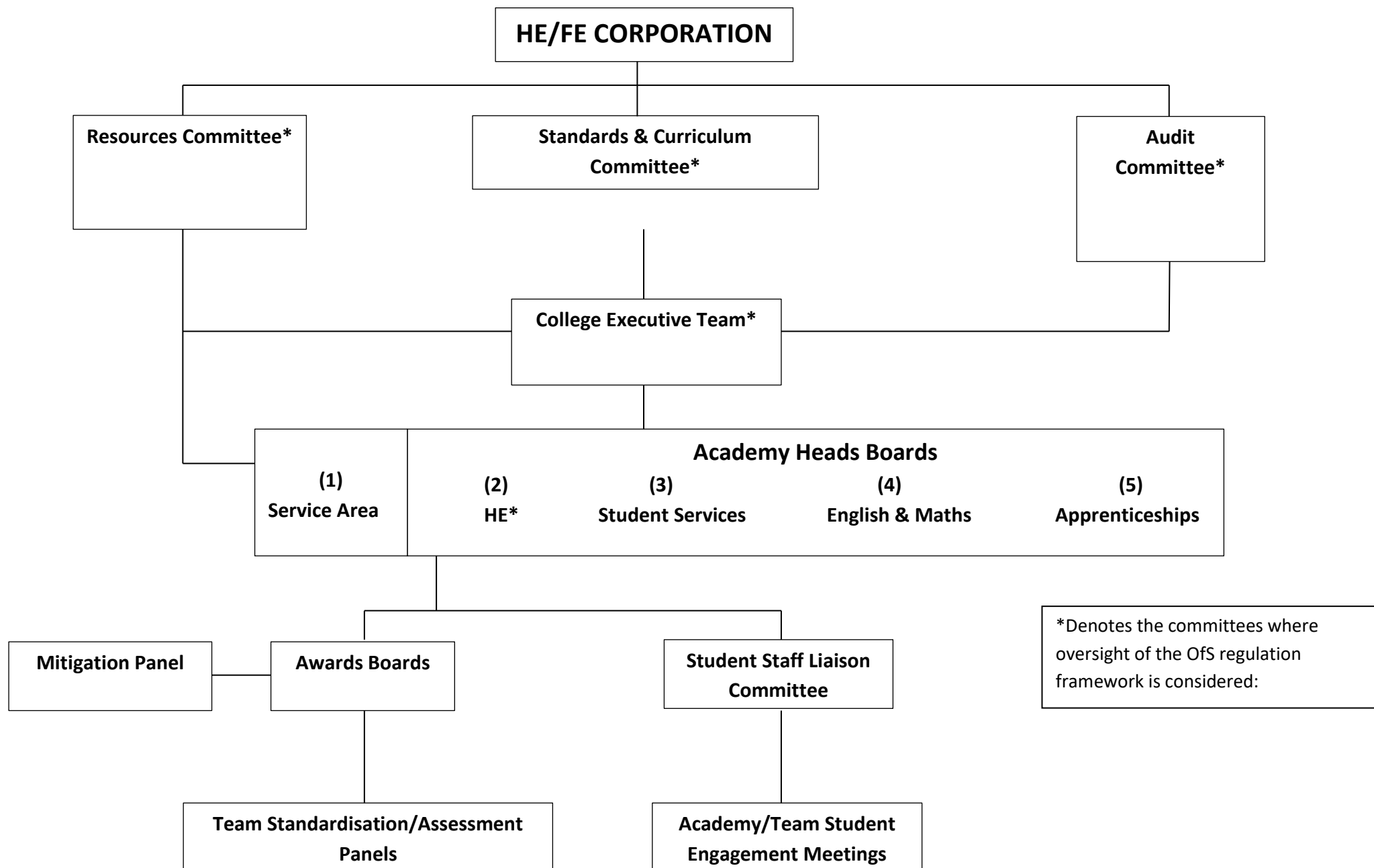
5. Monitoring, Review and Evaluation

- The implementation and impact of the Student Engagement Policy will be monitored by The Deputy Principal for Quality and Curriculum and the Head of HE.
- The policy document will be reviewed every 2 years.

6. Associated Documents

- OfS Regularity Framework
- Harlow College Strategic Plan

DIAGRAM OF ACADEMIC GOVERNANCE COMMITTEE STRUCTURE



<p style="text-align: center;">TRACKING and REFERENCE INFORMATION</p>
<p>Date Approved: 19 June 2025– Standards & Curriculum Committee</p>
<p>Review Date: June 2027</p>
<p>Author/Responsibility: Assistant Principal with responsibility for HE</p>
<p>Equality Impact Assessment: tba</p>
<p>List of related policies, procedures and other documents:</p> <ul style="list-style-type: none"> • OfS Regularity Framework • Harlow College HE Strategy
<p>Complaints: If you wish to submit a complaint about the application of this policy or the procedure of it, please send your request in accordance with the provisions of the Grievance Procedure.</p>
<p>Monitoring: The application of this policy and associated procedure will be monitored by The Executive Team Member with Responsibility for HE.</p>
<p>Easy reading: To receive this policy/procedure in a different format, please contact HR Services.</p>