

Version Control Statement

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	Minor amendments to reflect current practice. Requirement for staff response to student feedback in committees and on Discord. Addition of Senior Student Partner / Director forum. Additional reference to Student Partner training.		21/10/2021	Academic Board
	Replacement of Student Representatives with Student Partners for consistency Addition of suggestion box Update to purpose of School Committees and membership of committees in line with ToRs Update of role structure diagram to reflect new programme titles Update to Principal and Lead Student Partner responsibilities		12/08/2025	Academic Board



	Minor amendments to language and grammar		
	Small amendments to language and grammar.	28/11/2025	Academic Board
	Committees updated in line with changes in academic governance structure	13/08/2026	Academic Board

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Student Representation and Feedback Policy

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1 Introduction

- 1.1 Futureworks encourages students to be active participants in the leadership, management, development and delivery of their own educational experiences. We encourage students to work with us as partners, providing them with opportunities for personal development, both in terms of employability skills and confidence.
- 1.2 Students' views are key to assuring and enhancing the quality of teaching and learning. The main purposes of gathering feedback are considered to be:
 - 1.2.1 Ensuring that learning and teaching provision meet students' needs
 - 1.2.2 Providing information to be used in programme design
 - 1.2.3 Helping develop teaching quality
 - 1.2.4 Gaining the student perspective on the effectiveness of learning, teaching and assessment strategies
 - 1.2.5 Enabling students to participate in the organisation of their learning
 - 1.2.6 Identifying good practice in learning and teaching
 - 1.2.7 Informing policy developments and resource allocation at institution and School level
- 1.3 All students are given the opportunity to share their opinions through a variety of methods including Module Evaluation Questionnaires, the annual Student Experience Survey, a physical suggestions box and online suggestions form. Staff will report back on this feedback as outlined in the [Student Feedback Map](#). Students can also provide feedback through national surveys, including the National Student Survey and the Graduate Outcomes Survey.
- 1.4 In order to encourage student feedback, feedback options are actively promoted. Students are given information on how to feed back during their induction, via information on the VLE, by their Tutors during lessons and reminders are posted on the Community Discord server. Informal feedback is also gathered on a regular basis through conversations with tutors, Programme and Module Tutors and Personal Tutors.

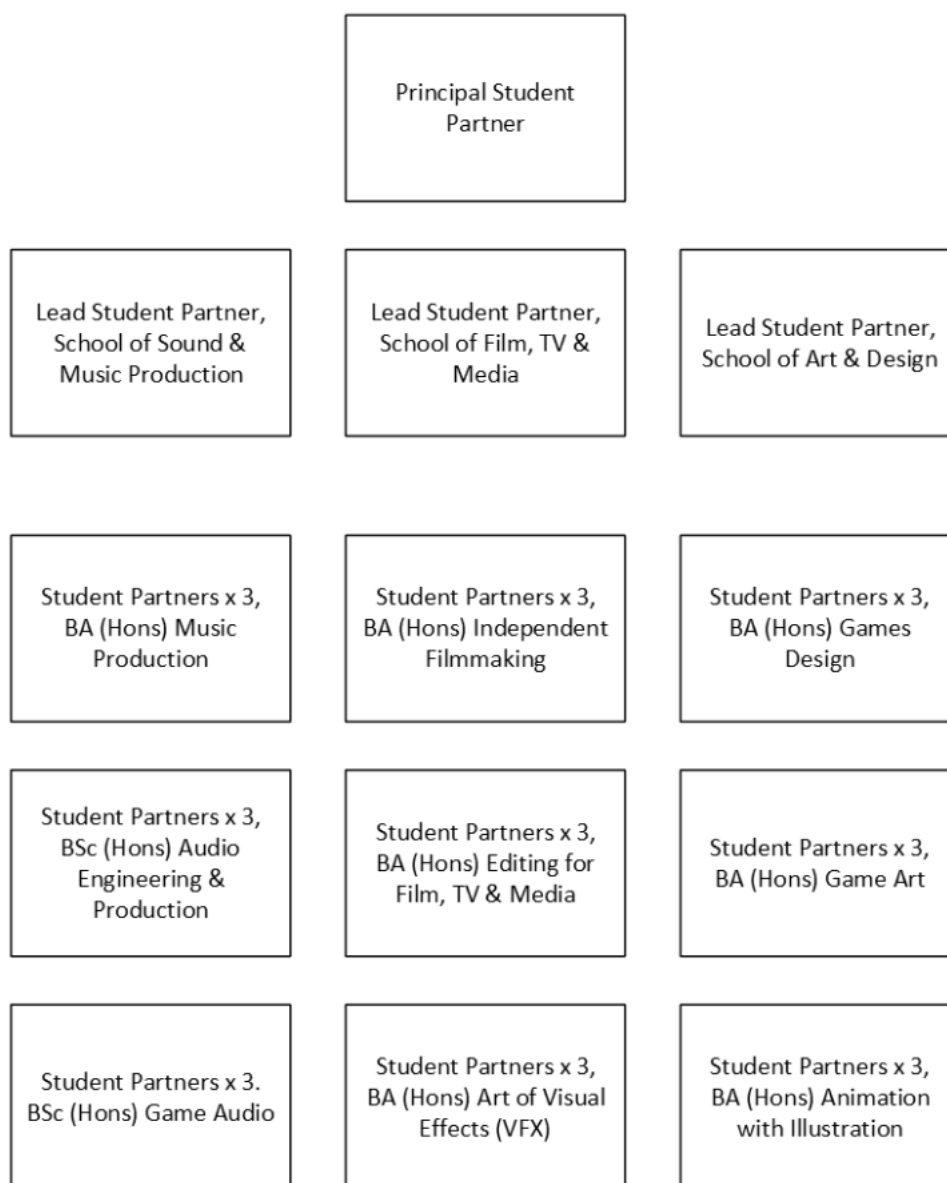
2 Committees and meetings structure

- 2.1 Futureworks has a Student-Staff Committee, the purpose of which is to act as the key forum for discussion, consultation and collaboration between Student Partners and staff relating to matters relevant to each School. These meetings are normally scheduled twice per academic year and Student Partners are encouraged to put forward items for discussion and provide feedback relating to all aspects of their School. Items commonly discussed include:
 - 2.1.1 Updates on actions completed since the last meeting.
 - 2.1.2 Feedback about the previous year, including discussion of External Examiner reports; outcomes of National/Futureworks student surveys; etc.
 - 2.1.3 Reviews of the enrolment/induction experience.
 - 2.1.4 Programme organisation and management
 - 2.1.5 Experience of modules - teaching, assessment, feedback
 - 2.1.6 Experience of academic support, which may include personal tutoring arrangements, continuing personal and professional development, etc.
 - 2.1.7 Other aspects of university life relevant to the student experience e.g. learning resources, IT, library.
 - 2.1.8 Any other issues raised by students or staff.
- 2.2 The Student Partner Committee exists to represent the student community in its entirety at an institutional level, to reflect on any issues relevant to the student community, to provide a central point of contact for Student Partners and to provide a forum for inter-School discussion. Terms of Reference for this Committee are available on the Futureworks website and MyFutureworks VLE.
- 2.3 Principal and Lead Student Partners are full members of the Academic Board, with the Principal Student Partner being a member of the Industry Advisory Group. One Student Partner per programme is a member of the Student-Staff Partnership Committee. Student Partners may also be invited to attend all-staff meetings for specific business.

3 Student Representation

- 3.1 Student representation has always been a key element in the student experience at Futureworks.
- 3.2 Across recent higher education policy, increased emphasis has been placed on the importance of active student engagement and students shaping and enhancing their own learning experience. Institutions have been encouraged to think of students as partners, rather than consumers. Student engagement, the importance of the student voice and the idea of students as partners are ideas which Futureworks actively supports and promotes.
- 3.3 Futureworks therefore identifies students as partners, as opposed to student representatives. This is an important distinction, which brings an increased responsibility to the role and cultivates the perception, by both the student community and staff, that students are important to the Futureworks community and to the higher education sector as a whole.
- 3.4 Electing a Student Partner per year group, per programme, rather than per cohort, encourages students who are keen to play an active part in student representation to become involved. There is therefore no obligation on students, who are not interested in the process to have to be involved. Futureworks is committed to giving students a meaningful voice. It is believed that the above structure for student representation promotes active student engagement and provides the opportunity for real change and improvement in the student community.
- 3.5 The Principal and Lead Student Partners may also be asked to join in with quality monitoring visits by external bodies such as the partner university or the Office for Students.
- 3.6 At the start of the academic year Student Partners are required to participate in an induction programme where the details of their role are explained in more depth. Where a Student Partner is elected mid-year induction training will be offered where required.
- 3.7 Student Partners will need to attend training and student-focused events in order to liaise with the student body and to ensure that students are aware of who is representing them. Student Partners will be expected to be involved in Welcome Week, student enrolment events, the establishment and running of societies and open day events.

4 Role structure for Student Partners



4.1 There are four elected Senior partners:

4.1.1 Principal Student Partner

4.1.2 One elected Lead Student Partner per School.

4.2 In addition, there are:

4.2.1 Three elected Student Partners per programme.

5 Role responsibilities

5.1 Principal Student Partner

5.1.1 The Principal Student Partner plays a leading role in the student partnership structure and in the representation and participation of students in Futureworks academic management. Responsibilities include:

- Leading and overseeing Student Partner activities.

5.1.1.1 Overseeing the collation of various student feedback.

5.1.1.2 Representing the student community at Student-Staff Partnership Committee meetings.

5.1.1.3 Chairing Student Partner Committee meetings.

- Leading and overseeing elections for incoming Student Partners.
- Representing the student community on institutional panels/teams, such as disciplinary panels, curriculum design teams, and ad hoc projects.
- Representing the student community when requested.

5.2 Lead Student Partners for each School

5.2.1 The Lead Partners for each school support the Principal Student Partner. Responsibilities include:

5.2.1.1 Supporting the collation of various student feedback.

5.2.1.2 Representing the student community at Student-Staff Partnership Committee meetings.

5.2.1.3 Supporting the Chair in Student Partner Committee meetings.

- Supporting the elections for incoming Student Partners.
- Representing the student community on institutional panels/teams, such as disciplinary panels, curriculum design teams, and ad hoc projects.

5.3 Student Partners for each Programme

5.3.1 Each programme has three elected Student Partners, who represent the students on that programme. These Partners work together to share the responsibilities of the role. Responsibilities include:

- Taking part in Student Partner activities.
- Taking part in collecting student feedback.
- Being an active, visible and accessible point of contact for all students.

5.3.1.1 Playing an active role in and representing the student community at Student-Staff Partnership Committee meetings.

5.3.1.2 Representing the student community at Student Partner Committee meetings.

5.3.1.3 Playing an active role in the election of Student Partners.

5.4 Student Partners may be elected from any year of a programme. Futureworks considers that the Student Partner structure will work most effectively if one Student Partner is studying on each year of the programme, where this is not possible more than one Student Partner from any given year group can be nominated. The benefit of the structure, and in particular the Student Partner Committee, is that each Student Partner will benefit from the experience of more experienced Partners and from the experience of Student Partners on other programmes. The structure allows for the continuing development of all Student Partners.

6 Election of Programme Student Partners

6.1 Students will be informed of the Student Partner structure during the induction period of the new academic year. Following this introduction, students will be given the opportunity to nominate themselves for the programme-level Student Partner role. If more than three nominations are received for any programme, an election will be held for the three posts. Each student programme member may vote for any candidate nominated to represent their programme. Voting will be by ballot using the alternative vote system. Student partners from previous years may nominate themselves for the same role for the current academic year. It should be noted that student members of new programmes with their first intake will only be able to elect first year programme-level Student Partners. This may mean the Student Partners will remain in their roles for more than one year if they are re-elected the following year.

7 Election of Principal and Lead Student Partners

7.1 The Principal Student Partner will be elected in the first few weeks on the new academic year.



- 7.2 Any student can nominate themselves for this role. All students are eligible to vote via ballot using the alternative vote system. The Principal Student Partner is permitted to be a candidate for the same role for subsequent academic years.
- 7.3 Lead Student Partners are elected during the first meeting in the new academic year of the Student Partner Committee. Any elected Student Partner can nominate themselves for this role. All Student Partners present at the meeting are eligible to vote via ballot using the alternative vote system. Lead Student Partners are permitted to be a candidate for the same role for subsequent academic years.