**Student Voice Committee (SVC)/Staff Student Consultative Committee (SSCC)**

**Operational Guidance**

The remit of the SVC/SSCC is to engage students in the enhancement of their educational experience. The term SVC is used in ADH, HLS and CEM. SSCC is used in BAL.

Its purpose is:

* To ensure there is opportunity for constant dialogue between staff and students which is constructive, open and focused on the student experience.
* To provide an opportunity for students to give their views on what is working well and to highlight good practice and innovation which can be shared to benefit other students.
* To provide an opportunity for students to discuss concerns relating to their course in an informal setting.
* To identify key areas for improvement and to implement action plans
* To discuss proposed changes and enhancements to course content or delivery
* To ensure full consideration can be given to matters allowing minor issues to be resolved before reaching the Programme Management Board (PMB)/Subject Academic Committee (SAC).
* To ensure that students are informed, in a timely manner, of action taken in response to their raising of issues and good practice/innovation.
* To give proper consideration to all requests with the shared understanding that not all requests can necessarily be implemented but an explanation would be provided in such circumstances.
* To work in partnership with students to enhance their learning experience.

Faculties can determine the delivery and constitution for their SVC/SSCC; however, they should work within the following guidelines:

* Each SVC/SSCC should decide on the composition appropriate to its size and student mix. It may be appropriate to have a group covering more than one programme or subject and faculties may prescribe the structure and range of groups. The balance of membership of staff and students should favour students.
* A virtual online SVC (e-SVC)/SSCC (e-SSCC) forum can be used in place of or in addition to any on-site meetings (an e-SVC/e-SSCC would not be the norm for on-site provision). Consideration of the use of an e-SVC/e-SSCC is recommended for students on placements, part-time students, distance learning students, to widen student access and involvement.
* A relevant representative of teaching staff must attend every meeting or engage in the online forum.
* Staff involved in SVC/SSCC should take responsibility for ensuring each meeting/forum uses the SVC/SSCC Issues Log, which should be made available for students to contribute to and follow up on at each meeting/forum and ideally electronically.
* The first on-site meeting of the academic session should be chaired by a staff member with subsequent meetings chaired by students. The selected/nominated student chair should receive a briefing and support from the staff chair so they can fully understand and commit to the role. The student chair role can rotate if another student wishes to have a turn at chairing, again with full support and preparation from the staff.
* An on-line SVC (e-SVC)/SSCC (e-SSCC) forum should be developed and made ready for use by a staff member: students should be made aware of it and its location using appropriate means which might include hard copy information as well as electronic means such as e-mail, blogs etc.
* Students must be encouraged and supported to undertake appropriate duties, such as preparing agendas and taking notes of meetings/completing the action log and follow up on actions.
* It is normally expected that the SVC/SSCC ‘Teaching, Assessment and feedback, Careers and employability, Organisation and timetabling, Support from staff (TACOS) model is used to structure the agendas and discussion.
* Students and staff are equally encouraged to put forward agenda items and the process for this should be easily understood and disseminated.
* Staff are advised to consult in advance with students at the SVC/SSCC as part of any relevant decision-making process (e.g. curriculum modifications).
* There should be a mechanism for nominating course reps/selection of course reps to attend the subsequent PMB/SAC on a rotational basis.
* As a minimum SVC/SSCC’s meetings/forums should be held prior to the corresponding PMB(s)/SAC(s). The date and time of the SVC/SSCC meeting/occurrence of the virtual forum should be communicated to students in a timely manner. If deemed necessary additional SVC/SSCC meeting/forums can be arranged.
* Conveners of the SVC/SSCC are to ensure the dates and timings of meetings/virtual forums (e-SSCCs) are shared with the faculty Student Advice Centre and De Montfort Students’ Union.
* The SVC/SSCC offers an opportunity to review student feedback in response to actions from the programme's National Student Survey (NSS) Action Plan. Where NSS Action Plan items are discussed during the SVC/SSCC it is advisable to use wording and phrases as they appear in the NSS questions. After the SVC/SSCC, items should be recorded in the SVC/SSCC Issues Log and reflections may inform the development of the NSS Action Plan review.

*Reviewed for use in 2021-22*