

POLICY FOR OBTAINING VIEWS OF STAFF AND STUDENTS

Audience:	X-College
Requirement:	Essential
Policy Owner:	Assistant Principal of Quality and Student Experience
Review Delegation:	Corporation
Review Cycle:	Every 2 years
Last Review:	March 2026
Due for Review:	March 2028

SOUTH HAMPSHIRE COLLEGE GROUP

POLICY FOR OBTAINING VIEWS OF STAFF AND STUDENTS

1.0 Statement of Principles

The Education Act 2011 and subsequent changes to the Instrument and Articles of Government requires educational institutions to publish arrangements for obtaining the views of staff and students on the determination and periodic review of the educational character and mission of the institution and the oversight of its activities.

South Hampshire College Group will consult staff, students, and wider stakeholders, including employers, parents, and community partners, on the determination and periodic review of the values and mission of the College Group, and the oversight of its activities. This consultation will take place through a range of mechanisms, such as briefings, surveys, focus groups, conferences, and direct engagement with governors, to ensure that all voices are heard and considered in shaping the future direction of the College Group.

2.0 Scope

2.1 The Corporation reviews the educational character and mission and takes an oversight of activities through a cycle of business that incorporates monitoring, assessment, strategic review, and planning, ensuring that the College Group remains responsive to internal and external developments and maintains high standards across all areas of provision.

2.2 The Corporation's oversight includes:

- Monitoring performance against strategic objectives and key performance indicators;
- Reviewing the effectiveness of curriculum delivery, quality assurance processes, and student outcomes;
- Assessing feedback from staff, students, employers, parents, and community partners to inform decision-making and continuous improvement;
- Undertaking periodic strategic reviews to align the College Group's mission and educational character with the evolving needs of the region and sector.

2.3 The Corporation will continue to review and adapt its arrangements for consultation and dissemination to reflect the evolving needs of all stakeholders.

2.4 The Corporation ensures that the Strategic Plan and other key documents are widely disseminated to staff, students, partners, and stakeholders, making them available through the SHCG website and intranet. This approach supports transparency and enables all stakeholders to contribute to the ongoing development and success of the College Group.

2.5 Arrangements for consultation and dissemination are kept under regular review and will be adapted as necessary to reflect changes in stakeholder needs, advances in technology, and best practice in governance and engagement.

3.0 Detail

Staff Views

3.1 South Hampshire College Group is committed to robust, cross-group procedures for engaging and consulting staff, recognising the value of staff knowledge, experience, and commitment to the College Group mission and strategic objectives.

- 3.2 The College Group provides staff briefings that include both teaching and professional services staff. Additional mechanisms for obtaining staff views include 'pulse' staff surveys, staff focus groups, Staff Liaison Representative meetings, Aspire Conversations (performance reviews), departmental and team meetings, joint consultative meetings, committees such as Equity, Diversity and Inclusion and Green Group, and the staff intranet.
- 3.3 Staff perspectives are also regularly gathered through informal channels, such as everyday conversations with colleagues, interactions with People & Culture (P&C) representatives, and networking across departments. These informal exchanges complement formal feedback mechanisms, offering valuable insights into staff experiences, concerns, and suggestions that may not always surface through structured processes.
- 3.4 The College Group continually reviews and adapts its engagement methods, considering new technologies and approaches to enhance inclusivity and accessibility for all staff groups.
- 3.5 Within the formal governance structure, the Resources Committee receives regular reports on staff wellbeing, engagement, and survey results. Governors maintain key link roles, engaging directly with staff at all levels, and participating in the self-assessment cycle.
- 3.6 The Corporation includes two elected staff governors, who act as "critical friends" and contribute their individual perspectives to strategic development and oversight, in line with governance best practice. Staff governors are not mandated representatives but play an important role in communicating staff perspectives and supporting effective governance.

Student Views (inclusive of Young People, Adults, HE and Apprentices)

- 3.7 The Corporation places importance on understanding student views of the quality of their experience at South Hampshire College Group, including pre-entry, induction, teaching and learning, wellbeing, safety, achievement, and progression. The College Group has established the 'Changemakers' initiative, which empowers student representatives to gather and communicate feedback from their peers across all sites, benefiting both students and their Colleges. These student representatives play a central part in articulating the collective voice of the student body and ensuring that feedback is communicated effectively to staff and leadership.
- 3.8 The College Group also obtains student views through a range of additional mechanisms, including student focus groups, curriculum and course review and evaluation, learning walks, and regular student surveys (benchmarked via QDP) such as induction, exit, and pulse surveys throughout the year. Learning walks capture student feedback in real time, while informal activities such as student videos, events, and opportunities to meet with Governors further enrich the consultation process. All these methods are kept under regular review, with the College Group committed to adapting and introducing new approaches as technology and best practice evolve, ensuring that student voice remains at the heart of decision-making and continuous improvement.
- 3.9 The Corporation includes up to four student governors who contribute their own views in relation to strategic development and oversight. Student feedback and College responses are communicated effectively across all sites, with attention to site-specific feedback.
- 3.10 The above methods for student engagement are not exclusive and will be kept under review. As other media and technology develop, alternative and additional means of consultation may be considered and introduced.