

Student Feedback Policy

POLICY DETAILS	
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Owner (if different from above):	Principal
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Related Policies / Procedures	SAR Policy Student Representation Policy Data Protection (GDPR) Policy
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1. Purpose

1.1 This policy establishes a structured framework for the collection, analysis and use of student feedback to support the enhancement of learning, teaching and assessment, the student experience and academic quality.

1.2 The policy ensures that student feedback is systematically gathered, appropriately reviewed and used to inform decision-making, quality monitoring and continuous improvement processes across higher education provision.

1.3 This policy supports active student engagement in accordance with the UK Quality Code for Higher Education, ensuring that the student voice contributes to the evaluation and enhancement of educational provision.

2. Scope

2.1 This policy applies to all higher education programmes delivered by Results Consortium.

2.2 It covers all students and staff involved in the collection, analysis and use of student feedback.

2.3 The policy applies to formal student feedback mechanisms relating to learning, teaching, assessment, support services and the overall student experience.

3. Procedure

3.1 The Programme Leader is responsible for the implementation of this procedure.

3.2 The Programme Leader will plan regular student surveys to obtain feedback on the quality of provision and the student experience.

3.3 On a regular basis, including shortly after admission, the Programme Leader will notify students of online surveys. Notifications will direct stakeholders to individual survey forms hosted on the Results Virtual Learning Environment platform. Where practical, surveys will not be linked to specific individuals and will remain anonymous when stored.

3.4 Where another student wishes to provide feedback, the Programme Leader will provide access to a survey form or a link to the online survey.

3.5 The Programme Leader will collect and collate survey responses and analyse the data. A report outlining improvement opportunities, areas for concern and notable trends will be produced and submitted to:

3.5.1 The relevant Annual Review of Programmes

3.5.2 Programme Committees or equivalent quality monitoring

3.5.3 The Academic Board

3.6 Student feedback outcomes and resulting actions will be communicated to students to demonstrate how feedback has informed enhancement (“closing the feedback loop”).

3.7 Student feedback data will contribute to ongoing quality enhancement processes, including annual monitoring, periodic review and institutional self-assessment activities.

3.8 The Programme Leader will maintain records of completed survey forms in accordance with the General Data Protection Regulation (GDPR).