

Student Representation Policy

POLICY DETAILS	
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Approving Authority	Results Consortium Executive Team
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Author	Quality Manager
Owner (if different from above)	Principal
Version Changes	1. Clarified OfS reference: conditions of registration and student engagement (condition B2). 2. 2026/27 enhancement: added training and induction for representatives. 3. Added the expectations of the role and the boundary with individual complaints. 4. Added the governance route for feedback and semester You Said, We Did reports. 5. Added no detriment protection. 6. Added vacancies, by-elections, resignation and removal procedures. 7. Higher Education Manager and Quality Manager roles removed; elections held within four weeks of the start of the year. 8. Added a student member of the Governing Body (8.2) and a monitoring section (12). 9. Sections renumbered and “must” used for obligations.
Related Policies / Procedures	Equality, Diversity and Inclusion Policy Academic Appeals Policy Student Complaints Policy Safeguarding Policy Attendance and Engagement Policy Code of Governance
Effective Date	October 2026

1. Purpose

- 1.1 The purpose of this policy is to set a structured framework for student representation within the College. It ensures that all students have an equal opportunity to participate in decision-making processes through student representation, provide feedback and influence the development and enhancement of their academic experience. The policy supports compliance with the Office for Students' conditions of registration, including its expectations for effective student engagement (condition B2).

2. Scope

- 2.1 This policy applies to all students enrolled on courses delivered by the College and to all staff involved in supporting, facilitating or engaging with the student representation system. It covers the nomination, election, training and ongoing support of student representatives, as well as the processes for gathering, presenting and responding to student feedback through formal and informal mechanisms.

3. Definitions

For the purposes of this policy, the following definitions apply:

- Student Representative: A student elected by their cohort through a transparent and fair process to represent their peers in formal and informal College processes.
- Cohort: A group of students enrolled on the same course and start date.
- Chair of Representative Meetings: The staff member responsible for leading meetings attended by student representatives and for notifying relevant departments if a representative resigns.
- Programme Committee: A meeting attended by student representatives and staff to discuss programme matters, including student feedback.
- Student Focus Group: A meeting where student representatives present feedback from their cohort to the College.
- By-election: An election held during the academic year to fill a representative vacancy that arises after the main election.
- Co-option: The appointment of a volunteer to a vacant representative post, with the agreement of the cohort, where no candidate comes forward at an election or by-election.
- You Said, We Did: The College's published summary of the feedback received from students and the action taken in response.

4. Roles and Responsibilities

Role	Responsibilities
Principal	Ensure student representation is supported and included in governance.
Programme Lead	Receive expressions of interest; facilitate nominations and coordinate elections; ensure fairness; support representatives.
Student Welfare and Support Team	Assist with elections; provide ongoing support to representatives.
Chair of Representative Meetings	Lead meetings; notify departments if a representative resigns or is removed.
Student Representatives	Attend training; gather and present peers' views; attend meetings; share outcomes with peers.

5. Procedures

- 5.1 The College must:
- 5.1.1 Provide the opportunity for all students to participate in the appropriate decision-making structures of the College.

- 5.1.2 Be approachable and receptive to the views of student representatives and encourage appropriate action in response to student feedback.
- 5.1.3 Inform students about their roles and promote student engagement and involvement in student representative opportunities.
- 5.1.4 Treat all student representatives with respect, recognising the value of their role in representing their fellow students.
- 5.1.5 Support the student representative system by running the election process, training student representatives and providing ongoing support.
- 5.2 Student representatives must:
 - 5.2.1 Attend all mandatory training to ensure they are prepared to represent their fellow students in meetings and other activities.
 - 5.2.2 Proactively engage with their fellow students to seek their views and represent those views fairly at the appropriate level.
 - 5.2.3 Attend and contribute to Programme Committee, or equivalent, meetings. Where this is not possible, they must give their cohort's feedback to the Chair before the meeting.
 - 5.2.4 Share meeting outcomes and agreed actions with their cohort within five working days.
 - 5.2.5 Inform the Chair of Representative Meetings if they can no longer fulfil the role.
 - 5.2.6 Accept that failure to meet the requirements of the role can lead to removal under section 10.
 - 5.2.7 Maintain regular attendance at scheduled meetings and representative activities.

Non-attendance at two consecutive meetings without a valid reason is treated as a failure to meet the requirements of the role.
- 5.3 Elections
 - 5.3.1 Student representative opportunities must be advertised to all students at the start of the academic year.
 - 5.3.2 Staff who receive an expression of interest must forward it to the Programme Lead.
 - 5.3.3 Student representatives are chosen through a formal nomination and election process.
 - 5.3.4 Nominations must be sought from all students in the cohort over a period of at least 15 working days.
 - 5.3.5 Candidates can nominate themselves or be nominated by a fellow student. A candidate nominated by another student must confirm that they are willing to stand.
 - 5.3.6 Candidates can provide a supporting statement describing why they would like to be a representative and what they would hope to achieve. These statements are shared with all students in the cohort, in writing or verbally.
 - 5.3.7 Where the number of candidates is equal to the number of vacancies, the candidates are elected unopposed. Where the number of candidates exceeds the number of vacancies, an election is held.
 - 5.3.8 Elections are held by secret ballot, carried out electronically.
 - 5.3.9 Student representatives are elected in class (virtual or in person), with the Programme Lead or a member of the Student Welfare and Support Team present to facilitate the nomination and election process.
 - 5.3.10 Elections normally take place within four weeks of the start of each academic year, and the outcome is announced to the students represented.

6. Training, Induction and Support for Representatives

- 6.1 Every newly elected or co-opted representative is offered induction and training before their first Programme Committee meeting, normally within 15 working days of election. It covers confidentiality, the purpose of the role, how to gather and present a cohort's views, meeting procedures and the boundary between representation and individual complaints.

- 6.2 Agendas and papers are sent at least five working days before each meeting, and representatives can ask for items to be added.

7. Expectations of the Representative Role

- 7.1 Representatives are not expected to:
- investigate or resolve complaints
 - act for an individual student in a formal process
 - advise on appeals, complaints, extenuating circumstances or disciplinary matters
 - speak on behalf of the College.
- 7.2 A representative approached about a personal matter must refer the student to the Student Welfare and Support Team, the Student Complaints Policy or the Academic Appeals Policy. Where a student appears to be at risk, the representative must tell a member of staff or the Designated Safeguarding Lead without delay.
- 7.3 Feedback gathered by representatives is presented anonymously and in general terms. A representative must not name an individual student without that student's agreement, and must not repeat information about another student's health, personal circumstances or academic performance.
- 7.4 A representative who receives meeting papers or other information that is confidential must not share it outside the meeting. The Chair must say which papers are confidential.

8. Representation in College Governance

- 8.1 Representatives must be given the opportunity to comment on proposals affecting the student experience before decisions are taken, wherever practicable.
- 8.2 One student is a member of the Governing Body. The student body elects them each year, following the election process in section 5.3.

9. Closing the Feedback Loop

- 9.1 The College publishes a You Said, We Did summary each semester.
- 9.2 Each summary sets out the main themes raised, the action taken or planned and by when, and, where no action is to be taken, the reason.
- 9.3 Summaries are given to representatives to share with their cohorts.

10. Vacancies, By-elections and Removal

- 10.1 Where no nominations are received, the Programme Lead can extend the nomination period or co-opt a volunteer with the agreement of the cohort.
- 10.2 Where a vacancy arises during the year, a by-election is normally held within 20 working days, following the process in section 5.3. Where a by-election produces no candidate, paragraph 10.1 applies.
- 10.3 Before a representative is removed under paragraph 5.2.6 or 5.2.7, the Chair of Representative Meetings tells them in writing what the concern is, gives them the opportunity to explain, and takes account of any personal circumstances, disability or health matter affecting the role. Where support or an adjustment would enable them to continue, that is offered first.
- 10.4 A decision to remove a representative is confirmed in writing with reasons. The student can ask the Programme Lead to review it within five working days, and the Programme Lead responds in writing within 10 working days.
- 10.5 Removal is not a disciplinary sanction, does not appear on the student's record and does not prevent them standing again.

11. No Detriment for Representatives

- 11.1 A student is not disadvantaged for standing for election, for serving as a representative, for raising feedback in good faith or for choosing not to stand.

- 11.2 A student who believes they have been treated less favourably for any of these reasons can raise the matter under the Student Complaints Policy.
- 11.3 Attendance at a scheduled Programme Committee meeting or training event counts as an authorised absence, and the representative is given the material covered.
- 11.4 The role is voluntary and unpaid. It does not carry academic credit and it does not affect a student's marks, grades or progression.

12. Monitoring, Evaluation and Review

- 12.1 The Programme Lead monitors the representation system, including posts filled, attendance at meetings and the themes raised.
- 12.2 A report on that data and the action taken in response is presented to the Principal at least once a year.