

**University Programme Division UK**  
**CPR QS8: Student Engagement**  
**Version 2.1**

**1. Introduction**

This document sets out the Navitas UK policy and procedures for the formal engagement of students. Student Engagement is central to the vision, mission and operations of Navitas and its network of colleges. The encouragement of students as 'active' partners in their learning and in the systems and processes that influence their learning is considered fundamental to the development of mature learning approaches and life skills. It is the measured opinion of students, the 'student voice', that is essential to ensuring that the learning, teaching and assessment strategies, plans, people and operations are effective, reflective and appropriate.

**2 Scope**

This document covers information provided to students, student representation, and student surveys. The processes will apply in all Navitas UK Colleges.

**3. Student Information**

3.1 Responsibility for accuracy and completeness of information available to students is that of the College Director/Principal. All material in the public domain must comply with the Navitas brand requirements.

3.2 A set of consistent information about Navitas, Navitas UK, the College and the Partner University is available in the public domain for potential students, students and alumni. This information is provided in the form of a College prospectus/brochure, College flyers, and a College website.

3.3 HIC website content and updates must be approved by (i) the Navitas Academic Registry, and (ii) the University of Hertfordshire International Office, before it goes live, to check factual accuracy and alignment with publicity protocols.

3.4 HIC brochure content undergoes review and approval by (i) the Executive General Manager Navitas UK, and (ii) the University of Hertfordshire International Office prior to printing.

**3.5 Pre-enrolment Information**

3.5.1 Prospective students who meet the entry criteria will be supplied with an Offer Pack which includes an Offer of Admission and an Acceptance of Admission Form. The latter details the pathway stages of study and makes explicit the regulations which apply at HIC and the University of Hertfordshire. Supplementary documents are appended to the Offer Pack providing information about:

- airport pick up services and costs
- accommodation provision, cost and application form
- student insurance
- information for parents and legal guardians concerning arrangements under Tier 4 and UK law for students under the age of 18 years at the time of proposed enrolment.

3.5.2 Once a student has been passed through the College verification process he/she is issued with a Provisional CAS Statement (PCAS). The PCAS allows a student to check that the information held by the College and which will be supplied to the UKBA, to support assignment of a CAS number for a Tier 4 Student (General) visa application, is correct and complete. Guidance on the visa process and a Pre-Departure Guide are also attached along with insurance documents (where purchased). Supplementary information concerning student travel to the UK, accommodation and any other helpful information may be attached.

## **4 Student Representation**

4.1 Students are formally represented in two HIC bodies: the Student Forum and the College Enhancement Team. Student membership of these two bodies provides an opportunity for students, in the case of the former body, to raise issues of immediate concern related to their study experience, and in the case of the latter body, to be involved in the substantive development and enhancement of the College student experience.

### **4.2 Student Forum**

4.2.1 HIC has established a Student Forum to provide an opportunity for the student body to raise day-to-day issues on any matter related to their present studies. This mechanism provides important feedback to HIC, the University of Hertfordshire and Navitas UK to be considered as part of periodic reports and annual monitoring.

4.2.2 Membership of the Student Forum is as follows:

Chair

All student representatives.

At least one representative of College staff (academic and/or support staff)

4.2.3 The Student Forum brings issues for consideration to the College Learning and Teaching Board.

### **4.3 College Enhancement**

4.3.1 Each College will establish a College Enhancement Team (CET) - see CPR QS6.

### **4.4 The role of 'Student Representative'**

4.4.1 Student Representatives play a key role in providing observations, through listening to and collecting the views of their fellow students, on all aspects of the student experience. Student Representatives should not just be presenting the complaints, problems, and issues of their fellow students, but also contribute positive and constructive feedback from students to HIC, including what works, what has been valuable or enjoyable, and what should be repeated or built on in the future.

4.4.2 Student representatives on the CET will be involved in discussions about the ways in which HIC will develop and improve so as to enhance the student experience. In this way they will have direct influence over new policy and strategy, and quality assurance.

4.4.3 Student representatives will:

- actively seek out and represent the views of all the students they represent about their studies and their broader experience of HIC;
- help ensure that the student perspective is considered in all decisions and developments relating to the student experience;
- endeavour to keep the students they represent informed on the outcomes of staff and student discussions.

### **4.5 Election of Student Representatives**

4.5.1 Student representatives are elected by their peers in an election process which should take place within the first four weeks of the semester. The term of office of a student representative shall be the duration of a stage of study (one or two semesters).

4.5.2 There should be at least two student representatives from across the College cohorts. If the total student population exceeds 200 there may be up to four student representatives.

4.5.3 The election arrangements shall be overseen by the College Academic Support Service staff.

## **5 Student Surveys**

5.1 There are four types of student survey: Module Surveys, College Surveys, Navitas Student Satisfaction Surveys, International Student Barometer Survey.

### **5.2 Module Surveys.**

Module surveys are undertaken in week 10 of the semester each time a module is run. A standard template is used to ensure a consistent approach across the Navitas College network, but individual colleges may amend the template, within prescribed limits, to suit their learning environment and needs. The template can be found in Appendix A.

### 5.3 Navitas Ltd Survey

Navitas Ltd requires that all students in Navitas Colleges across the world participate in an annual student satisfaction survey over the UK summer-autumn period which is administered on-line using Survey Monkey. The results of these surveys are collated by Navitas Ltd and distributed to colleges across the world for consideration and review.

### 5.4 International Student Barometer Survey

The International Student Barometer (ISB) survey is held every two years and participation in the ISB survey is a Navitas Ltd requirement. It allows the Navitas student experience to be benchmarked against other provision internationally.

### 5.5 College Student Surveys

Colleges may conduct surveys of student opinion for their own local purposes on an *ad hoc* basis.

### 5.6 Consideration of survey outcomes.

5.6.1 Key issues arising from student surveys are identified in College Learning and Teaching Boards and at the CET, and an action plan prepared. This is then shared with students through the College Student Forum. Progress with the action plan is included in academic reports to AOAC, and in annual college reports to the Academic Registry. Colleges publish the outcomes of surveys and actions taken to address issues typically through the student portal and/or through posters.

5.6.2 Module survey outcomes inform annual monitoring reports.

5.6.3 The Navitas Learning and Teaching Committee reviews the results from all student surveys and considers areas for improvement as well as implementing enhancement activities.

## Appendix A

### QS8: Module Survey Questions Template