



## **SOUTH GLOUCESTERSHIRE AND STROUD COLLEGE**

### **How we communicate and engage with Staff and Students Strategy and implementation for obtaining the views of staff and students on the educational character and mission of the College and the oversight of its activities to encourage and establish an open and transparent culture of continuous improvement.**

The College believes that regularly obtaining the views of its staff and students and considering those inputs during decision making is instrumental in improving the quality of experience, appropriateness of provision, its performance and achieving and maintaining the highest possible standards for learners and staff. The College has in place the following arrangements for consulting with and responding to students and College staff, as related to the Corporation's responsibilities, covering:

#### **Students**

- ❖ Student Feedback Surveys, National Student Surveys.  
Conducted at intervals throughout the College year to obtain views from all learners that are fed back through the 'you said/we did' campaign and through class representatives that inform termly performance panel reviews.
- ❖ Continuous Feedback  
Teaching staff are now actively asking learners What Went Well in lessons and offering verbal and written feedback where possible. This is detailed within their self-assessment process and reviewed by curriculum Managers and the Quality Department to constantly enable development.
- ❖ Ofsted Surveys – for Learners, Parents, Carers, Employers and Stakeholders  
These are surveys that Ofsted only conducts during an inspection, the findings of this survey are discussed with Ofsted.
- ❖ National Student Survey for Higher Education:  
Annual survey for all learners on degree level programmes.
- ❖ Institute for Apprenticeships and Technical Education ongoing survey:  
As part of the Digital Apprenticeship Service, employers can provide feedback on the service provided by training providers, this feedback is published on the Apprenticeship Training Service website.
- ❖ Voice of the Learner forums.  
Two cycles are held throughout the year consisting of four stages. Class-based, department-based, campus-based and College-based. Learners democratically elect representatives who take forward feedback for actioning. The approach allows us to capture the breadth of opinion that exists across all campuses.
- ❖ Student Union.  
The Student Union reviews the Learner Code of Conduct and the Learner Disciplinary Policy as part of its remit, prior to the policies being presented to the Corporation for approval.
- ❖ Learner Representatives.

Elected learner representatives' feedback at class, departmental, campus and College levels that represent their areas at Voice of the Learners Forums. Representatives also contribute to the process of attaining feedback within their subject area to then feedback to the corresponding representative for each stage in the Voice of the Learner Cycle.

- ❖ 'Talk to Us' email address for ideas and suggestions.
- ❖ Inclusion Committee to ensure the views and opinions of all learners and staff are considered.
- ❖ Learning Excellence Weeks – Dedicated weeks within the College calendar focussed on the learning experience.
- ❖ Student Voice Sessions. Taking place in the penultimate week of each term, student voice sessions provide an opportunity for Senior Leaders, Management and Principalship to connect with learners in a setting that is comfortable for them (eating areas and social spaces). Specific themes are explored throughout the year such as English & Maths Experience, Induction and Personal and Social Development to attain actionable feedback.
- ❖ Meet the Assistant Principals through informal termly departmental visits.
- ❖ Staff/Parent forum. This initiative enables staff who are also parents of students at the College to meet termly with the Principal and to feedback on certain key themes so that the College can continually improve.
- ❖ Membership of a number of cross-College steering groups with a focus on improvement.
- ❖ Student membership of Corporation.
- ❖ Social media notice boards supported by the College's presence on Facebook and Twitter.
- ❖ ProMonitor Individual Learning Plan.
- ❖ College complaints, suggestions and compliments processes (staff and students)
- ❖ You said/we did posters/ info for students.
- ❖ Higher Education operates within the Higher Education Students as Partners Strategy. Students contribute to the Office for Students submission and Course Enhancement Reviews (CERs), review the Access and Participation Plan and key policies. They also attend key HE meetings including; student representative meetings, course review meetings, and the Widening Participation Group.

## **Staff**

- ❖ Ofsted Staff Survey  
This is a survey that Ofsted only conducts during an inspection, the findings of this survey are discussed with Ofsted.

- ❖ SGS College Principal's Briefings and Webinars held half-termly providing information to all staff on current position of the College and developments, curriculum achievements and initiatives.
- ❖ Monday Memo and opportunities for questions at team meetings.
- ❖ Monthly Assistant Principal campus briefing held at every campus on Monday morning
- ❖ Monthly Staff News
- ❖ Joint Consultative Committee with the recognised unions for consultation and negotiations on staff terms and conditions of employment.
- ❖ Employee Recognition Scheme
- ❖ Staff membership of Corporation.
- ❖ Inclusion Committee.
- ❖ Annual Staff Conference Day
- ❖ Periodic Staff Pulse surveys which are reviewed by the Principal and feedback provided to both staff and Corporation.
- ❖ Termly Staff Campus Forums to provide a discussion mechanism to feedback to senior managers on communications and culture across College; these are held termly at WISE, Filton, Queens Road and Stroud campuses with an elected chair
- ❖ You said/we did updates published around sites, along with dissemination at the Staff Forums
- ❖ Use of internal Yammer social network for all staff
- ❖ SGS Gallimaufry channel on Teams for ideas and celebrating the brilliance of others.

### **Corporation**

- ❖ The educational character, mission and strategic priorities are periodically reviewed, and Governors monitor the College's activities throughout the year assessing progress towards meeting key performance indicators, covering all aspects of the College's provision and its financial performance.
- ❖ The Staff and Student Governors elected to the Corporation play a full part in the Board's proceedings including the periodic review of the educational character, mission, values and strategic priorities of the College and the oversight of its activities.

Originator:	College Principal
Date of latest review:	September 2023
Date of last approval:	5 October 2023
Approved by:	Corporation
Review interval:	Annually
Next review due by:	October 2024