



SOUTH GLOUCESTERSHIRE AND STROUD COLLEGE

How we communicate and engage with Staff and Students to obtain their views about the educational character and mission of the College, our implementation of strategy, and how we oversee activities to encourage and maintain an open and transparent culture of continuous improvement.

The College believes that regularly obtaining the views of its staff and students and considering those views within our decision-making process to be instrumental in improving the quality of experience, appropriateness of provision, our 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:

Formal surveys

- Internal Student Feedback Surveys - Conducted throughout the academic year to gather learner views on induction and programme experience. Outcomes are shared via the "You Said / We Did" campaign and class representatives. Feedback informs termly performance panels and the College's Taking Learners Further plan
- Ofsted Surveys - Administered during inspections for learners, parents, carers, employers, and stakeholders. Results are discussed with Ofsted and used to shape the Taking Learners Further plan.
- National (Higher Education) Student Survey (NSS) - for degree-level learners, conducted by the Office for Students. Feedback informs our self-evaluation and the Taking Learners Further plan.
- Skills England (Apprentice & Employer Survey) - via the Digital Apprenticeship Service. Results are published on the Apprenticeship Training Service website and monitored through the Apprenticeship Accountability Framework.

Continuous and informal feedback

- In-Lesson Feedback - Staff are encouraged to ask learners "What Went Well" and respond with verbal or written feedback. This is documented in departmental self-assessments and reviewed by Curriculum Managers and the Quality Department.
- Student Voice Sessions - Held in the penultimate week of each term in informal settings. Senior leaders explore themes like English & maths, induction, and personal development.
- Learning Excellence Weeks - Dedicated weeks for gathering first-hand insights into the learning experience.
- Social Media Notice Boards - Feedback and updates shared via Facebook and Twitter.
- ProMonitor Individual Learning Plans - Used to track and respond to individual learner progress and concerns.

- Complaints, Suggestions & Compliments Policy - Available to both staff and students for formal feedback. The process is supported by the Talk to Us Email address which is publicly advertised for stakeholders to submit complaints, ideas and suggestions.

Representative structures

- Voice of the Learner Forums - Held twice yearly across four levels: class, department, campus, and Executive. Democratically elected reps present feedback to leadership. Outcomes are shared via “You Said / We Did.”
- Learner Representatives - Elected to represent peers at all levels and contribute to subject-specific feedback loops.
- Student Union (Under Review) - Reviews key policies before Corporation approval. The Student Leadership Team (2024–25) aims to enhance engagement and formalise recommendations to senior leadership.
- 2 x Student Members sit on the Corporation
- Inclusion Committee - Ensures historically underrepresented voices are considered in decision-making.
- Higher Education Students as Partners Strategy - HE students contribute to submissions, policy reviews, and attend key meetings including Course Enhancement Reviews, student ambassador groups, and the Widening Participation Group.

Staff Communication Channels

- Executive Briefings & Webinars - Held half-termly to update staff on college developments and achievements.
- SGS Community News - communications offering strategic insights and opportunities for staff engagement.
- Staff Campus Forums - Termly forums at each campus chaired by elected staff to discuss communication and culture.
- You Said / We Did Updates - Published across campuses and shared during staff forums.
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- SGS Gallimaufry (Teams Channel) A space for sharing ideas and celebrating staff contributions.

Consultation & Representation

- Joint Consultative Committee - Works with recognised unions on employment terms and conditions.
- 2 x Staff Members sit on the Corporation.
- Inclusion Committee - Promotes inclusive decision-making across the College.
- Cross-College Steering Groups - Staff are invited to participate in improvement-focused groups.

Corporation

- The educational character, mission and strategic priorities are periodically reviewed, and Governors monitor the College's activities throughout the year by 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:	Deputy Principal, C&Q
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