

<b>Policy Statement Executive Owner Approval Route:</b>	Our Students - Chief Student Officer - Executive Board
<b>Authorised Co-Ordinator:</b>	Head of Student Experience
<b>Effective date:</b>	14 <sup>th</sup> December 2022
<b>Due date for full review:</b>	January 2024

#### Approval History

<b>Version</b>	<b>Reason for review</b>	<b>Date</b>
1.0	Creation of Policy Statement	25/01/22
2.1	Annual update	02/12/22

## Introduction

The **University Policy Framework** comprises 8 **Policy Statements** – Our Colleagues, Our Students, Our Education, Our Research and Innovation, Our Safety, Our Data, Our Partners and Reputation, Our Operations.

The 8 **Policy Statements** are high level documents which cover the University's mission, aims and business. **Policy Statements** are aligned to the University Strategy.

The **Policy Framework** is detailed in the Procedure of Policies and Procedures (POPP). POPP provides direction on, and standards for, the development and review of University **Policy Statements, Procedures** and related documentation.

**Procedures** are 'how to ...' documents, each of which is owned by one **Policy Statement**. **Procedures** may also be associated with one or more other **Policy Statement(s)**. The Vice-Chancellor, as the principal Academic and Administrative Officer of the University, is accountable to Council for the good management of the University and for the matters set out in each **Policy Statement**. The Vice-Chancellor delegates responsibility for delivery to the Executive Owner of each **Policy Statement**.

This is the **Policy Statement** for: **Our Students**

### 1. Purpose and Scope

- 1.1. Students are at the heart of our University and we will deliver an excellent student experience for all students regardless of background.
- 1.2. The Our Students Policy Area will review Procedures and other supporting documentation that relate to our commitment to deliver academic administration and support services to students.
- 1.3. This Policy is relevant for all staff, students (prospective and current), alumni and visitors.

### 2. Objectives

- 2.1. Our aim is to empower our students to be responsible for their Surrey journey. We will support our students to achieve their potential and prepare them to thrive throughout and beyond University.
- 2.2. We will help our students succeed – developing a broader employability offer for students, building on our existing successful professional training programme, supplementing the academic delivery.
- 2.3. We will listen to our students – working proactively and in partnership to prioritise and clearly communicate joint initiatives which will positively shape the student experience.
- 2.4. We will work with our students – improving support – especially at key periods of transition – to enable student successes throughout their university life.
- 2.5. We will support our students – providing access to appropriate, high-quality, caring and coordinated support services to all students, championing inclusivity and growing independence.
- 2.6. We will build a Surrey community - working in partnership with students to strengthen a Surrey community identity that will foster pride, belonging, and champion diversity and togetherness.

### 3. Delivery Parameters

- 3.1. **Office for Students** – we will fulfil our requirements to ensure we meet our conditions of registration as an approved higher education provider i.e. student protection, access and

participation, prevent.

- 3.2. **Safety** - we will meet our obligations under Our Safety Policy to ensure our students safety and any other legal obligations are met e.g. safeguarding, pregnancy, suicide postvention, visa compliance.
- 3.3. **Under-represented groups** – we will seek to provide enhanced support for under-represented groups, especially to ensure we are meeting our external commitments e.g. armed forces covenant, Care Leaver Covenant and the Stand-Alone Pledge.
- 3.4. **Student-Staff Partnership Manifesto** – we will champion a culture of collaboration, engagement and representation through a values-driven partnership between staff and students.
- 3.5. **Complaints and Appeals** - under the Quality Framework, we will have a transparent and fair complaints and appeals system and the automatic right for all students who have exhausted the internal procedures to appeal to the Office of the Independent Adjudicator.
- 3.6. **Inclusivity, equality and diversity** – we will demonstrate our commitment to equality, diversity and inclusion, supporting everyone to achieve their potential, and to understand their own responsibilities in creating a culture of equality.
- 3.7. **Management of appropriate behaviours** – we will encourage all students to be good citizens through education and awareness-raising and to encourage reporting of unacceptable behaviours that challenge the safety, wellbeing and inclusive culture ensuring awareness education, accountability and action i.e. sexual misconduct, bullying, harassment, health and safety.
- 3.8. **Wellbeing** – we will have a proactive culture of case management, risk identification and escalation supported by training, clear accountability, responsibilities and boundaries.
- 3.9. **Value for Money** - we will provide services that enhance student’s success and work with our students, so they are co-creators of delivery as well as ensuring appreciation of the whole university experience.
- 3.10. **Data Protection** - we will meet our obligations under Our Data Policy to be transparent with our students on where, how, and why their data is used. We will have robust systems and controls to ensure student data is kept confidential and secure.
- 3.11. **Employability** – we will make sure that all students achieve their potential through an employability and lifelong learning ethos – to foster independent and employable individuals –to help them sustain fulfilling careers.
- 3.12. **Seamless student journey** – we will continue to drive excellent student experience by providing a joined-up, transparent and digitalised experience, particularly focused on areas of key transition.
- 3.13. **Student voice** – We will enable students to have a voice and be represented throughout by collaboration with the Students’ Union as representatives of the student body.

#### 4. Responsibilities (ownership)

##### 4.1. Council

- Ultimate responsibility for the student experience lies with the University’s governing body, the Council.
- Council approves the University’s Strategy and monitors progress against it.
- The Council have delegated to the Vice-Chancellor the executive accountability for the student experience.

##### 4.2. Senate

- Subject to the control and approval of the Council, oversees the Academic Endeavour of the University.

#### **4.3. Vice-Chancellor**

- Overall accountability for the University's performance for student experience.

#### **4.4. Policy owner: Chief Student Officer**

- Accountable for defining the procedures and mechanisms – including systems and processes - for achieving the performance indicators within allocated budget.
- Promote a culture of respect, diversity, inclusivity through support and openness.

#### **4.5. Executive Board**

Responsible for:

- Overseeing progress and delivery within the scope of the Strategy.
- Approving Procedures.
- Resolving issues and barriers to success.
- Ensuring appropriate resource allocation in the context of a wider prioritisation process.
- Ensuring associated risks have been mitigated within the risk appetite.
- Application of sub documentation within their portfolios.
- Promote a culture of respect, diversity, inclusivity through support and openness.

#### **4.6. Pro-Vice-Chancellor, Academic**

As per Executive Board, plus:

- Accountable for defining the procedures and mechanisms supporting education and their relationship with the broader student experience.

#### **4.7. Provost and Pro-Vice-Chancellors and Executive Deans**

As per Executive Board, plus:

- Maintaining awareness of their responsibilities under this Policy.
- Accountable for the delivery of student experience activities in the Faculties to deliver a high quality experience for all students.
- Ensuring Heads of Schools/Departments are appropriately supported to deliver their responsibilities with regards to the student experience.

#### **4.8. University Education Committee**

- Recommends for approval by Senate, in accordance with the Quality Framework, Student Regulations, Student Procedures and Codes of Practice.

#### **4.9. Heads of Directorates and Schools/Departments**

Responsible for:

- Maintaining awareness of their responsibilities under this Policy and associated Procedures.
- Overseeing the allocation of student support responsibilities at departmental level and/or appropriate referral pathways.
- Ensuring all colleagues within their remit are appropriately trained and roles, responsibilities and boundaries understood.
- Identifying and escalating practices outside of responsibility.
- Promote a culture of respect, diversity, inclusivity through support and openness.

#### **4.10. Individual staff**

Responsible for:

- Operating within the Policy and supporting Procedures.
- Understanding the responsibilities and boundaries of themselves and the organisation,

including confidentiality and referral pathways.

- Managing and/or escalating concerns following pathways outlined in Policy and Procedures.
- Promote a culture of respect, diversity, inclusivity through support and openness.

#### **4.11. Individual students**

Responsible for:

- Operating within the Policy and supporting Procedures.
- Understanding the responsibilities and boundaries of themselves and the organisation.
- Raising concerns and working with relevant university staff and student representatives to continue to drive student experience.
- Promote a culture of respect, diversity, inclusivity.

#### **4.12. Students' Union**

Responsible for:

- Familiarising themselves with this Policy and supporting Procedures.
- Working with University departments and others to represent the needs of the entire student body.
- Reporting relevant situations to work in collaboration and joined-up support.
- Promote a culture of respect, diversity, inclusivity through support and openness.

### **5. Implementation and Communication**

- 5.1. This Policy will be communicated to all staff, students and other relevant parties through the University's external web pages, MySurrey, Surrey Net and via internal newsletters.
- 5.2. Regular communications campaigns to support students will take place throughout the year at relevant points, following the work of the Seamless Student Journey Programme, other major internal strategic initiatives and external requirements.
- 5.3. The Executive Board will review Policy KPIs and lead indicators. EB members will annually review the Policy objectives and requirements.
- 5.4. Training will be instigated and regularly reviewed for relevant parties.

### **6. Exceptions**

- 6.1. Students on international exchange programmes and placements will be expected to adhere to the policies of both the University of Surrey and appropriate international partners.
- 6.2. Students at (Surrey International Institute) SII-DUFE are University of Surrey students and are expected to adhere to the policies of both the University of Surrey and, where relevant, those of Dongbei University of Finance and Economics.

## Appendix 1 - Performance

Performance targets dates, unless otherwise stated, align with the end of the strategy period 2023/24.

- Highly skilled graduate employability top decile (~ 84%) with less than 1% gap between White and Black students.
- Student voice (NSS<sup>1</sup>) top quartile (~83%).
- Learning community (NSS<sup>2</sup>) top quartile (~85%).

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<sup>1</sup> NSS questions are subject to external change

<sup>2</sup> NSS questions are subject to external change