| Policy Statement Executive Owner Approval Route: | Our Education – PVC, Academic – Executive Board |
|---|---|
| **Authorised Co-Ordinator:** | Academic Registrar |
| **Effective date:** | 13th December 2023 |
| **Due date for full review:** | January 2027 |

**Approval History**

| Version | Reason for review | Date |
|---|---|---|
| 1.0 | Creation of Policy Statement | 25/01/22 |
| 2.1 | Annual Update | 02/12/22 |
| 3.0 | Annual Update | 13/12/23 |
| | | |
| | | |

**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. The University will provide talented and motivated students from all backgrounds, and of all nationalities, with an outstanding education. We will draw on our excellent research and partnerships to equip students with the knowledge, professional skills, and personal qualities to achieve their ambitions.

    1.2. Our Education Policy Area will maintain and review the University's Academic Quality Framework to ensure that we deliver on our commitments on academic success and quality to our students.

    1.3. Academic administration and support services will feature in Our Students.

    1.4. This Policy applies to all current students and will extend to prospective students and alumni, as appropriate.

    1.5. This Policy is relevant for all staff, students (prospective and current), alumni and visitors.

2.  **Objectives**

    2.1. We will design our programmes to support every student to achieve the core graduate attributes articulated in the Surrey Curriculum Framework that are central to the 'Surrey Advantage'.

    2.2. We will support students from all backgrounds with high academic potential to join our programmes and create the conditions for our students to realise their goals equitably.

    2.3. We will be leaders in developing, embedding, and disseminating effective and innovative practices in relation to all aspects of pedagogy across our programmes.

    2.4. We will develop innovative learning environments, both face-to-face and online.

    2.5. We will continue to lead in our academic support for employability, professional development and professional training.

3.  **Delivery Parameters**

    3.1. **Surrey Curriculum Framework** – through curriculum design we will embed key themes that will

enhance the success of our students and graduates: global and cultural intelligence, digital capabilities, employability, resourcefulness and resilience, and sustainability.

3.2. **Surrey Attributes** – through curriculum design we will develop students' personal attributes – including knowledge, opinions, independence, networks, and self-confidence – which will in combination equip students for fulfilling lives and careers.

3.3. **Quality Framework –** comprises Academic Regulations, Student Regulations, Student Procedures, Codes of Practice and policies, is designed to ensure we deliver academic programmes of a high academic standard and provide a high-quality student learning experience. It sets out our commitments and our expectations of our students.

3.4. **Office for Students** – we will fulfil our requirements to ensure we meet our conditions of registration as an approved higher education provider.

3.5. **Professional, Statutory or Regulatory Bodies (PSRB)** – in the design of our curriculum and academic framework, we will be aware of the standards set by PSRBs to regulate entry into their particular professions.

3.6. **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.

3.7. **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 complain to the Office of the Independent Adjudicator.

3.8. **Student-staff partnership manifesto** – we will champion a culture of collaboration, engagement and representation through a values-driven partnership between staff and students and ensure that our teaching is both student-focused, and research-informed.

3.9. **Innovation in education** - We will explore new online delivery opportunities to expand our programmes and support provision

3.10. **Analytics** – we will use learning analytics to share insights with our student community and enable early intervention support to work proactively to improve retention and success for students across the University.

3.11. **Access and participation –** we will take initiatives to target and maximise student success and improve progression across our entire student community in line with our commitment to widen access and participation from under-represented students. This will be driven through Personal Tutors and supported by the Student Success team.

3.12. **Inclusivity, equality and diversity** – we will demonstrate our commitment to equality, diversity and inclusion in delivering our education, supporting everyone to achieve their potential, and to understand their own responsibilities in creating a culture of equality.

3.13. **Academic freedom and freedom of speech** - the University accepts its responsibility to protect academic freedom and freedom of speech consistent with the Higher Education (Freedom of Speech) Act, 2023. This means that academic staff independently decide the content of their modules and programmes; it also mean the University must create the conditions for learning where students' rights to lawful free speech are encouraged, respected, and protected.

3.14. **Value for money** - we will provide education that enhances student success and will work with our students to develop the skills they need to prepare them for the future world of work .

4. **Responsibilities (ownership)**

4.1. **Council**
   • Ultimate responsibility for education 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 delivery of education.

4.2. **Senate**

- Subject to the control and approval of the Council, oversees the Academic Endeavour of the University including:
    - Learning and teaching
    - Assessment
    - Intellectual property arising from research and/or teaching
    - The grounds upon which a student may be excluded, suspended or expelled
    - The conferment and rescission of higher education awards
    - Academic regulations and regulations concerning students
    - Considers issues and concerns related to Academic Freedom and Freedom of Speech
    - Approves the Quality Framework.

4.3. **Vice-Chancellor**
- Overall accountability for the University's performance for education.

4.4. **Policy Owner – Pro-Vice-Chancellor, Education**
- Accountable for defining the procedures and mechanisms – including systems and processes - for achieving the performance indicators within allocated budget.
- Promote respect, free speech, diversity, and inclusivity in our education.

4.5. **Executive Board**
Responsible for:

- Overseeing progress and delivery within the scope of the Strategy, this Policy Statement and the Quality Framework.
- 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 the Quality Framework within their portfolios.
- Promote a culture of respect, diversity, inclusivity in our education through support and openness.

4.6. **Chief Student Officer**

As per Executive Board, plus:

- Maintaining awareness of responsibilities under this Policy, and the Quality Framework.
- Accountable for delivering the support structures (staff, processes and systems) to support the delivery of this Education Policy and seamless links to the Our Students Policy Statement.

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

As per Executive Board, plus:

- Maintaining awareness of their responsibilities under this Policy and the Quality Framework.
- Accountable for the delivery of education activities in the Faculties to deliver quality programmes and modules in line with Quality Framework.
- Ensuring Heads of Schools/Departments are appropriately supported to deliver their responsibilities in Education.
- Implementing procedures and processes that recognise and reward achievement by academics in the domain of 'education and the student experience' as set out in the approved Criteria for Academic Performance. Conversely, using this criterion to calibrate

where performance falls below expectations.

### 4.8. University Education Committee

Responsible for:

- Educational strategies, policies and reviews.
- Assessing University's performance against its aims and objectives.
- Assessing of external and internal factors that will enhance or limit the University's ability to deliver high quality education and student experience.
- Recommends to Senate for approval the documentation which makes up the Quality Framework. Overseeing progress and delivery within the scope of the Quality Framework.
- Informing appropriate resource allocation in the context of a wider prioritisation process led by Executive Board.
- Ensuring associated risks have been mitigated within the risk appetite.
- Promoting a culture of respect, diversity, and inclusivity in our education through support and openness.

### 4.9. Heads of Directorates and Schools/Departments
Responsible for:

- Maintaining awareness of their responsibilities under this Policy and the Quality Framework.
- Overseeing education activities to deliver quality programmes and modules in line with the Quality Framework.
- Ensuring all colleagues within their remit are appropriately trained and supported, notably Personal Tutors.
- Identifying and escalating practices outside of responsibility.
- Promoting a culture of respect, diversity, and inclusivity in our education through support and openness.

### 4.10. Individual staff

Responsible for:

- Operating within this Policy and the Quality Framework.
- Understanding the responsibilities of themselves and the organisation, including the completion of relevant training.
- Managing and/or escalating concerns following pathways outlined in Quality Framework.
- Promoting a culture of respect, diversity, and inclusivity in our education through support and openness.

### 4.11. Individual students

Responsible for:

- Operating within this Policy and the Quality Framework.
- Understanding the responsibilities of themselves and the organisation.
- Raising concerns and working with relevant university staff and student representatives to continue to drive quality education.
- Promoting a culture of respect, diversity, inclusivity.

### 4.12. Students' Union

Responsible for:

- Familiarising themselves with this Policy and the Quality Framework.
- Working with University departments and others to represent the needs of the entire student body.

- Reporting relevant situations to work in collaboration.
- Promoting 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 related to students' education and their voice will take place throughout the year at relevant points, following the work of the strategic workstreams relevant to the Education Sub-Strategy, 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. Staff and Students at (Surrey International Institute) SII-DUFE are University of Surrey staff and 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.

6.3. Associated and Accredited institutions are independent legal entities and maintain individual contractual arrangements with the University which may result in exceptions to the University's own policies and procedures.