



## **ARRANGEMENTS FOR OBTAINING THE VIEWS OF STAFF AND STUDENTS**

The Instrument and Articles of Government of the College require it to publish its arrangements for consulting with students and staff at the College on the determination and periodic review of the educational character and mission of the College and the oversight of its activities.

### **Students**

The Student Voice is at the heart of the College's decision making and quality assurance processes and is enshrined in the *Student Voice Procedure* developed by the College in 2012.

Students are consulted via the following means:

- Student focus groups
- the Students Union
- involvement of the Students Union President and Deputy President in senior leadership team meetings
- 'Principal and President's tea' termly surgery open to all students
- Student surveys carried out by the College and students' opinions fed back to the Student Parliament including comments, compliments, complaints and informal feedback
- Course Representative feedback, including as part of regular course review meetings
- Monthly Course Representative focus groups on key topics
- Student Parliament meetings to which the Principal, senior managers and other staff are invited

Feedback from students feeds into the College's quality assurance and review processes, including the Self Assessment Report and the Quality Improvement Plan.

### **Staff**

Our staff are a great asset and opportunities are promoted for the input and involvement of individual staff members and staff teams to help make City College Norwich an outstanding organisation.

The College seeks to engage with staff through a range of opportunities as follows:

- Change Teams
- Task & Finish Groups
- Taking part in staff surveys
- 'Make a suggestion'
- 'Let's Talk About...'
- Works Council
- College newsletters
- Staff briefings by the Principal
- 'Email the Principal' link on the intranet
- College Committees and Working Groups, etc.

### **Staff and Student Governors**

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. Governors monitor the College's activities throughout the year, covering all aspects of the College's provision, its financial performance and most of all the outcomes of its students.

### **College Values**

The College is committed to:

- creating opportunities for students and staff to suggest solutions to the challenges it faces and to be involved in the implementation of these solutions;
- listening to suggestions for improvement;
- providing feedback;
- recognising input that makes a difference to facilitating positive change via its Annual Staff Awards programme