



Student Governance Handbook

DOCUMENT CONTROL BOX

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1. Introduction

The purpose of this handbook is to provide an overview of the mechanisms available to enable students to contribute to quality assurance and enhancement activity at Point Blank. This handbook sets out the operational procedures and processes of the Student Governance framework at Point Blank, including guidance on student membership on committees. All students should have sight of this handbook as part of their induction. This handbook also serves as a tool to be used during the training and induction of all students who are elected to represent the student body on Point Blank committees.

2. Student Engagement at Point Blank

Point Blank is committed to continually improving the experiences of our students through ongoing student engagement. Student engagement is encouraged through ongoing constructive dialogue, using both formal and informal mechanisms. The following engagement tools are available to enable students to contribute to quality assurance and enhancement activity at Point Blank:

- i. Student Officers
- ii. Student membership on committees
- iii. Programme Voice Groups (Programme Committees)
- iv. Student Voice Leaders
- v. New Starter Survey
- vi. Module Evaluation Surveys
- vii. National Student Survey (NSS)
- viii. Point Blank Annual Survey
- ix. Student consultation panel

2.1. Student Officers

Student Officers aim to ensure that all students are able to get the most out of their time studying at Point Blank Music School. The Student Officers are led by students, for students and aim to:

- i. Ensure that all student views are represented in key decision making
- ii. Represent the student body and campaign on issues that matter most
- iii. Provide opportunities for the student body to come together to network, socialise, collaborate and develop their skills during their life cycle as a student at Point Blank
- iv. Develop a partnership between staff and students to drive forward the visions and values of the Student Officers

2.2. Student membership on committees

Students are invited to engage and have input into the decision making of Point Blank processes, policies and procedures through membership on key committees. Students are represented on committees by elected Student Officers and student representation is required on the following committees at Point Blank:

- i. Academic Board
- ii. Quality Standards Committee
- iii. Executive Committee
- iv. Curriculum Monitoring Committee
- v. Student Engagement and Experience Committee

2.3. Student Engagement and Experience Committee

Student Engagement and Experience Committees are one of the main formal channels of communication between staff and students. They are a forum in which students (through the Student Voice Leaders) and staff can constructively discuss areas of good practice as well as areas needing improvement, with the collective aim of enhancing the student experience. Students and Staff should both be given assurances they will not be penalised for raising issues at a Student Engagement and Experience Committee.

2.4. Student Voice Leaders

Student Voice Leaders are elected by the student body and work to ensure that the views and interests of Point Blank students are represented at Student Engagement and Experience Committee meetings and via Student Officers. Student Voice Leaders also act as a gateway between Point Blank students and staff by feeding back the outcomes of any meetings or events they attend.

2.5. New Starter Survey

All new students will be invited to take part in a new starter survey during their first term at Point Blank. Feedback received from the survey will be used to help understand the needs and interests of students, in order to identify ways to ensure a fulfilling learning experience is being provided and maintained.

2.6. Module Evaluation Surveys

All students are invited to complete a survey at the end of each module on their programme. The module evaluation surveys are used to gather feedback from students in relation to the teaching, learning and assessment strategies utilised on the modules and any improvements that can be made.

2.7. National Student Survey (NSS)

All students studying on an undergraduate programme in the UK are invited to take part in the NSS during their final year of study. The NSS is a short survey which aims to gather feedback from students in relation to their experiences whilst in Higher Education. Results from the NSS are used to identify improvements and help shape future developments within Point Blank and Higher Education as a whole.

2.8. Point Blank Annual Survey

The Point Blank Annual Survey is an internal survey which is similar to the NSS, but for all non-final year students at Point Blank. The survey runs each year and aims to understand what is important to students at Point Blank and how the student experience can be enhanced.

2.9. Student Consultation Panel

All students at Point Blank are invited to be part of the Student Consultation Panel. The Student Consultation Panel is aimed at giving students the opportunity to get involved in the development of new or existing programmes, ideas for new events or learning opportunities, facilities, campus development and other such developments as they arise. Students will be required to commit a short amount of time to answering a small number of key questions, either individually or as part of a group. Representation on the panel is encouraged from all levels of study across the school and should also include a diverse range of students, representative of the study body at Point

Blank. Members of the Student Consultation Panel are not required to be Student Officers at Point Blank and any student studying on a HE programme has the opportunity to take part. Once signed up to the Panel, students are not obliged to take part in every consultation exercise and can choose to opt out of being a Panel member at any stage.

2.10. Annual Report on Student Engagement

An annual report on student engagement is produced for consideration at the Quality Standards Committee (with actions being reviewed at Academic Board). The report measures engagement activity and provides qualitative and quantitative data on the effectiveness of this. The report is split and is reported at two different points during the academic year. The first report is considered at the last Quality Standards Committee of the academic year and focuses on Student Voice mechanisms including Student Engagement and Experience Committees and Student representation. The second report is considered at the first Quality Standards Committee of the academic year and reports on student surveys.

2.11. Ethical Considerations of Student Feedback

Student feedback is important to improving the student experience and the future of learning, teaching and assessment at Point Blank. It is important that feedback received (both formal and informal) is treated confidentially, transparently and with integrity. It is also important that both staff and students are aware of the ways in which student feedback is considered, utilised and reported. At Point Blank we are committed to ensuring:

- i. all student engagement processes include opportunities for participation for the whole student body
- ii. all feedback is provided and used in an open and non-discriminatory way
- iii. full details are provided on how student feedback is used to contribute to the improvement of teaching, learning and assessment and the overall student experience.

3. Student representation

3.1. Student Voice Leaders (SVLs)

Responsibility

Staff at Point Blank work in partnership with Student Officers to manage the operation of the student representation system for the school. The Student Officers are responsible for managing the elections process for all Student Voice Leaders with support from staff at Point Blank.

Scope

Student Voice Leaders are elected by their peers and are required to represent them at termly Student Engagement and Experience Committee meetings. One Student Voice Leader is elected for each year of each programme, with a minimum of two Student Voice Leaders per programme.

Promotion and Elections

Information on how to become a Student Voice Leader is published on the VLE for all students to access. Student Officers are invited to attend student induction and information sessions in order to promote the role of Student Voice Leader and attract interest for nominations. Staff at

Point Blank are also required to promote the role of Student Voice Leader as far as possible during interactions with students.

Student Voice Leaders are elected by students on their programme to represent and communicate their views to staff and Student Officers. A democratic voting system is utilised for the selection process, this is managed by the Student Officers with support from staff at Point Blank. Student Voice Leaders will be elected into their roles for the academic year from the date of election.

Duties and training

A list of the duties involved in the role of Student Voice Leader can be found in **Annex 1 – Role Profile**. Once elected, all Student Voice Leaders will receive introductory training to enable them to perform the duties of the role. Further guidance and support will be made available on the VLE for Student Voice Leaders to access as and when required and additional support will be provided by the Student Officers throughout the year.

3.2. Student Engagement and Experience Committee (SEEC)

Purpose

The Student Engagement and Experience Committee offers a formal method for open dialogue and partnership between staff and students at Point Blank. SEEC provides a space for students and staff to constructively discuss their programme and highlight areas for improvement. In addition, students and staff will discuss experiences of best practice and opportunities for enhancements that will help shape the programme and improve the overall student experience.

Scope and Membership

SEEC meetings take place once a term and each programme is represented. Membership and Terms of Reference for SEEC can be found in **Annex 2 – Student Engagement and Experience Committee Terms of Reference**. The Terms of Reference should be reviewed on a regular basis to ensure that this is fit for purpose and is meeting the intended objectives of the group.

Actions and reporting

All actions and outcomes from SEEC should report into the following committees:

- i. Curriculum Monitoring Committee
- ii. Quality Standards Committee

The above committees will all report into the Academic Board.

Student Engagement and Experience Committee Code of conduct

To ensure that the SEEC allows staff and students to engage in meaningful discussion, provide feedback and agree on key actions for change, all members are required to follow a code of conduct. The code of conduct should be enforced by the Chair of SEEC to ensure that feedback is received constructively, and to ensure students have a space to provide feedback in an open forum.

It should be made clear to staff and students that the purpose of SEEC is to promote partnership and engagement in the development and quality of their programmes, and to work together in improving the student experience. It should be made clear that the SEEC is not a suitable space to discuss complaints against staff, the school or students. Point Blank's Complaints Procedure should be followed to take forward any complaints as necessary.

Expectations of the Student Voice Leader:

- i. To attend Student Voice Leader introductory training provided by Point Blank
- ii. To ensure that all cohort feedback is obtained ahead of all SEEC meetings
- iii. To ensure that feedback is based on the whole cohort and not on individual feedback
- iv. To ensure that all feedback is constructive and based on the programme of study, feedback should not be personal
- v. To ensure that both positive and negative feedback is discussed and considered at the meeting
- vi. To participate fully in discussions and agree actions
- vii. To challenge discussions when the proposed action is not preferred

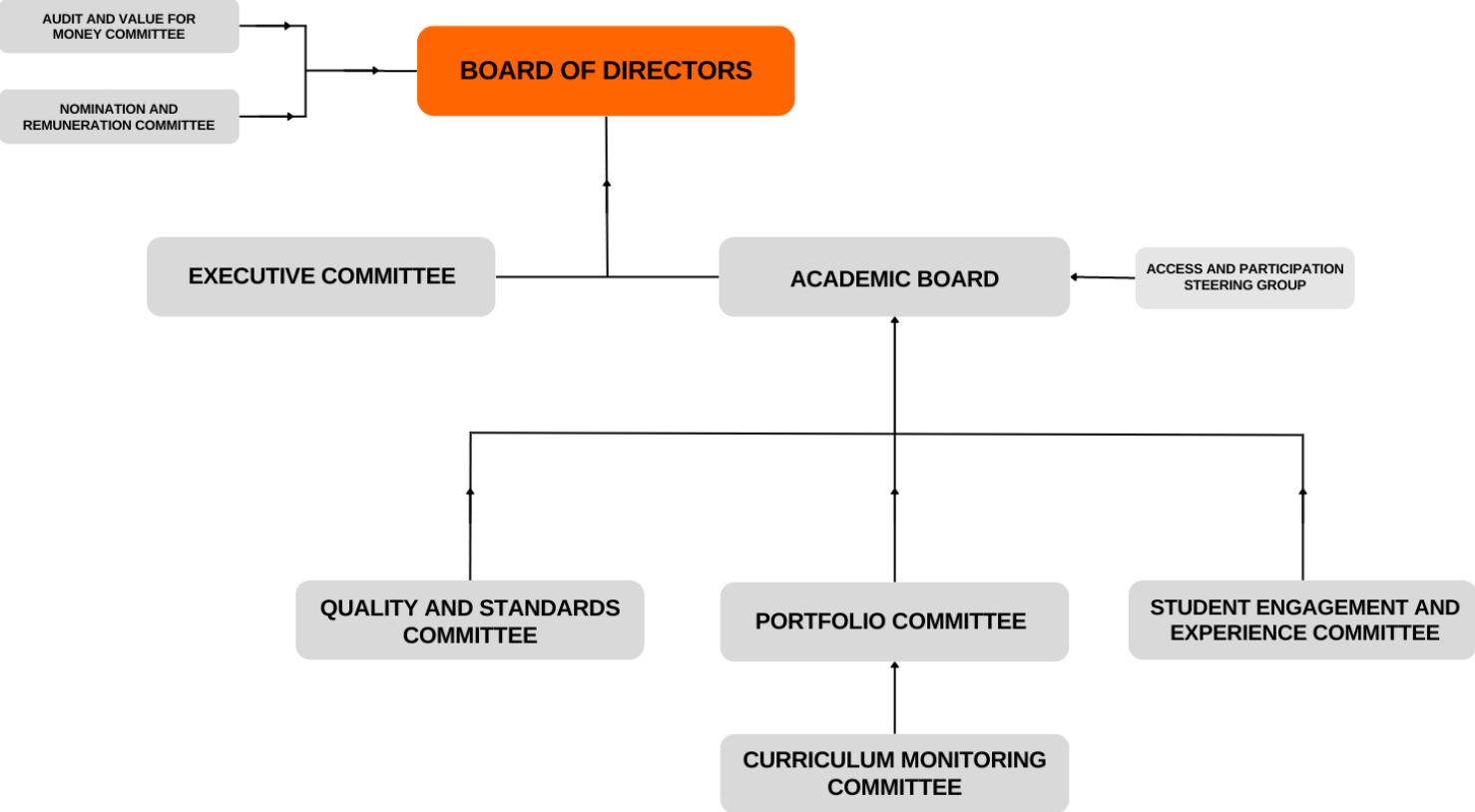
Expectations of Staff Members:

1. To ensure that feedback is listened to constructively, and is not responded to in a negative manner
2. To ensure that students are made to feel comfortable to give feedback
3. To ensure that all actions and responses are prepared for feedback to be agreed with the students
4. To discuss programme changes and proposals openly with the students
5. To encourage student engagement with the curriculum and services
6. To encourage students to collect and report feedback to cohorts

4. Point Blank Governance Structure

Point Blank Music School

Committee Structure



Would you like to be a Student Voice Leader?

<p><i>Opportunity</i></p> <p>This is a great opportunity for students at Point Blank to represent their fellow students to ensure that their views and ideas are considered and acted upon.</p> <p>You will be a link between students and staff, and your role as Student Voice Leader will be vital in ensuring that students can get involved in shaping current and future learning and teaching and the overall student experience at Point Blank.</p>	<p><i>Benefits</i></p> <p>There are several benefits to be gained from taking up the role of Student Voice Leader.</p> <p>By becoming a Student Voice Leader, you can expect to:</p> <ul style="list-style-type: none"> • Play a key role in the student community by representing your cohort’s views • Positively shape your course and the future of the student experience at Point Blank • Be part of a wider team of Student Voice Leaders and work closely with Point Blank Student Officers
<p><i>Skills to be gained</i></p> <p>By becoming a Student Voice Leader, you can expect to gain a variety of CV enhancing skills including:</p> <ul style="list-style-type: none"> • Written and verbal communication • Organisational • Networking • Leadership • Campaigning • Decision making • Teamwork • Creativity • Problem solving • Influencing and Negotiating 	<p><i>Duties and responsibilities</i></p> <p>As a Student Voice Leader, you will be expected to:</p> <ul style="list-style-type: none"> • Promote your role and make yourself known to your cohort • Liaise with your cohort to gather information about their experiences • Present feedback at termly Student Engagement and Experience Committee meetings • Share feedback with your cohort and work with Point Blank Student Officers to drive forward any changes as required • Attend relevant training sessions related to your role as Student Voice Leader

	<ul style="list-style-type: none"> • Attend any relevant training and networking events organised by Point Blank Student Officers
<p><i>Training and Support</i></p> <p>All Student Voice Leaders are provided with full introductory training to fulfill the duties of the role. Additional training and support will also be provided by Point Blank Student Officers on an ongoing basis.</p>	<p><i>Experience requirements</i></p> <p>There is no prior experience or qualifications required to fulfil the role of Student Voice Leader, full introductory training will be provided.</p> <p>All Student Voice Leaders must be current students studying on a programme at Point Blank.</p>
<p><i>Commitment involved</i></p> <p>As Student Voice Leader, you will be required to fulfil the following time commitments:</p> <ul style="list-style-type: none"> • Spend approximately 1 hour per week gathering feedback from your cohort. This is flexible and can be carried out at a time suit which suits you and your other commitments • Attend 1 Student Engagement and Experience Committee meeting per term (approximately 1 to 2 hours) • Attend a Student Voice Leader introductory training session (approximately 1 hour) • Attend ad-hoc training and networking events organised by Point Blank Student Officers throughout the year 	<p><i>Responsible to</i></p> <p>As Student Voice Leader, you will be responsible to the students that you represent on your programme.</p>

Annex 2 – Student Engagement and Experience Committee Terms of Reference

Terms of Reference

Student Engagement and Experience Committee (SEEC)

Frequency: Termly

Membership:

Appointed Members:

- Registrar – Chair
- Head of Data and Insight – Deputy Chair
- Head of Marketing and Admissions
- Head of Music School and Facilities
- Admissions Manager
- Student Experience Manager
- Senior Student Retention Officer
- Widening Participation Manager
- Disability Support Coordinator
- Student Union President

In attendance:

- Data and Insights Manager
- Quality and Academic Support Officer
- Student representatives

Quorum: 50% of members to include the Chair or Deputy.

Narrative and Mandate:

Reporting to the Academic Board, the Student Engagement and Experience Committee holds operational responsibility for all matters relating to the non-academic student experience. They review and monitor student risk and intervention and assess the effectiveness of student support mechanisms including counselling and disabilities support.

The Student Engagement and Experience Committee works to receive reports from key members of staff in order to monitor engagement across the student experience. The committee is also responsible for approving student induction plans and overseeing the annual National Student Survey.

Terms of Reference:

1. To maintain oversight of Point Blank's operational responsibilities in meeting and exceeding the absolute thresholds for continuation, completion and progression as set by the OfS.

2. To benchmark the Point Blank student experience against competitors and best practice within the higher education sector.
3. Support and help deliver overall improvements in student engagement, experience and satisfaction, using analysis of the National Student Survey, the Point Blank Annual Survey and other surveys and indicators to identify priority enhancements. This includes receiving and responding to student feedback in committee meetings from the Student Union President and/ or student representatives in attendance.
4. Consider the development of activities, policies and initiatives with respect to enhancing the student experience; identify and disseminate examples of good practice and enhancement, promoting a culture of continuous improvement.
5. Promote a sense of community for all Point Blank students, based on respect for equal opportunities and diversity, and help to identify the needs of specific groups of students.
6. To oversee the operational direction of the Retention Working Group, including the ongoing monitoring of student risk data and intervention activities.
7. To develop and approve annual plans for new student enrolment and induction.
8. To monitor overall student engagement and participation and use the information within the review of the quality of the student experience. Develop strategies and initiatives for mitigating risk via early intervention and in reaction to issues as they arise.
9. To cyclically review Point Blank's wellbeing and support services provision, assessing whether it continues to meet the changing needs of students and proposing enhancements.

Reserved Business:

Reserved business within this committee include:

- All matters relating to individual the details and circumstances of staff;
- All matters relating to the details and circumstances of individual students.

Agenda Cycle:

The table below outlines priority agenda items to be addressed in each term of the academic year.

Term One (Nov)	Term Two (Feb)	Term Three (May)	Term Four (Aug)
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- January Induction and Enrolment Plan.
- Annual NSS Strategy.

- April Induction and Enrolment Plan.

- Policies Reviewed for Endorsement to AB

- October Induction and Enrolment Plan.
- NSS Results and Action Plan.

Reports In

Topic	Author	Frequency
Marketing and Communications Report	Head of Marketing and Communications	Termly
Student Numbers Report	Head of Data and Insights	Termly
Student Engagement Report	Senior Retention Officer	Termly
Student Experience Report	Student Experience Manager	Termly
Admissions Report	Admissions Manager	Termly
Module Feedback Report	Data and Insight Managers	Termly
Student Union President Report	Student Union President	Termly

Reports Out

Topic	Author	Frequency	Committee
Student Engagement and Experience Committee Summary	Chair	Termly	Academic Board
NSS Action Plan	Head of Marketing and Communications	Annually	Academic Board
NSS Strategy (You Said, We Did)	Head of Marketing and Communications	Annually	Academic Board

Working Groups and Sub-Committees:

The following working groups report to the Student Engagement and Experience Committee:

- Retention Working Group
- Safeguarding Group