STUDENT: STAFF LIAISON COMMITTEE POLICY

Contents

Overview

The University is committed to working in partnership with students and has a strong system of student academic representation developed and led by the Students' Union. All courses provided by the University have a Student: Staff Liaison Committee (SSLC) that oversees the partnership with students in assuring the effective quality management of a course. This Policy establishes the framework of principles and mechanisms for the establishment and operation of SSLCs.

Courses run by collaborative partners of the University must have equivalent arrangements in place for University of Worcester approved courses, but are not required to follow all aspects of this policy. The following policy relates to all courses provided by the University, whether delivered by the University or through a partner organisation, and sets out the essential principles and mechanisms for assuring the effective quality management of courses.

Student: Staff Liaison Committees (SSLC) replace the former Course Management Committee (CMC) from September 2020.

The Policy

1 Introduction

1.1 Students are participating partners in their learning experience and therefore should have a transparent and direct role in informing course management decisions. Further information can be found in the [Student Academic Representation Code of Practice](#). The SSLC provides a forum for staff and students to discuss matters of mutual interest.

1.2 SSLCs allow staff and students to discuss ideas and to solve problems.

1.3 SSLCs form the basis for the representation of students' views within the course, subject and School and identifies concerns which require consideration beyond the course, subject or School.

1.4 SSLCs are a formal, qualitative means of consulting students and gauging their opinion on academic matters and soliciting suggestions for Improvements/enhancements.

1.5 SSLCs provide a mechanism for obtaining student feedback and communicating action taken in response to feedback.

1.6 SSLCs do not work the same way in all Schools, and Schools should opt for what works best for them and their students. Some examples of practice in the University are:

- a separate SSLC for each course
- a combined SSLC for a range of courses at the same level
- a combined SSLC for all courses and/or programmes offered by the School.

1.7 This specification for the role of a SSLC does not preclude the operation and function of any other formal or informal group.

2 Frequency of Student: Staff Liaison Committee Meetings

2.1 SSLCs should meet at least twice per academic year during timetabled semesters to facilitate student attendance.

2.2 The Course Leader, in conjunction with the Head of Department, is responsible for setting meeting dates and venues and for ensuring these are published to Course Reps and the student body.

2.3 Dates, times and venues of meetings should be published at the beginning of the academic year and communicated to all parties.

3   Student: Staff Liaison Committee Membership

3.1   Core membership should comprise:

- Course Leader/programme manager
- all academic staff who teach on the course/module leaders for modules contributing to the course*
- Course Reps*
- in the case of courses delivered by partners, the University Link Tutor
- Academic Staff Liaison Librarian.

Where courses involve a large number of teaching staff and/or Course Reps, attendance at meetings may be limited for pragmatic reasons. In such cases papers, or at least an annotated agenda, and minutes (which may be largely in the form of action points), should be clearly communicated to staff and Course Reps before and after the meeting. Ultimately, it is fundamental that there should be evidence of student input and feedback to student participants. In cases where students are unable to attend, student feedback and input into the meeting can be achieved by using the Course Rep Feedback to SSLC form (Appendix 4).

3.2   It may be appropriate to the agenda to invite other members of the University, for example members of Library Services or Registry Services.

3.3   Student Union and/or school representatives may be in attendance to support Course Reps or if Course Reps are unable to attend.

3.4   Where appropriate, co-opted membership may also include:

- employer representatives
- partner representatives
- external advisors.

3.5   Good practice suggests that the SSLC Chair be a rotational post, not limited to staff alone.

4   Terms of Reference

4.1   To consider feedback from students including, but not limited to, National Student Survey results, outcomes of any institutional student experience survey and module evaluations.

4.2   To inform and consider the course Annual Evaluation report and monitor progress in relation to the Enhancement Plan. In doing so, staff should be mindful of the constituency of SSLCs and consider both how best to present complex information and the level of detail appropriate for this forum.

4.3   To consider reports from external examiners, Professional, Statutory and/or Regulatory Bodies, and internal reviews, and the responses from the School/College and the University in relation to identified issues.

4.4   To keep under review the course(s) to include curriculum content, overall balance of assessment activities and the overall workload of the course, assessment deadlines and the adequacy of feedback and the adequacy of learning resources, and seek approval for change through the appropriate mechanisms.

4.5   To seek the views and collaborate with Course Reps in the processes and procedures used in the selection and recruitment of students and to evaluate their effectiveness.

4.6   To seek the views and collaborate with Course Reps in relation to patterns of students' retention, progress and achievement on the course(s).

4.7   To seek the views and collaborate with Course Reps in relation to the arrangements for and effectiveness of actions in relation to employability and transferable skills development, project work, student support and guidance procedures, student placements/year abroad arrangements or work-based learning, as appropriate.

4.8   The SSLC should not discuss personal matters relating to individual students or members of staff. However, members of the committee should be reminded of alternative mechanisms through which such matters can be raised.

5   Sample Agenda for Student: Staff Liaison Committee

5.1   The sample agenda (appendix 1) is intended to provide guidance on the items over and above course planning and operational issues, which are likely to appear on Student: Staff Liaison Committee agendas over the course of an academic year. It ensures that the minimum terms of reference noted above are covered in any academic year. The agenda can be adapted; in particular not all matters need be considered at every meeting.

5.2   It is considered good practice to seek agenda items well in advance of each meeting from all participants; including the Course Reps. Students and staff unable to attend may choose to submit a brief report for consideration at the SSLC. Please refer to sample form provided below in appendix 4.

5.3   Consideration should be given as to whether an 'in person', on campus meeting or live online meeting via Microsoft Teams/Collaborate or bimodal meeting arrangement are most accessible for students and staff.

5.4   SSLCs should be convened outside of scheduled teaching times and when the majority of students and staff are available.

6   Minutes of Student: Staff Liaison Committee meeting
This section restructured for clarity in the light of qualitative comments from PAS staff

6.1   Minutes should be taken at each meeting. Meetings should result in brief minutes and action points.

6.2 Meeting minutes provide a formal, written record of what was discussed and agreed at the meeting. Minutes should record the decision made, rather than the surrounding discussion. These should not record comments about who said what about a particular matter, nor should these serve as an exact account of who said what and when, or who disagreed with whom. The minutes also should reflect any presentations or reports presented. A template for recording the minutes of the SSLC meeting (appendix 2) is intended to provide guidance on the recording of the meeting. It may be adapted as appropriate.

6.3 Before minutes have been approved (see below) these should be marked 'unconfirmed' or similar. Unconfirmed minutes, typically once approved by the Chair of the SSLC, should be circulated to members as soon as possible following the meeting.

6.4 Minutes should be formally approved by the SSLC at the following meeting and any agreed amendments should be recorded. Following approval confirmed minutes should be sent to Heads of School, students and all members of staff teaching on relevant courses.

6.5 Any future actions that are agreed to be completed should be recorded on the action log (appendix 3). Where an issue is 'complete' but no action is taken, this should also be included on the action log with the reasons for no action clearly stated.

6.6 In order to close the loop and to maintain a record of responses to student feedback, the completed action log must be forwarded to the Senior Management/Leadership Team for consideration

6.7 The completed action log should, along with the approved minutes, be posted on the course Blackboard page.

Approval/Review Table

Item	Notes
Version Number	3.3
Date of Approval	27th September 2021, amended LTSEC March 2023 Under review October 2025
Approved by	LTSEC
Effective from	September 2021
Policy Officer	TBC
Department	Academic Quality Unit and the Students' Union
Review date	2024/25
Last reviewed	August 2021
Equality Impact Assessment (EIA)	n/a
Accessibility Checked	30th September 2020

Appendix 1: Sample agenda
This may be adapted; not all matters need be addressed at all meetings

<u>**Student: Staff Liaison Committee**</u>

<u>**Course: XXXXXXXXX**</u>
xx 2020 at xx.xx am/pm in xx, xx Campus or online

1. Apologies for absence

2. Minutes of previous meeting

3. Matters Arising - to include how actions have been closed and outcomes reported to students and any feedback provided by SMT (see appendix 3).

4. Chair's Business

   It is recommended that Chairs use this item to notify the committee of a wide range of matters, e.g. course developments, student numbers/fees, communications from stakeholders (employers, external examiners, Professional, Statutory and/or Regulatory Bodies, etc.), University policy developments, changes to procedure/regulations etc.

5. Student Matters

   Course Reps might be encouraged to submit brief written reports (appendix 4) and/or identify any items for discussion in advance of the meeting.

6. Course Matters including:
   i. Consideration of the course Annual Evaluation Report and Enhancement Plan. The SSLC, by the very nature of its terms of reference, will provide the primary information required for the writing and monitoring of the Annual Evaluation report and Enhancement Plan. The Enhancement Plan should be regarded as a 'live' document
   ii. Consideration of student feedback (National Student Survey outcomes, module evaluations, etc)
   iii. Proposed developments of the course
   iv. Student Progress and Performance, including in relation to work placements or work-based learning. This item might take the form of reports from tutors on patterns of attendance and performance, consideration of data, etc
   v. Assessment matters
   Matters such as planning of assessment schedules, arrangements for feedback and return of assignments to students, arrangements for

moderation of assessments, communications with external examiners, etc might be included

    vi.   Recruitment and Admissions
Course publicity, including prospectus and course leaflets, webpages and open/visit day events, together with activities relating to widening participation and School/college liaison can all be included in this item. Consideration of the data on numbers and profiles of new students might also be included

    vii.   Joint Honours students

7.   External Report(s)
This item would include consideration of reports from external examiners, PSRBs or internal periodic review outcomes

8.   Any other business

9.   Date and time of next meeting

10.   Reserved business
This item may be used to deal with confidential and/or sensitive items of business, such as matters pertaining to individual students or matters concerning assessment setting or marking. Some members of Student: Staff Liaison Committee (eg Course Reps) should not normally be present for reserved business and minutes are not circulated to Student Academic Representatives or the wider student body

Appendix 2: Template for Minutes
This may be adapted as required

Student: Staff Liaison Committee

Course: XXXXXXXXX

Unconfirmed/Approved* Minutes of the meeting held on xx 2021
(delete/amend as appropriate)

21.01
01.01 **Present**

Name	Designation/ Year of study/ Course

01.02 **Apologies for absence**

Name	Designation/ Year of study/ Course

21.02 To receive and approve the minutes of the Student: Staff Liaison Meeting *(previously referred to as course management committee)* **on xx2020**

02.01

21.03   Matters arising from previous meetings
03.01

Chair's Business

21.04
04.01

    Action:

Student Matters

21.05
05.01

    Action:

Course Matters
21.06
06.01

    Action:

External Reports
21.07
07.01

    Action:

21.08   Any Other Business
08.01

Date and time of next meeting

Appendix 3: Action log

This should be forwarded to School SMT/SLT when completed, along with approved minutes

The action log should be posted on course Blackboard pages along with approved minutes

<u>Actions from SSLC meeting on xxxx</u>

<u>Minute number</u>	<u>Action xx</u>	<u>Response xx</u>	<u>Date response reported to Course Reps and/or students via Blackboard</u>
SLCC xx.xx.xx	Course Reps to feed back to cohort		

Dates of SMT/SLT meetings

Deadline for agenda items, papers or responses to actions: **xxxx 2020**

Date of next meeting: **xx 2020 at xx.xx am/pm in xx, xx Campus**

Appendix 4: Course Rep feedback template

Course Rep Feedback to SSLC (Student: Staff Liaison Committee)

By completing this form, you are confirming that this is feedback from the student cohort on the relevant course/s listed below, and that it is representative and unbiased.

Course Rep Name:		Level: (and stream/pathway if applicable)	
Course:			
Method of gathering feedback			
Overview of positive feedback			
Overview of areas for improvement			
Ideas for change			

We understand that collecting student feedback as a Rep can be challenging. Our Course Rep training will provide you with ideas and different methods for gathering feedback from your cohort. You can find all the information about Rep Training on the Students' Union's website: https://www.worcsu.com/yourvoice/reps/coursereps/training/. Or if you need a quick survey template to adapt to gather feedback you can find one in the Rep Resource Hub at: https://www.worcsu.com/yourvoice/reps/coursereps/hub/.