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Introduction

This document sets out the Navitas UPE policy and procedures for the formal engagement of students.

Student Engagement is central to the vision, mission and operations of Navitas and its network of Colleges. The encouragement of students as 'active' partners in their learning, and in the systems and processes that influence their learning, is considered fundamental to the development of mature learning approaches and life skills. It is the measured opinion of students, the 'student voice', that is essential to ensuring that the learning, teaching and assessment strategies, plans, people and operations are effective, reflective and appropriate.

Scope

This document covers information provided to students, student representation, and student surveys. The processes will apply in all Navitas UPE Colleges.

Student Information

Responsibility for accuracy and completeness of information available to students is that of the College Director/Principal. All material in the public domain must comply with the Navitas brand requirements and those of the relevant University Partner, as appropriate.

A set of consistent information about Navitas, Navitas UPE, the College and the University Partner is available in the public domain for potential students, students and alumni. This information is provided in the form of a College prospectus/brochure, College flyers and a College website.

College website content and updates must be approved by (i) Academic Registry and (ii) the University Partner marketing nominee, before it goes live, to check factual accuracy and alignment with publicity protocols.

Prior to printing, College brochure content undergoes review and approval by (i) the relevant Navitas College marketing lead and (ii) the University Partner marketing nominee.

Pre-enrolment Information

Prospective students who meet the entry criteria will be supplied with an Offer Pack, which includes an Offer of Admission, a Conditional Acceptance of Admission Form and related Terms and Conditions. This documentation details the pathway stages of study and makes explicit the regulations which apply at the College and University Partner. Supplementary documents are appended to the Offer Pack providing information about:

- accommodation provision, cost and application form
- student insurance
- information for parents and legal guardians concerning arrangements under Student Visa and Residence Permit.

Student Representation

Students are formally represented in the Student Forum, via the Student Representatives. They may eventually be invited to governance meetings such as the OAC Operational Advisory Committee and Academic Advisory Committee, as well as the UPE Academic Board. Student membership of the College body provides an opportunity for students to raise issues of immediate concern related to their study experience, and to be involved in the substantive development and enhancement of the College student experience.

Student Forum

Each College will establish a Student Forum to provide an opportunity for the student body to raise day-to-day issues on any matter related to their present studies. This mechanism provides important feedback to the College, University Partner and Navitas UPE to be considered as part of periodic reports and annual monitoring.

Membership of the Student Forum is as follows:

- Chair
- All student representatives
- At least one representative of College staff (academic and/or support staff)

College Enhancement

Each College has a College Enhancement Team (CET) - see NPR QS06.

Student Representatives play a key role in providing observations, through listening to and collecting the views of their fellow students, on all aspects of the student experience. Student Representatives should not just be presenting the complaints, problems and issues of their fellow students, but also contribute positive and constructive feedback from students to the College, including what works, what has been valuable or enjoyable, and what should be repeated or built on in the future.

Student Representatives will:

- actively seek out and represent the views of all the students they represent about their studies and their broader experience of the College
- help ensure that the student perspective is considered in all decisions and developments relating to the student experience
- endeavour to keep the students they represent informed on the outcomes of staff and student discussions

Election of Student Representatives

Student representatives may be nominated through two distinct processes:

- they may be elected by their peers in a voting process which should take place in the first four weeks of the semester;
- if the number of candidates is insufficient, potential candidates may be selected after the consideration of their academic performance, previous relevant experience and interpersonal skills.

Student Surveys

There are at least two types of student surveys: Navitas Student Satisfaction Surveys and Course Surveys.

Navitas Student Satisfaction Surveys

Navitas Global requires that all students in Navitas Colleges across the world participate in an annual student satisfaction survey over the spring period, which is administered online using Microsoft Forms. The results of these surveys are collated by Navitas Global and distributed to colleges across the world for consideration and review.

Course Surveys

Colleges may conduct surveys of student opinion for their own local purposes on an ad hoc basis, but are encouraged to utilise surveys prepared and hosted by Navitas, to facilitate comparisons across the division and to simplify the process of analysis.

Consideration of Survey Outcomes

Key outcomes and actions arising from student surveys are considered locally by each College and are typically published through the student portal.

The Navitas UPE Learning, Teaching and Quality Committee reviews the results from all student surveys and considers areas for improvement, as well as implementing enhancement activities.

Policy Review

This policy will be reviewed every two years by the Navitas UPE Academic Board unless there are internal or legislative changes that necessitate earlier review. The policy was last reviewed on 12 January 2023 and approved as a Chair's action on behalf of the UPE Academic Board.