Cardiff Academy

POLICY /// ACADEMIC QUALITY AND STANDARDS

Student Engagement and Student Voice Policy

How Cardiff Academy listens to students and involves them in improving their education – class representatives, the Student Forum, surveys, representation on the Academic Board, and how we report back on what has changed.

REFERENCE	**CA-ACA-09**	VERSION	**1.0 (Approved)**
POLICY OWNER	**Director of Studies**	APPROVED BY	**Academic Board**
ISSUE DATE	**October 2026**	APPROVAL DATE	**October 2026**
REVIEW CYCLE	**Annual**	NEXT REVIEW DUE	**October 2027**
APPLIES TO	**Students, staff, Academic Board**	PUBLISHED	**Student Handbook; website (summary); noticeboards**

RELATED POLICIES CA-GOV-02 Quality Assurance and Enhancement; CA-WEL-08 Student Complaints; CA-WEL-06 Equality, Diversity and Inclusion; CA-GOV-09 Freedom of Speech

LEGAL ENTITY Cardiff Education Group Ltd, trading as Cardiff Academy (Company No. 14569122). Registered office: 168 City Road, Cardiff CF24 3JE. Teaching premises: 8 Drake Walk, Cardiff CF10 4LG

1 Purpose

Students are partners in their education. Their views help us to improve teaching, support and services, and taking part in representation develops skills that students will use at university. This policy explains how students can make their voice heard and how we respond.

2 Ways students are heard

Mechanism	How it works	Frequency
Class representatives	Each class elects one representative (and a deputy) in the first three weeks of each intake. Representatives gather views from classmates and attend the Student Forum	Elected each intake

Mechanism	How it works	Frequency
Student Forum	Class representatives meet the Director of Studies and Student Welfare Officer to raise issues and discuss improvements. Minutes are published to students	Twice a term
Academic Board	Two student representatives attend for unreserved business, including annual monitoring and policy changes	Termly
Surveys	Early-arrival survey (weeks 3–4); module evaluation (end of each module); end-of-programme exit survey	As stated
Focus groups	Small groups to explore specific themes (for example assessment feedback, wellbeing, facilities)	As needed
Informal feedback	Suggestion box, feedback through the Cardiff Academy app, conversations with tutors	Ongoing
Complaints	Formal route for when something has gone wrong (CA-WEL-08)	Ongoing

3 Supporting representatives

Class representatives receive a short training session on their role, how to gather views fairly and how meetings work. Their contribution is recognised with a certificate and can be referred to in university references.

4 Inclusion

We aim to hear from all students, including those under 18, those from smaller nationality groups, disabled students and students who are less confident in English. Surveys are available in simplified English, and representatives are encouraged to reflect the diversity of their class.

5 Responding to feedback – closing the loop

- Survey results are analysed by the Director of Studies and discussed at the Student Forum and Academic Board.
- Actions are recorded in programme action plans and the Quality Improvement Plan.
- A **"You said, we did"** summary is published to students on noticeboards and the student portal each term, explaining changes made and, where we cannot make a change, why not.

6 Freedom of expression

Students may express their views freely and respectfully, in line with CA-GOV-09. No student will be disadvantaged for giving honest feedback.

7 Monitoring

Survey response rates, key satisfaction scores, Forum minutes and "You said, we did" actions are reported to the Academic Board each term and included in Annual Monitoring Reports and the Self-Evaluation Report.

8 Review

This policy is reviewed annually with input from student representatives.

Compliance mapping

This policy has been written to meet, and to evidence, the following external requirements. Inspectors and university partners can use this table to locate the relevant provisions.

ISI Educational Oversight (PFE) standards	Standard 49 (quality assurance including student feedback); Standard 17 (students take responsibility for their progress)
British Council Accreditation UK criteria	M5 (provider regularly obtains and acts on student feedback); T13 (course review in light of student feedback); M6 (staff feedback)
University partner due diligence	Partner due diligence – student engagement policy; evidence of the student voice informing improvement; QAA UK Quality Code principle on engaging students as partners
Legislation and statutory guidance	Equality Act 2010

Document control

Version	Date	Author / reviewer	Summary of changes
0.9	Pre-2026	Various	No equivalent Cardiff Academy policy (Student Council referenced in organisation chart)
1.0	October 2026	Director of Studies	New policy written for university partnerships, ISI Educational Oversight and British Council Accreditation UK. Supersedes all previous versions.

APPROVED ON BEHALF OF THE BOARD	SIGNATURE	DATE
Chair of the Board of Governors		