



Student Governance Handbook

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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. Programme Voice Groups

2.3. Programme Voice Groups

Programme Voice Groups are forums for discussion between Student Voice Leaders and Point Blank staff. Programme Voice Groups take place four times a year (once a term) and review everything that has happened from a student and staff perspective, with the aim of identifying how the student experience can be improved.

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 Programme Voice Group 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 Programme Voice Groups 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 Programme Voice Group 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. Programme Voice Groups (PVGs)

Purpose

Programme Voice Groups offer a formal method for open dialogue and partnership between staff and students at Point Blank. Programme Voice Groups provide 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 timeline

Programme Voice Groups take place once a term and every programme is represented. A pre-meeting takes place within two weeks before the main Programme Voice Group. The aim of the pre-meeting is to allow Student Voice Leaders to provide feedback to staff and to set the agenda for the main Programme Voice Group meeting.

The main Programme Voice Group takes place within two weeks after the pre-meeting. The agenda and any associated papers are distributed no later than 7 days before the meeting. The agenda template for the main Programme Voice Group meeting can be found in **Annex 3 – Programme Voice Group agenda template**.

Membership and Terms of Reference

Membership and Terms of Reference for the Programme Voice Groups can be found in **Annex 2 – Programme Voice Group 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 Programme Voice Groups should report into the following committees:

- i. Programme Development Committee
- ii. Admissions Committee
- iii. Quality Standards Committee

The above committees will all report into the Academic Board.

All discussions and actions from the meeting should be recorded and distributed to all members. The template for Programme Voice Group Minutes can be found in ***Annex 4 – Programme Voice Group Minutes Template***.

Programme Voice Group Code of conduct

In order to ensure that the Programme Voice Group 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 the Programme Voice Group 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 the Programme Voice Group 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 Programme Voice Group is not a suitable space to discuss complaints against staff, the school or students. Point Blank's Complaints Procedure should be followed in order to take forward any complaints as necessary.

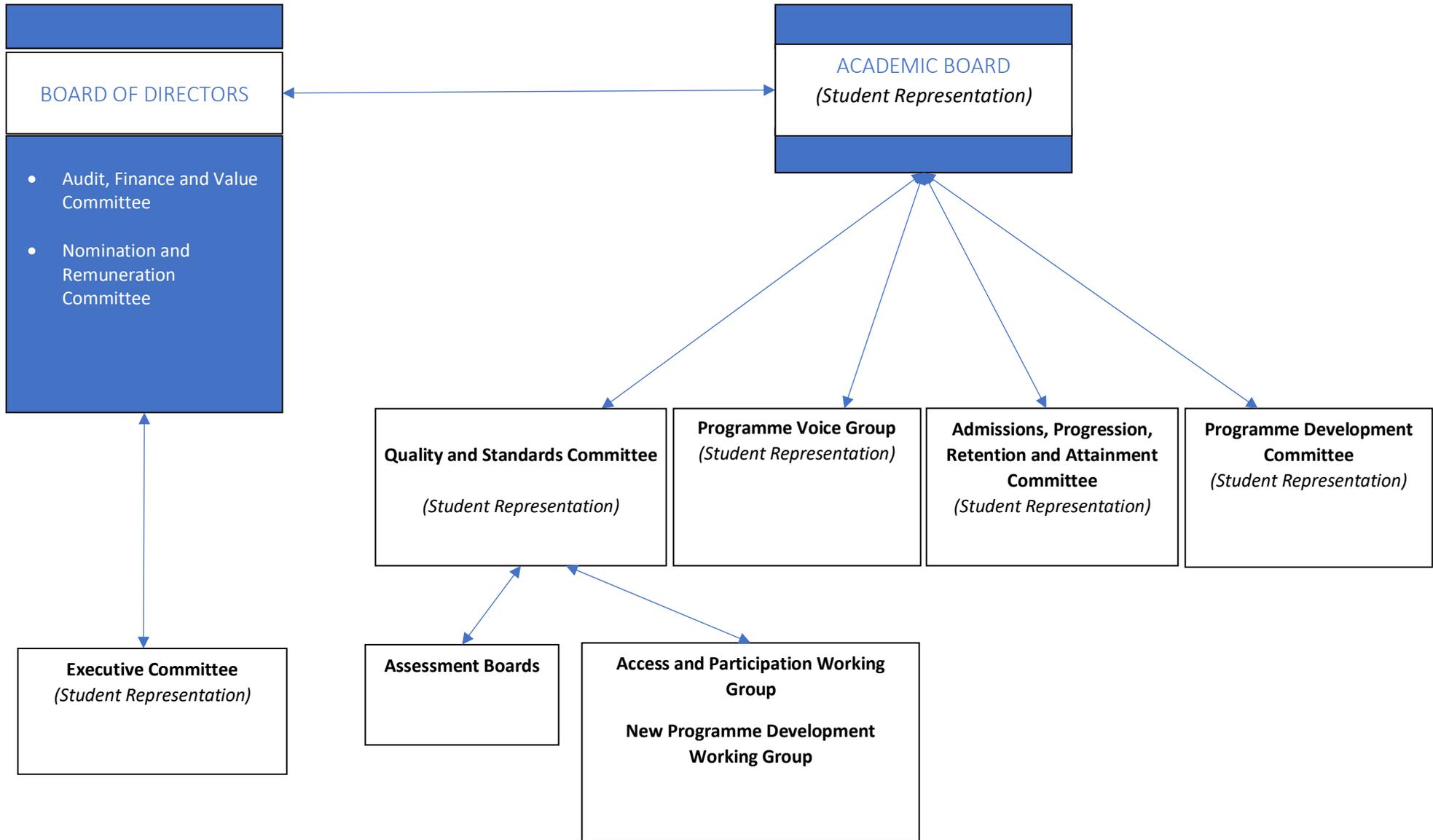
Expectations of the Student Voice Leader:

- i. To attend Student Voice Leader introductory training provided by Point Blank
- ii. To ensure that all cohort feedback is obtained ahead of all Programme Voice Group 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



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 Programme Voice Group meetings and at the associated pre 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 in order 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 Programme Voice Group 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>

Programme Voice Group

Frequency: Week 9, every term

Membership:

- Head of Registry (Chair)
- Head of Quality
- Head of Education & Curriculum
- Head of Music School and Facilities
- Student Services Manager
- Head of Marketing and Communications
- Programme Leaders
- Student Representatives / SVLs
- University Link Tutor
- Institution Link Tutor
- Student Services Officer (Clerk)

Terms of Reference:

	Owner	Frequency
Quality Assurance and Enhancement		
To consider, discuss and respond to feedback from various sources collated in the Master feedback table	SST	Termly
To consider, discuss and respond to feedback from SVLs via the Student Representative Education Officer	EO	Termly
To consider and discuss student survey results, formal responses of the School and associated action plans	HoR	Annual
To ensure effective liaison with other programmes and students	All (N/A)	Termly
Teaching, Learning and Assessment		
To share, discuss and disseminate good teaching practice	HMSF / HED	Termly
Committee Servicing and Administration		
To produce, evaluate and monitor a table of actions	SST	Termly

PVG Process:

Week 1 - 5
Student Services Team collates student feedback into the Master Feedback Table.
Week 6
Student Services meet at the beginning of the week to create a draft report of important themes to be circulated with the pre-meeting attendees alongside the Master Feedback Table.
Education Officer will collate feedback from Student Voice Leaders.
Week 7
PVL Pre - meeting with the below attendees: <ul style="list-style-type: none">• <i>Student Services x 2</i>• <i>Head of Education & Curriculum</i>• <i>Head of Music School & Facilities</i>• <i>Head of Registry</i>• <i>Head of Marketing & Communications</i>• <i>Education Officer (Student Officer)</i>
Attendees will go through draft reports created by Student Services and highlight any further feedback that should be presented at the PVG.
Education Officer will provide report from Student Voice Leaders and own.
Week 8
Clerk of PVG circulates the revised version of the report, alongside the agenda and previous minutes
Week 10
PVG meeting with the below attendees: <ul style="list-style-type: none">• <i>Head of Education & Curriculum</i>• <i>Head of Quality</i>• <i>Institutional Link Tutor</i>• <i>University Link Tutor</i>• <i>Student Services Manager</i>• <i>Head of Marketing and Communications</i>• <i>Head of Music School and Facilities</i>• <i>Programme Leader</i>• <i>Head of Registry – Chair</i>• <i>Student Services Officer – Clerk</i>• <i>Education Officer (Student Officer)</i>
Week 10 - 12
Meeting minutes to be typed up and circulated among PVG attendees and to marketing team to communicate directly to the students.

[Programme name] Programme Voice Group

Meeting held on **[date and time]** in **[room]**

AGENDA			
Part 1 – Preliminary Items/Introduction		Paper	Led By
1.1	Welcome, Introduction, and Apologies	Verbal	Chair
1.2	Confirmation of the Terms of Reference and Membership	Paper No.	Chair
1.3	A note on confidentiality	Verbal	Chair
1.4	Minutes of the Previous Meeting	Paper No.	Chair
Part 2 – Items for discussion		Paper	Led By
2.1	Review of action plan from previous meeting	Paper No.	Chair
2.2	Feedback analysis summary	Verbal/Paper	Staff/SR
2.3	Action plan presentation	Paper No.	Staff/SR
2.4	Communication plan presentation	Paper No.	Staff/SR
Part 3 – Items for report		Paper	Led By
3.1	Feedback analysis summary	Paper No.	Staff/SR
3.2	Action plan	Paper No.	Staff/SR
3.3	Communication plan	Paper No.	Staff/SR
Part 4 – Additional Items		Paper	Led By
4.1	To note any other business	Paper/Verbal	Staff/SR
4.2	To note the date of the next meeting	Verbal	Chair

[Programme(s) name] Programme Voice Group

Minutes and actions from the meeting held on [date]

Student Members Present

**List all Student Voice Leaders with their name, programme and level.*

Staff Members Present

**List all staff present with their name and job title.*

Apologies

**List all apologies received from both staff and students.*

Part 1 – Preliminary items/Introduction

- 1.1 Welcome, Introduction and Apologies**
- 1.2 Terms of reference and membership [paper number]**
- 1.3 Minutes of the previous meeting [paper number]**

**To approve the minutes and note any amendments that need to take place.*

Part 2 – Programme Feedback						
Paper Number	Minute Ref	Summary of Discussion	Action(s) and by Whom?	Deadline	Update	Completed (Y/N)
2.1 Outstanding Actions from the Previous Minutes						
<i>As per previous actions</i>	2.1.1	<i>* Notes in here should include what paper was received, and actions from the previous minutes, what action has been taken to date and whether further action is required.</i>	<i>*should include details of actions to be completed.</i>		<i>*what action has been taken to date.</i>	
2.2 Programme Leaders' Update						
<i>As per agenda</i>	2.2.1	<i>*Include brief detail of PL update and whether there are any further actions.</i>				
2.3 Survey action plans and EE reports						
	2.3.1					
2.4 Positive Feedback on the Programme						
<i>As per agenda</i>	2.4.1	<i>*Include details of positive feedback.</i>				
2.5 Programme Feedback						
<i>As per agenda</i>	2.5.1	<i>* Notes in here should include what paper was received, and a summary of the discussion that took place. Each block should have a heading from the agenda to highlight the discussion i.e. Assessment.</i>	<i>*should include details of actions to be completed.</i>		<i>*what action has been taken to date.</i>	

Part 3 – Discussion on Quality and Student Information						
3.1 The Group received the following reports. The following discussions and actions were agreed; <i>(If applicable)</i>						
Paper Received	Minute Ref	Summary of Discussion	Action(s) and by Whom?	Deadline	Update	Completed (Y/N)
<i>Service Reports</i>	3.1.1					