



## Student Voice Policy and Procedure

Policy Title	<b>Student Voice Policy and Procedure</b>		
Date Approved	20 May 2026	Effective Date	20 May 2026
Version	Version 1.0	Review Date	20 May 2027
Author	Venus Training Ltd	Approved By	Director / Governing Body
Implementation Responsibility	Academic & Student Support Team		
Oversight Responsibility	Senior Management		
Related Documents	Complaints Procedure; Student Support Policy; Equality and Diversity Policy		
Applicable Legislation	UK Higher Education Quality Expectations		
Document Classification	Internal Policy Document		

### 1. Policy Statement

**1.1** Venus Training Ltd recognises that students are key stakeholders within the institution and that student views, experiences, feedback, and participation play an essential role in supporting academic quality, student satisfaction, institutional development, and continuous improvement.

**1.2** The institution is committed to creating an open, inclusive, respectful, and supportive environment in which students are encouraged to express their views, provide feedback, raise concerns, and contribute positively to institutional and academic development processes.

**1.3** Venus Training Ltd is committed to ensuring that students are provided with appropriate opportunities to participate in feedback, consultation, representation, and quality enhancement activities relating to teaching, learning, assessment, student support, wellbeing, safeguarding, facilities, and institutional services.



**1.4** The institution recognises that effective student engagement contributes positively to academic quality and standards, student wellbeing, safeguarding, retention, progression, achievement, and the overall student experience.

**1.5** Venus Training Ltd is committed to ensuring that student voice activities are conducted fairly, transparently, respectfully, and inclusively and that students are able to express their views without fear of discrimination, victimisation, intimidation, or unfair treatment.

**1.6** The institution also recognises the importance of ensuring that student voice activities reflect the diversity of the student body and support participation from students of different backgrounds, cultures, ages, genders, abilities, and personal circumstances including mature learners, women learners, and underrepresented groups.

**1.7** Venus Training Ltd is committed to listening to student feedback, considering concerns appropriately, and using student voice constructively to support institutional improvement, academic enhancement, operational development, and continuous enhancement of the student experience.

## **2. Purpose of the Policy**

**2.1** This policy establishes a structured, transparent, and institutionally embedded framework through which student feedback, engagement, representation, and participation are systematically captured, reviewed, and acted upon across all levels of Venus Training Ltd.

**2.2** The framework ensures that student voice is recognised as an integral component of institutional practice and continuous improvement rather than an isolated or occasional activity. The institution is committed to maintaining ongoing dialogue and engagement between students and the institution throughout the student journey.

**2.3** Student feedback and engagement activities are intended to support enhancement of academic quality, teaching and learning, assessment practices, student support services, safeguarding arrangements, facilities, wellbeing provision, and the overall student experience.



2.4 Feedback gathered from students is used to inform institutional decision-making, quality assurance, academic monitoring, service development, operational improvement, and strategic planning activities where appropriate.

2.5 Venus Training Ltd recognises students as active participants within the academic community and values their perspectives, experiences, and contributions as essential to maintaining high standards, promoting student satisfaction, supporting retention and progression, and driving continuous institutional enhancement.

2.6 The institution is committed to promoting a culture in which students feel respected, listened to, supported, and encouraged to participate constructively in feedback, consultation, representation, and quality enhancement processes without fear of discrimination, victimisation, or unfair treatment.

### **3. Scope**

**3.1** This policy applies to all students, staff, applicants, contractors, visitors, partner organisations, and stakeholders associated with Venus Training Ltd.

**3.2** The policy applies across all institutional activities including student recruitment and admissions, teaching and learning, assessment, student support services, safeguarding activities, academic engagement, quality assurance, institutional communications, operational management, and access to institutional facilities and services.

**3.3** The policy applies to all forms of student feedback, representation, consultation, engagement, participation, complaints, suggestions, surveys, student forums, and quality enhancement activities conducted within the institution.

**3.4** The policy applies equally to classroom-based, blended, online, and partnership-related educational provision delivered by Venus Training Ltd.



**3.5** All members of the institutional community are expected to support respectful, constructive, professional, and inclusive engagement within student voice and representation activities.

## **4. Definitions**

**4.1** Student voice refers to the collective and individual views, experiences, feedback, opinions, suggestions, concerns, and contributions of students relating to their educational experience and institutional activities.

**4.2** Student engagement refers to the active participation of students in academic, institutional, representative, quality assurance, feedback, and enhancement activities within the institution.

**4.3** Student representation refers to formal or informal arrangements through which students communicate views, concerns, feedback, or suggestions to the institution individually or through elected or nominated representatives.

**4.4** Feedback refers to information, comments, opinions, suggestions, concerns, or evaluations provided by students regarding teaching, learning, assessment, student support, wellbeing, safeguarding, facilities, operational services, or institutional activities.

**4.5** Quality enhancement refers to activities aimed at improving academic quality, student experience, institutional effectiveness, teaching and learning, support services, and operational practices through continuous review and improvement processes.

**4.6** Student consultation refers to structured or informal processes through which the institution seeks and considers student views regarding institutional, academic, operational, or support-related matters.

**4.7** Student forums refer to meetings, discussions, representative structures, committees, or engagement activities through which students are able to discuss issues, provide feedback, and contribute to institutional improvement processes.



**4.8** Inclusive participation refers to ensuring that students from diverse backgrounds, cultures, ages, genders, abilities, and personal circumstances are able to participate fairly and confidently in student voice and engagement activities.

## **5. Institutional Commitment to Student Voice**

**5.1** Venus Training Ltd is committed to promoting an open, inclusive, transparent, and student-centred culture in which student voice is recognised as an important component of academic quality, institutional development, and continuous improvement.

**5.2** The institution values student feedback, engagement, participation, and representation and recognises that students play an important role in shaping teaching, learning, assessment, student support services, safeguarding arrangements, facilities, and the overall student experience.

**5.3** Venus Training Ltd is committed to ensuring that students are provided with meaningful opportunities to express their views, raise concerns, provide suggestions, participate in institutional discussions, and contribute to quality enhancement activities across all areas of institutional operation.

**5.4** The institution is committed to listening to student feedback, considering concerns appropriately, and responding constructively where reasonably possible in order to support academic enhancement, operational improvement, student satisfaction, and institutional effectiveness.

**5.5** Venus Training Ltd also recognises the importance of ensuring that student voice activities are inclusive and reflective of the diversity of the student body including mature learners, women learners, international students, and individuals from underrepresented or disadvantaged backgrounds.



## **6. Principles of Student Engagement and Representation**

**6.1** Venus Training Ltd is committed to promoting respectful, constructive, transparent, and inclusive student engagement and representation across all institutional activities.

**6.2** The institution recognises students as active participants within the academic community and values their views, experiences, and contributions in supporting institutional development and continuous improvement.

**6.3** Student engagement and representation activities will be conducted fairly, professionally, respectfully, and without discrimination, victimisation, intimidation, or unfair treatment.

**6.4** The institution aims to ensure that students are provided with accessible and appropriate opportunities to participate in feedback processes, representative activities, student forums, consultation meetings, surveys, and quality enhancement activities.

**6.5** Venus Training Ltd recognises the importance of maintaining effective communication and constructive dialogue between students and the institution in order to support academic quality, student wellbeing, safeguarding, student satisfaction, and institutional accountability.

## **7. Student Feedback Mechanisms**

**7.1** Venus Training Ltd is committed to maintaining appropriate and accessible mechanisms through which students are able to provide feedback, raise concerns, express opinions, and contribute to institutional enhancement activities.

**7.2** Student feedback may be collected through a variety of formal and informal mechanisms including:

- student surveys;
- module and course evaluations;
- tutorials and academic meetings;
- student forums and representative meetings;



- quality assurance activities;
- student support discussions;
- complaints and appeals procedures;
- informal feedback and consultation activities.

**7.3** The institution aims to ensure that student feedback processes are conducted regularly, fairly, respectfully, confidentially, and transparently.

**7.4** Venus Training Ltd recognises the importance of encouraging constructive and meaningful student feedback in order to support continuous improvement of teaching, learning, assessment, student support, safeguarding, facilities, operational services, and the overall student experience.

**7.5** The institution is committed to reviewing and considering student feedback appropriately and using feedback outcomes to support institutional enhancement, academic development, operational improvement, and student satisfaction.

## **8. Student Representatives and Student Forums**

**8.1** Venus Training Ltd is committed to supporting appropriate student representation and student forum arrangements in order to promote effective communication, student engagement, and constructive dialogue between students and the institution.

**8.2** The institution may establish student representative structures, student meetings, forums, consultation activities, or engagement sessions through which students are able to raise concerns, provide feedback, discuss issues, and contribute to institutional enhancement activities.

**8.3** Student representatives may communicate student views relating to teaching and learning, assessment, safeguarding, student support, wellbeing, facilities, operational services, academic resources, and the overall student experience.



**8.4** The institution aims to ensure that student representatives and student forums operate fairly, respectfully, inclusively, and professionally and that students are able to participate without fear of discrimination, intimidation, victimisation, or unfair treatment.

**8.5** Venus Training Ltd recognises the importance of ensuring that student representation activities reflect the diversity of the student body and encourage participation from students of different backgrounds and circumstances.

## **9. Collection and Use of Student Feedback**

**9.1** Venus Training Ltd is committed to collecting, reviewing, analysing, and using student feedback constructively in order to support academic quality, student satisfaction, institutional development, and continuous improvement.

**9.2** Student feedback may be collected through formal and informal mechanisms including surveys, meetings, tutorials, student forums, representative discussions, academic reviews, support discussions, complaints procedures, and consultation activities.

**9.3** The institution aims to ensure that feedback collection processes are conducted fairly, respectfully, confidentially, and transparently.

**9.4** Student feedback may be used to support enhancement of:

- teaching, learning, and assessment;
- safeguarding and wellbeing arrangements;
- student support services;
- academic resources and facilities;
- operational and administrative services;
- quality assurance and enhancement activities;
- institutional planning and development.



**9.5** Venus Training Ltd is committed to considering student feedback appropriately and using feedback outcomes to support continuous institutional enhancement and improvement of the student experience.

## **10. Student Surveys and Evaluation Processes**

**10.1** Venus Training Ltd may conduct student surveys, evaluations, questionnaires, consultation exercises, or review activities in order to gather student feedback relating to academic provision and institutional services.

**10.2** Student surveys and evaluation processes may relate to:

- teaching and learning;
- assessment and feedback;
- safeguarding and wellbeing;
- student support services;
- facilities and resources;
- academic engagement;
- operational and administrative services;
- overall student satisfaction and experience.

**10.3** The institution aims to encourage constructive, meaningful, and honest student participation in survey and evaluation activities in order to support institutional enhancement and quality improvement.

**10.4** Survey results and evaluation outcomes may be reviewed at programme, operational, or institutional level and may contribute to quality assurance, academic monitoring, operational planning, and continuous improvement activities.

**10.5** Venus Training Ltd is committed to maintaining appropriate confidentiality and data protection arrangements relating to student survey and evaluation activities.



## **11. Complaints, Concerns and Informal Feedback**

**11.1** Venus Training Ltd encourages students to raise concerns, provide suggestions, communicate feedback, and report issues relating to their educational experience, safeguarding, wellbeing, support services, facilities, or institutional activities where appropriate.

**11.2** Students may raise concerns formally or informally through appropriate institutional channels including academic staff, student support staff, safeguarding contacts, student representatives, management representatives, meetings, tutorials, forums, or formal complaints procedures.

**11.3** The institution is committed to ensuring that concerns and complaints are handled fairly, professionally, respectfully, confidentially, and in accordance with institutional procedures.

**11.4** Students raising genuine concerns or complaints in good faith will not be disadvantaged, victimised, intimidated, or treated unfairly as a result of raising concerns.

**11.5** Venus Training Ltd is committed to considering student concerns appropriately and using feedback constructively to support institutional improvement, student wellbeing, safeguarding, operational enhancement, and continuous improvement of the student experience.

## **12. Student Participation in Quality Assurance and Enhancement**

**12.1** Venus Training Ltd recognises that student participation is an important component of academic quality assurance, institutional effectiveness, and continuous enhancement activities.

**12.2** The institution is committed to involving students appropriately in quality assurance, academic monitoring, review, consultation, and enhancement processes relating to teaching, learning, assessment, safeguarding, student support, facilities, and institutional services.

**12.3** Students may participate in quality assurance and enhancement activities through surveys, representative structures, student forums, consultation meetings, programme reviews, feedback activities, and institutional engagement processes.



**12.4** The institution values student perspectives and recognises that student feedback contributes positively to maintaining academic standards, improving institutional practices, supporting student satisfaction, and enhancing the overall student experience.

**12.5** Venus Training Ltd is committed to considering student contributions appropriately and using feedback outcomes constructively to support institutional improvement and continuous enhancement activities.

### **13. Communication and Feedback to Students**

**13.1** Venus Training Ltd is committed to maintaining effective, transparent, respectful, and constructive communication with students regarding institutional activities, feedback outcomes, academic matters, safeguarding arrangements, student support services, and operational developments.

**13.2** The institution aims to ensure that students are informed appropriately about opportunities to provide feedback, participate in engagement activities, raise concerns, and contribute to institutional enhancement processes.

**13.3** Where reasonably possible, the institution will communicate outcomes, actions, improvements, or developments arising from student feedback and consultation activities.

**13.4** Communication with students may take place through meetings, tutorials, emails, notices, online platforms, surveys, forums, student representatives, institutional announcements, or other appropriate communication channels.

**13.5** Venus Training Ltd is committed to encouraging open and constructive dialogue between students and the institution in order to support student engagement, wellbeing, safeguarding, academic quality, and continuous improvement.



## **14. Equality, Diversity and Inclusion Considerations**

**14.1** Venus Training Ltd is committed to ensuring that student voice, engagement, representation, and feedback activities are conducted fairly, inclusively, respectfully, and without discrimination, harassment, victimisation, intimidation, or unfair treatment.

**14.2** The institution recognises the importance of ensuring that students from diverse backgrounds, cultures, ages, genders, abilities, and personal circumstances are able to participate appropriately and confidently in student engagement and representation activities.

**14.3** Venus Training Ltd is committed to supporting participation from underrepresented groups including mature learners, women learners, international students, and individuals who may face educational, social, economic, cultural, or personal barriers to participation.

**14.4** The institution aims to ensure that student voice processes are accessible, inclusive, supportive, and reflective of the diversity of the student body.

**14.5** Equality, diversity, inclusion, safeguarding, wellbeing, and accessibility considerations will be taken into account within student engagement, consultation, feedback, and representation activities across the institution.

## **15. Roles and Responsibilities**

**15.1** Senior Management of Venus Training Ltd is responsible for ensuring appropriate oversight, implementation, monitoring, and review of student voice, engagement, representation, and feedback arrangements across the institution.

**15.2** Academic, administrative, safeguarding, and student support staff are responsible for supporting student engagement activities, encouraging constructive feedback, responding appropriately to student concerns, and contributing positively to institutional enhancement processes.



**15.3** Student representatives are responsible for communicating student views, concerns, suggestions, and feedback professionally, respectfully, and constructively through appropriate institutional channels.

**15.4** Students are encouraged to participate actively and responsibly in feedback, consultation, representation, surveys, forums, and student engagement activities and to contribute positively to institutional development and improvement processes.

**15.5** All members of the institutional community are expected to support respectful, inclusive, professional, and constructive communication within student voice and engagement activities.

## **16. Monitoring and Review**

**16.1** Venus Training Ltd will monitor implementation of this policy and review its effectiveness periodically to ensure continued compliance with institutional, operational, quality assurance, safeguarding, and partnership requirements.

**16.2** The institution may review or update this policy in response to:

- legislative or regulatory changes;
- institutional developments;
- student feedback outcomes;
- quality assurance activities;
- safeguarding or wellbeing considerations;
- identified areas for improvement.

**16.3** Student feedback, survey outcomes, representative activities, complaints, engagement data, and quality enhancement processes may contribute to policy review and continuous improvement activities.

**16.4** Venus Training Ltd is committed to continuous enhancement of student voice, engagement, representation, academic quality, safeguarding, wellbeing, and institutional effectiveness.