

Student Experience Policy Statement



STUDENT EXPERIENCE POLICY STATEMENT

Aim

This Policy Statement sets out the approach to how the staff and students of the University of the West of Scotland will work in partnership to build an excellent student experience and enhance opportunities for all students to achieve success. This Policy Statement sets out the broad principles by which this will operate and should be read along with the related guidelines, procedures and protocols referred to below. This Policy Statement represents the UWS truth that 'we are here for our students' and underpins one of our key Strategy 2025 objectives to ensure student success.

Scope

This Policy Statement applies to all students (undergraduate, taught postgraduate and research programmes) and to professional and academic staff who provide advice and support to students on these matters.

Principles

Student success is an institutional-wide commitment. The University is committed to:-

- Working in partnership with students to enhance learning and teaching;
- Providing clear, inclusive and accessible ways for our students to learn;
- Providing all students with a chance to succeed. To do this we will have in place support and services to ensure that all our students have the opportunity to achieve success in their respective programmes;
- Learning and teaching that is flexible and digitally enabled. We are a campus-based institution, and will complement high-quality, interactive on-campus learning with opportunities for students to engage physically and digitally as suits the diversity of our disciplines and our students.
- Equipping our graduates with world-ready, interdisciplinary meta-skills and flexible global perspectives that contribute to local, national and global economies (universal, work-ready and successful); and
- Ensuring fair, safe, and consistent treatment for all students.

As part of our commitment, the University will:-

- Provide transparency, fairness and consistency in our **processes** and practices and ensure an equitable experience for all applicants;
- Allocate **dedicated and personal student advisers** to every student who will guide, support and challenge students during their learning journey;
- Facilitate access to information resources that provide content for our programmes of study that reflects current pedagogy, research and knowledge transfer activities and internationalisation
- Provide digitally-enabled learning activities (such as recorded lectures or interactive online exercises) as practicable and appropriate;
- Commit to **recognition of prior learning** enabled by a clear and efficient procedure whereby such learning can be recognised either for entry to a programme of study or where the learning is at the appropriate level for credit towards a specific programme of study;
- Commit to ensuring that students are given the opportunity to engage in integrated learning activities such as **work placement, apprenticeship, work-related, industrial engagement** assessed and credit rated as part of their qualification, and that arrangements to support and recognise such learning are in place;
- Ensure procedures are in place, to encourage supportive monitoring of **student engagement** and make sure it is clear to students what is expected of them during their time with us. The University will monitor and manage engagement within a

- supportive and pastoral environment to assist students in managing their welfare and academic progression;
- Provide a learning environment that encourages the active participation of all students;
 - Provide and improve opportunities for **student representation** and participation in appropriate University committees;
 - Facilitate **authorised interruption to study** for temporary absence from studies;
 - Provide support for **students with parental responsibilities** and facilitate return to study;
 - Provide a process to ensure that cases involving professional issues which affect competence, conduct and **fitness to practise** are dealt with fairly and transparently;
 - Ensure there is a fair and transparent **disciplinary procedure** for dealing with student misconduct, both academic and behavioural;
 - Ensure that our academic integrity policies, tools and support are up-to-date relevant to a rapidly-changing area of academic practice;
 - Provide clear guidance on how to contact academic staff and professional support services; and
 - Communicate with students in plain English and in a timely manner.

For the University to be able to meet this commitment, students are expected to:-

- Take responsibility for their own learning and make effective use of the support and guidance opportunities and services available to them across the University;
- Abide by the principles of good academic practice (referencing guidelines; ethics awareness, avoiding plagiarism, academic integrity etc.)
- Engage with their dedicated and personal student adviser and other support services to highlight issues affecting progress, academic performance or wellbeing;
- Familiarise themselves with the Regulatory Framework, in particular the Assessment Regulations, procedures and guidance;
- Maintain a high standard of ethical behaviour and personal responsibility in their relations with staff, other students and visitors to the University; and
- Meet the attendance and engagement expectations for all components of their programme of study.

Responsibilities

The endorsement and upholding of the principles of this Policy Statement are the responsibility of Senate. The **Pro Vice-Chancellor (Learning, Teaching and Students)** is the Executive Lead for the activities within the University which fall under this Policy Statement.

Approval

This Policy Statement was initially approved by Senate on 6th June 2018. Minor amendments and updates were approved by the Pro Vice-Chancellor Learning, Teaching and Students in June 2020. Further updates in line with the University's current Strategic focus, including the Curriculum Framework, were approved in March 2022 and February 2023.

Monitoring and Review

This Policy Statement will be reviewed as needed due to changes in legislation, standards or sector good practice or where a reorganisation changes ownership, responsibility or accountability. All related Guidelines, Procedures and Protocols will be reviewed annually in line with the University's Annual Compliance Monitoring Statement.

Equality Impact Assessment

A full Equality Impact Assessment was carried out on 30th May 2018. A full schedule of Equality Impact Assessment for each procedure/ statement /guideline is planned for session 2022/23.

Related Guidelines, Procedures and Protocols

Academic Engagement Procedure
Attendance Management Guidance for Sponsored Visa Holders
Admissions Procedure
Appeals Procedure
Authorised Interruption Procedure
Conduct, Competence and Fitness to Practise Procedure
Criminal Convictions Statement
Extenuating Circumstances Procedure
Plagiarism procedure
Procedure for Student Discipline
Referencing Statement
Recognition of Prior Learning (RPL) Handbook
Student Carers Statement
Students with Parental Responsibilities Procedure
Student Suspension Procedure
Procedures for Supporting Students in Distress
Work-based Learning Procedure