



University
of Dundee



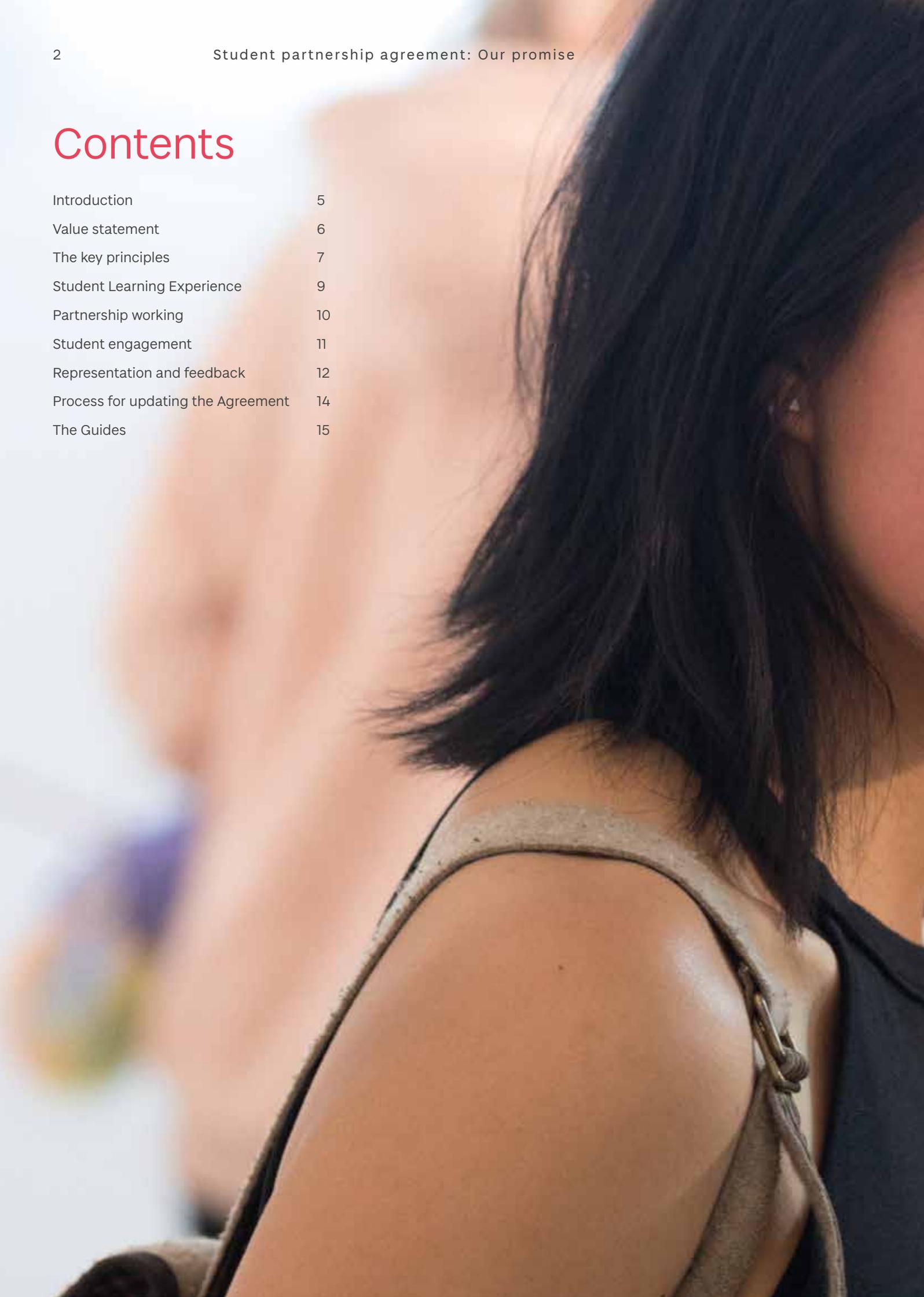
The Student Voice and Representation Agreement

Summary



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The Student Voice and Representation Agreement







Introduction

The Student Voice and Representation Agreement (SVRA), outlines the fundamental expectations which should be featured across all student representation and engagement activity.

The Agreement is developed in partnership by the Dundee University Students' Association (DUSA) and the University of Dundee (University) and acts as a guide for both students and staff.

We want to continue to develop an environment where we utilise students understanding of their journey in combination with staff expertise to help the wider university to improve year on year.

Value statement

The University and DUSA are committed to working in partnership with our students to enhance the quality of every aspect of their learning experience.

We want all students to contribute by providing constructive feedback which helps to create solutions.

We encourage students and staff to work together on projects and actions which lead to the improvement of the quality of the learning journey and to regularly communicate their achievements.

We encourage partnership building through the use of technology, digital communication platforms and more traditional on-campus activities which fosters a relationship which is open and honest and supports a productive dialogue.

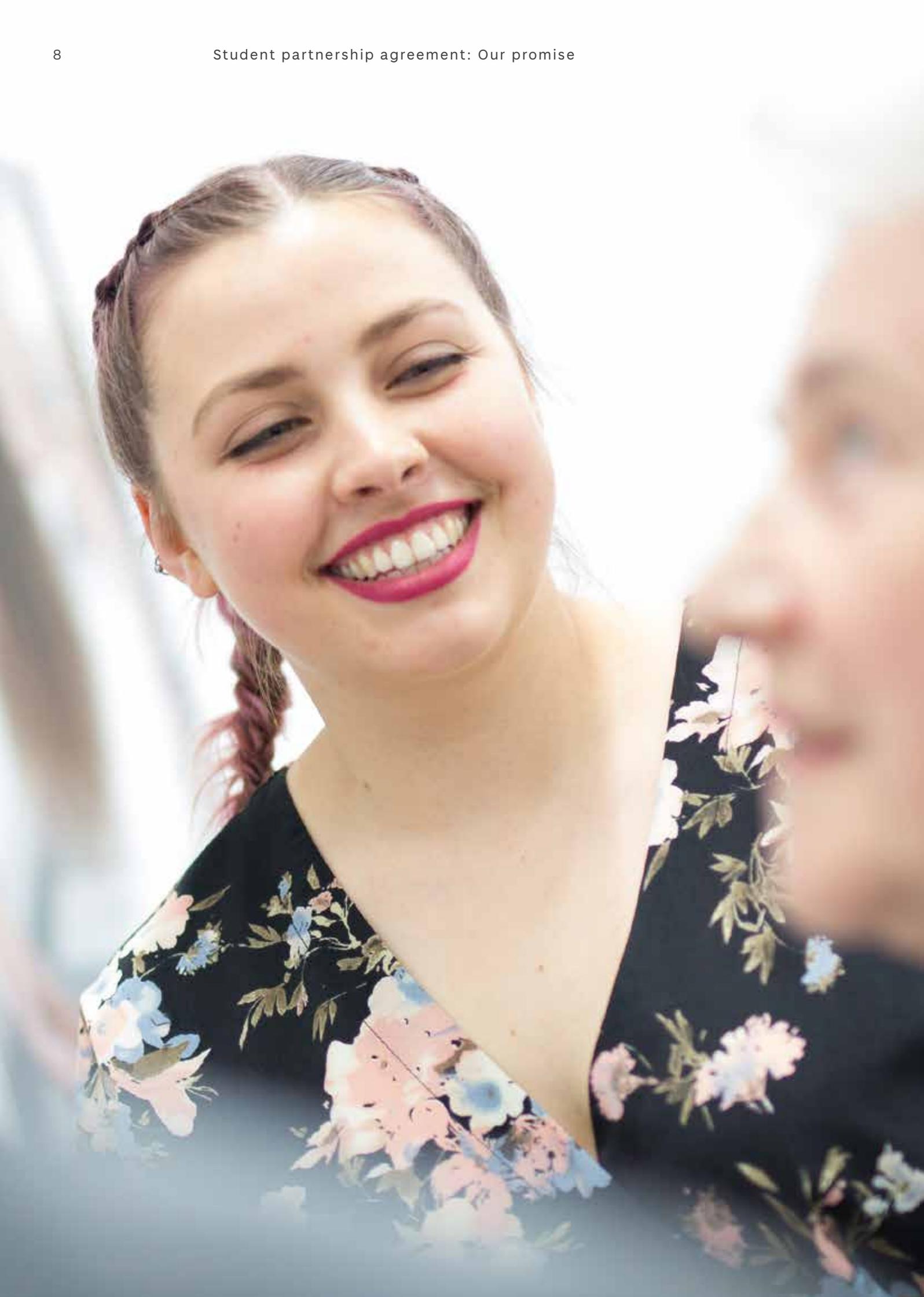
The University and DUSA will primarily work with appointed student representatives through the School representation system and Students' Representative Council (SRC); however, all students and staff are actively encouraged to step forward and get involved in enhancing the learner journey.

The key principles

The Agreement focuses on four key principles that underpin our approach to student representation, these are:

- Student Learning Experience
- Partnership Working
- Student Engagement
- Representation and Feedback





Student Learning Experience

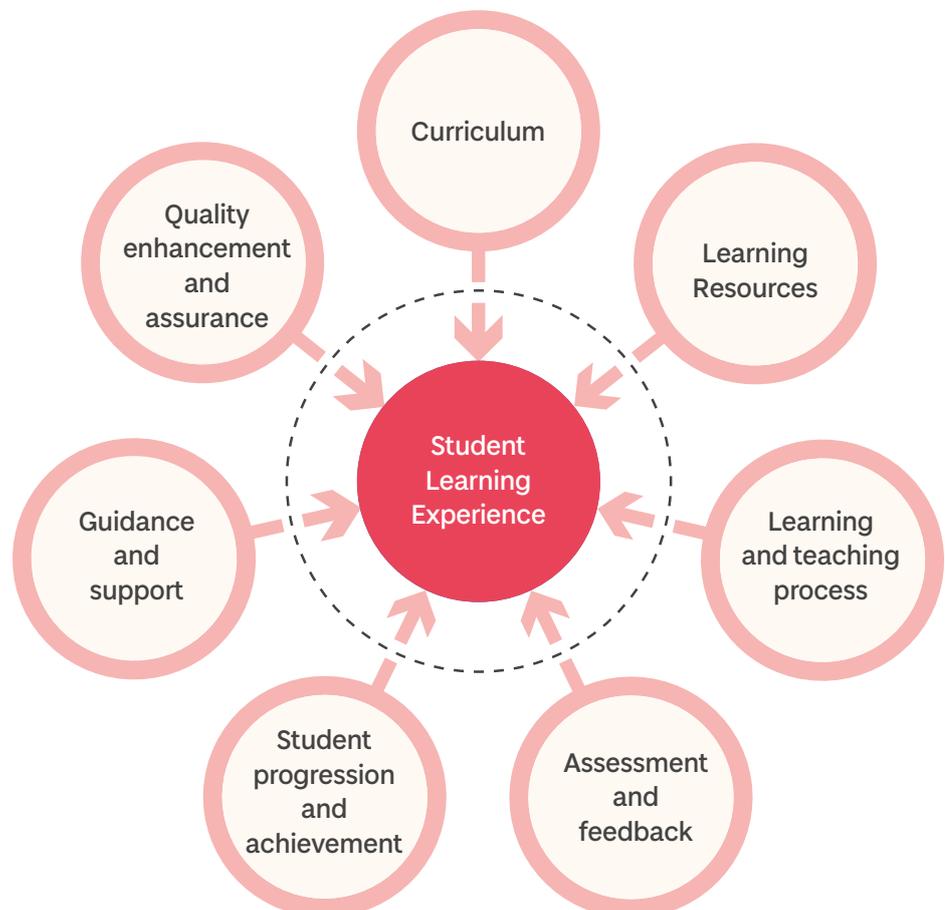
Our approach to ensuring that there is an effective engagement and representation system is focused on enhancing the Student Learning Experience (SLE).

The SLE is understood through the seven key categories which feature in both undergraduate and postgraduate journeys.

Our student representatives will be trained to focus on the SLE key themes (outlined below) and will collaborate with each other and University staff to enhance the learning experience at the University.

Student Partnerships in Quality Scotland (sparqs)

The SLE model was developed by Student Partnerships in Quality Scotland (sparqs)



Partnership working

Partnership between students, staff, DUSA and the University ensures that we can continue to improve the student learning experience and the support of all students and staff.

Each partner brings their own skills and knowledge which is equally valued.

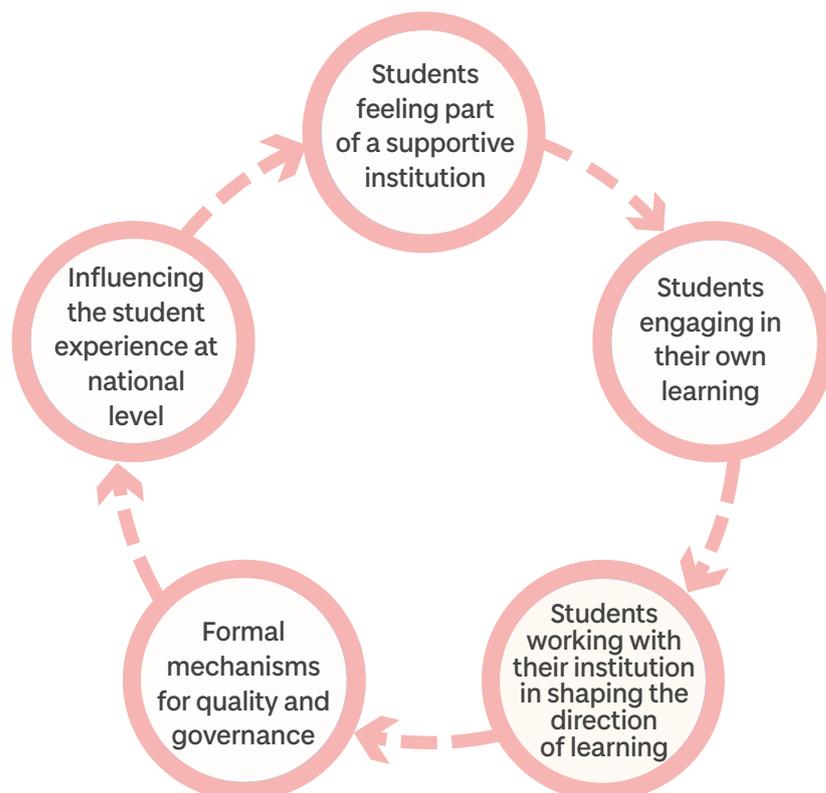
Partnership working ensures that we can continue to provide the best experience for anyone who chooses to study here. You can find out more about our approach to working in partnership [here](#).

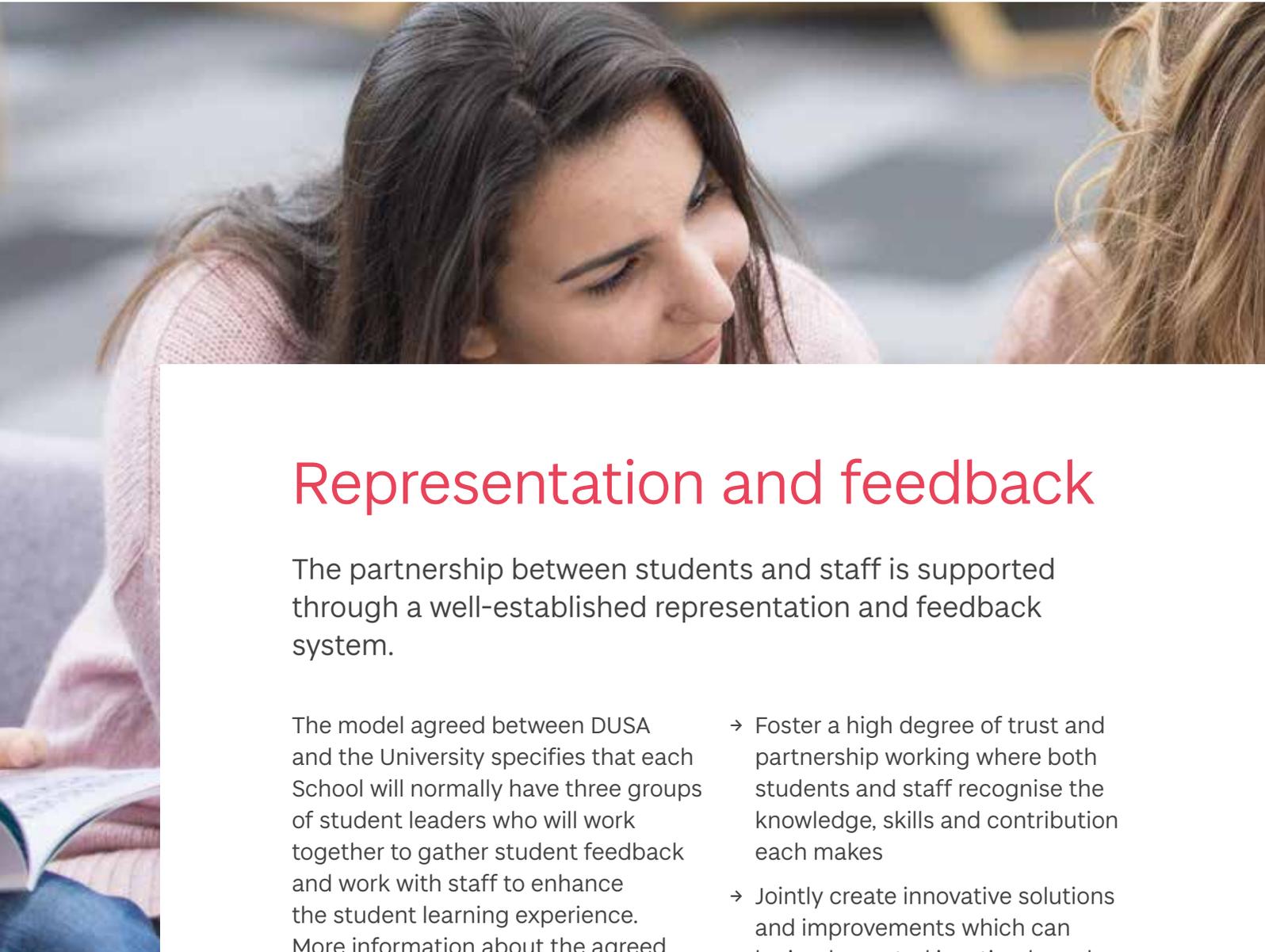


Student engagement

Student engagement in the enhancement and shaping of their university journey is vital and the University and DUSA's commitment to this has been a factor in why we continue to provide one of the best student experiences in the sector.

In line with the national [Student Engagement Framework](#) we strive to create a learning environment which meets these important aims:





Representation and feedback

The partnership between students and staff is supported through a well-established representation and feedback system.

The model agreed between DUSA and the University specifies that each School will normally have three groups of student leaders who will work together to gather student feedback and work with staff to enhance the student learning experience. More information about the agreed structures can be found in Guide 1.

The collective aims of this system are to:

- Empower all students to have a voice and contribute to the enhancement of teaching and learning and the quality of the education they receive
- Understand the student learning, and wider university journey directly from those experiencing it
- Create a transparent, honest and open dialogue between students and staff about how to continuously improve the learning experience
- Foster a high degree of trust and partnership working where both students and staff recognise the knowledge, skills and contribution each makes
- Jointly create innovative solutions and improvements which can be implemented in a timely and dynamic fashion which sees continuous enhancement of the student learning journey
- To celebrate and communicate areas of success and ensure that all students and staff are aware that their voice is valued

School Executive Groups should ensure that there is a designated School committee (normally their Learning and Teaching Committee or Quality and Academic Standards Committee) with responsibility for monitoring the effectiveness of feedback mechanisms.



This should include consideration of:

- Whether feedback is being captured at a programme, modular or individual level, consideration should be given to the most appropriate and engaging methods: taking into consideration the programme level, timing, location and format of the feedback tools.
- Mechanisms used (e.g. questionnaires and/or face-to-face methods) and the detailed content
- Protocols for analysis, responses and reporting back the outcomes of feedback activity to the student body

Feedback regarding taught provision should be analysed routinely and reported via the annual review process. Schools should maintain the following information in relation to student feedback:

- Annual analyses and summaries associated with annual monitoring
- 'Raw' input information from students

Process for updating the Agreement

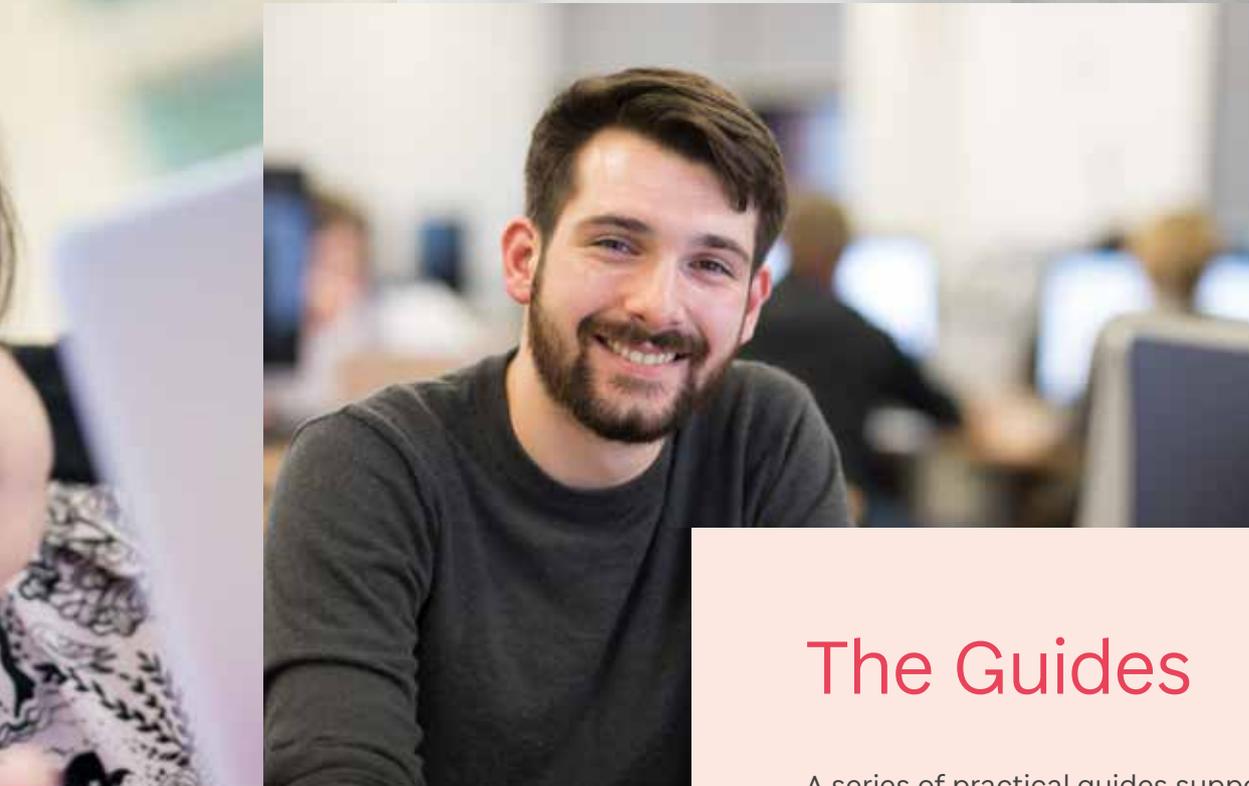
The Agreement is approved by the Students' Representative Council (SRC) on behalf of DUSA and Learning & Teaching Committee (LTC) on behalf of the University on a three yearly basis and responsibility for the agreements development is owned by the Joint Representation Working Group (JRWG) which is made up of the following members:

DUSA	University
Vice President Representation	Director of Quality & Academic Standards
Vice President Academia	Quality & Academic Standards Development Manager
Democratic Support & Policy Coordinator	

The JRWG is responsible for monitoring and reviewing the Student Voice and Representation Agreement (SVRA) and ensuring that staff and students are aware of what it contains, how it relates to both parties, capturing amendments/ improvements and ensuring that the representation system is operating according to this agreement. Substantive developments will be made during the three yearly review process; however, if students or staff wish to provide feedback, or suggest amendments, please contact any of the JRWG members.

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The Guides

A series of practical guides support staff and students to apply the Agreement. These will be reviewed on a regular basis and include:

Guide 1: School Representation (Structure, Roles and Responsibilities)

Guide 2: Elections

Guide 3: Induction and Training

Guide 4: Approaches to Engagement

Guide 5: Student Representatives Engagement in Quality Assurance and Enhancement processes

Guide 6: Student Partnership Agreement

Guide 7: Students' Representative Council (SRC)

Guide 8: Support, SVSO and Resources

Guide 9: School Representative Structures



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