

The College of Legal Practice

Student Partnership Framework Policy

1. Introduction

- 1.1. The College of Legal Practice seeks to enhance the careers of legal professionals through the delivery of innovative, practice-focused legal education and training. In meeting this objective, the College actively partners with students, individually and collectively, to ensure and maintain the quality of their education experience and to enable them to achieve academic, professional and personal objectives.
- 1.2. The Student Charter and Code of Conduct, along with the Student Contract, sets out the expectations placed on students by the College. It is important that students familiarise themselves with these documents.
- 1.3. It is recognised that there are dual responsibilities in the relationship between the College and the student body. This framework sets out the responsibilities placed upon the College and also outlines the mechanisms in which students and the College work collaboratively in partnership with each other in all stages of the educational lifecycle.

2. General principles: The role of The College of Legal Practice

In fulfilling our role as a provider of professional legal education and to ensure that you develop as independent learners and effective legal professionals, we will:

- 2.1 maintain a professional, inspiring and rewarding academic environment with expert and appropriately qualified teachers and high-quality resources;
- 2.2 provide intellectually stimulating and challenging programmes, which are responsive to your needs as well as the needs of staff, employers and wider stakeholders;
- 2.3 offer a variety of platforms to allow your voice to be heard and be able to comment upon and shape your personal and educational experience;
- 2.4 encourage you to enhance your employability potential and to develop in ways that are valued by employers;
- 2.5 provide professional services that support you in reaching your academic potential;

- 2.6 involve you in all stages of the decision-making process of the College and in identifying improvements to academic programmes and the student experience in a way which you consider to worthwhile and makes a noticeable difference;
- 2.7 ensure a supportive, inclusive, tolerant and accessible environment for all members of the College;
- 2.8 be fair, efficient and courteous in our dealings with you, providing accurate and timely information, and taking clear and appropriate action whenever things go wrong;
- 2.9 engage and particularly support students from underrepresented groups who may have experienced barriers in reaching their full academic potential;
- 2.10 provide an effective and efficient platform for study, and to consider the impact of its activities on the environment and the local community.

3. What you can expect of us in programme delivery

- 3.1. In advance of registering as a student at the College, we will provide you with all necessary information required to allow you to make an informed decision about your programme of study. This information includes *inter alia* Programme title, duration, fees and expected study hours. This information will be provided to you as part of the application process and can also be viewed on our website and in the specific Programme Handbook.
- 3.2. We will provide you with a full induction to ensure that you are welcomed into the College community and are conversant with the online platforms used by the College and ensure that you are familiar with the online learning resources that are available to support you in your studies.
- 3.3. We recognise that many of you will be in employment and / or will have family responsibilities. As such, we will ensure that year planners and timetables are available to you at the commencement of your studies, so as to allow you to effectively manage your time with us.
- 3.4. At the outset of your studies, we will ensure you are familiar with our learning and teaching, format and timing of assessment and the key individuals who are involved in the delivery of your programme of study, which will include a personal supervisor who will be able to provide tailored support to you during your studies.
- 3.5. We will provide and explain the regulations, policies and procedures that apply to you while you are registered as a student of the College.

- 3.6. As part of our pastoral support responsibilities we will monitor your attendance and participation and will seek to contact you if your attendance rate gives rise to concern to explore what wider support we could provide for you;
- 3.7. We will provide a range of assessment opportunities to allow you to meet the learning outcomes of the particular programme of study. Feedback on work submitted will be returned in a timely and prompt manner and will contain suggestions for enhancing your academic or professional practice in the future.
- 3.8. We will provide the structure for both formal and informal student feedback mechanisms and ensure that the student voice is heard in programme design and delivery, through the Student Representative System (which feeds into the Staff / Student Liaison Meeting) and in programme evaluation. Where your feedback is captured, we will ensure that we will provide a response to you.
- 3.9. We will ensure that on graduation you will receive appropriate documentation to evidence your achievement and success.
- 3.10. Where relevant, we will ensure that programmes accredited by professional, regulatory or supervisory bodies continue to meet the criteria for accreditation.
- 3.11. We recognise that on rare occasions the level of service provided may fall short of the standard that might reasonably be expected by you and that this in turn may lead to you or a wider group of students being dissatisfied. As such, we will provide you with clear advice and guidance on how you can pursue a complaint in confidence. Should you wish to pursue a complaint we will keep you informed on the progress of your complaint through to resolution. We will not treat you differently should you make a complaint or raise a concern with us.

4. Student Representation

- 4.1. All Programmes of Study are required to have at least two Student Programme Representatives who are recruited at the commencement of the programme. As a key mechanism in ensuring that the student voice is heard and acted upon, the role of the Student Programme Representative is to:
 - 4.1.1. Represent the students on their programme and to proactively seek the views of these students about all matters of the College's educational provision and the wider student experience.
 - 4.1.2. Act as the main liaison between the student body, Programme of Study management team, wider College management and any student representative body.
 - 4.1.3. Listen to feedback from the wider student body and feed into College discussions about the programme or wider student experience.
 - 4.1.4. Attend the College Staff / Student Liaison Committee.

- 4.1.5. Feedback to students on the outcomes and updates of any issues that have been raised with a view to securing the closure of the feedback loop.
 - 4.1.6. Support the wider work of the College through engagement in programme approval events, recruitment activities, College Disciplinary Panels, regulatory amendments and wider work where the student voice is needed.
 - 4.1.7. Where possible, to co-ordinate staff / student social events to further enhance the culture of community within the College.
 - 4.1.8. Stay informed and up to date with issues affecting students, the College and the Higher Education sector in general.
- 4.2. The College Staff / Student Liaison Committee will be held at least once during the running of the Programme and will be chaired by a senior academic member of the College. Once agreed the minutes of the Staff / Student Committee will be made available to all students.
- 4.3. Two Student Programme Representatives will be recruited at the commencement of the programme.
- 4.3.1 Where more than two students volunteer to be Programme Representatives, when needed, there is a vote. Where there is only one volunteer, that individual will represent the programme until such time as a second volunteer comes forward.
 - 4.3.2 If there are no volunteers, the Programme Leader will raise the issue with the student cohort as a whole and emphasise the importance of the roles.
 - 4.3.3 If no Programme Representatives can be chosen at that time, the Programme Leader will raise the issue again at regular intervals during the programme with the student cohort to seek volunteers. In the meantime, staff will ensure that any informal student feedback is noted and fed back to the Programme Leader and into the Staff / Student Liaison Committee.

5. Student Feedback mechanisms

- 5.1. The College actively seeks comprehensive feedback on all aspects of its programmes including teaching, materials and administration. Your participation in the evaluation process is encouraged and appreciated. Changes are regularly incorporated in the programmes as a result of feedback from students.
- 5.2. You are reminded that your Supervisor or Student Services Manager are available to you should you wish to offer any feedback on your module or programme of study. The College actively encourages you to feedback through these informal routes so as to allow us to respond as swiftly as possible.

- 5.3. The College will actively seek more formal feedback from you for each module within your Programme of Study.
- 5.4. In order to provide you the opportunity to provide feedback to the College you may be asked to complete a series of questionnaires at intervals throughout the Programme. This will include asking you to complete a Module Feedback Questionnaire towards the end of your module. This questionnaire will ask you about matters including:
- 5.4.1. Your overall learning experience;
 - 5.4.2. Usefulness and availability of resources;
 - 5.4.3. Timeliness of feedback;
 - 5.4.4. The online learning portal;
 - 5.4.5. The teaching on your module; and
 - 5.4.6. Organisation of the module.
- 5.5. Supervisors will seek to respond as swiftly as they can and, where practicable, may make adjustments.
- 5.6 You may also be approached for feedback by the College or market researchers on behalf of the College either during or after the Programme. Your responses are confidential and will be used to develop and improve the Programme
- 5.7 You may also be approached to participate in the Postgraduate Taught Experience Survey (PTES). either during or after the Programme. Your responses are confidential and will be used to develop and improve the Programme.

6. Programme Annual Monitoring

- 6.1. The Programme Evaluation Report is a document which allows all key data relating to a programme of study to be captured and acted upon. It intends to provide a critical review of the operation of the programme during the previous year, to identify any areas of concern in the operation of a programme and any enhancements to be made in the next running of the Programme.
- 6.2. The Programme Evaluation Report should be drafted by the Programme Leader in conjunction with the Staff / Student Liaison Committee and will need to be approved by the Programme Staff / Student Liaison Committee. As such, it is anticipated and expected that the student voice in this document will be foregrounded so as to feed into ongoing programme enhancement.
- 6.3. The Programme Evaluation Report will provide a critical review of the programme during the previous year and will include:
- 6.3.1. A short executive comment from the Programme Leader;
 - 6.3.2. An accurate record of all relevant Programme data;
 - 6.3.3. The responses from External Examiners received from their reports;

- 6.3.4. An overview of the Module Feedback Questionnaires;
 - 6.3.5. A commentary provided by the Student Representatives;
 - 6.3.6. Examples of good practice from within the programme;
 - 6.3.7. A 'live' action plan detailing issues which need improving and the approach to addresses the issue(s) and the success measure(s). The action plan may cover matters raised through the student feedback mechanisms (formal or informal), the programme teaching team or by external examiners.
- 6.4. Once approved by the Staff / Student Liaison Committee, the Programme Evaluation Report will be received by the College's Programme Committee along with consideration of matters requiring the attention of the institution.
- 6.5. The Programme Evaluation Report from the previous year will be available on the online portal for students to view.

7. After Graduation

- 7.1. Our partnership with students is lifelong. Becoming part of the alumnus of The College of Legal Practice means that you will remain a partner with us and with all other graduates throughout the remainder of your career. This partnership will support you in building the networks you need to foster in order to succeed.