ABBEY COLLEGE IN MALVERN
abbeycollege.co.uk

Student Voice Policy

Related Documents Include:
• 'asking for help' poster • SMSC Policy • House Meeting Minutes • Head Girl/Head/Boy and Welfare Manager Meeting Minutes • Social Programme Calendars • Student Feedback Templates • Complaints Policy • Behaviour Management Policy • Citizenship Policy, Scheme of Work and Lesson Plans • PSHEE Policy and Scheme of Work • Assembly Notes
Monitoring and Review
• This policy will be subject to continuous monitoring, refinement and audit by the Welfare Manager. • The Welfare Manager will undertake a formal annual review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than one year from the date shown below, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.
• The next official date for review is **December 2027**

Introduction

At Abbey College we consider the 'Student Voice' to be **very** important and have a number of groups the students can join to ensure they can comment on how the College is run.

Student Council/Head Girl and Welfare Manager Meeting

The Student Council is an elected group of up to 12 students who meet formally weekly with the Activities Manager. During this academic year, due to the low number of students, we have decided to not have a Student Council, and have instead a meeting between the Head Girl and the Welfare Manager once every half-term.

They discuss matters concerning the College as a whole, but are particularly focussed upon:

- Academic provision.
- The environment and wider community.
- Charity and social events.
- School ethos.
- Activities
- Various School Events and visits.

Abbey College in Malvern Ltd (Number 08661073)
Registered in England and Wales. Registered office: 253 Wells Road, Malvern, Worcestershire, WR14 4GF
Member of ENGLISH UK, Accredited by the British Council for the teaching of English in the UK, DfES Reg. No. 8856026

How Can Students Express Their Views?

How Can Students Express Their Views?

Student are encouraged to discuss any matters, either boarding related, social or academic during the House Meetings. The Head Girl will also discuss any matters with the students, and she will bring these matters up in the meeting with the Welfare Manager. Any suggestions are welcome, and taken seriously, students are made aware if this at the start of each term during House Meetings.

Food Suggestion Sheet

The Abbey College actively takes a keen interest in providing students with a well-balanced diet, focusing on variety as well as nutritional needs. In the past years we had a Food Committee in place, however due to the low student numbers during this academic year, we have decided to put a Food Suggestion Sheet on the activities board, opposite the Welfare office, where students can write and suggest any meals/foods they would like to eat. The Activities Manager/Welfare Assistant will be checking on the sheet on a weekly basis and take the suggestions to the Catering manager.

Any student is welcome to participate and voice his/her opinion and suggestions

We encourage all students to make suggestions or ask any questions regarding food and drink directly to the Chef.

House Meetings

Residential house meetings take place each week (every Monday at 20:30 in the library, after prep). These meetings are chaired by the House Parents and the agenda is agreed in the weekly Student Services Team meeting (usually by Sunday).

At the end of the meeting the students have an opportunity to raise any issues that concern them; this could be a maintenance issue, an issue regarding the use of the House or a suggestion. The House Parent is then responsible for replying to this suggestion and taking the appropriate action, whether this be entering the issue in the Maintenance Book, speaking to another member of staff, etc. Staff are expected to feedback on any suggestions/issues to the students in the following meeting (or before) so students feel confident they have been listened to.

Minutes from House Meetings are kept on the SharePoint.

Access to Staff

Staff have an **'open door' policy** when it comes to students and they can talk to a working member of staff whenever they please. If it is an emergency or the student has a problem, students are also free to approach staff who are on site, but not officially working.

Student Feedback

Students are asked to complete feedback forms during the academic year. During the Annual Feedback they are asked to comment on:

Abbey College in Malvern Ltd (Number 08661073)
Registered in England and Wales. Registered office: 253 Wells Road, Malvern, Worcestershire, WR14 4GF
Member of ENGLISH UK, Accredited by the British Council for the teaching of English in the UK, DfES Reg. No. 8856026

- Individual teachers, their teaching styles, marking, homework, etc.
- Excursions
- Activities
- Their personal progress at the College
- Their personal experience at the College.

There may be other more targeted feedback forms handed out as and when required.

Searching for Real Feedback

All students are made aware that they can give completed forms directly to the Principal or Welfare Manager if they wish. Sometimes the Principal may actually request that feedback is collected by the students, put into sealed envelopes and given to the Principal to ensure confidentiality in the hope of receiving genuine feedback without worry.

The results of this feedback are given to the relevant departments and progress is tracked throughout the year.

Abbey College in Malvern Ltd (Number 08661073)
Registered in England and Wales. Registered office: 253 Wells Road, Malvern, Worcestershire, WR14 4GF
Member of ENGLISH UK, Accredited by the British Council for the teaching of English in the UK, DfES Reg. No. 8856026