**Standing Order Appendix 36**

**CIRENCESTER COLLEGE**

Text for published statement of arrangements for obtaining the views of staff, students and parents on the determination and periodic review of the educational character and mission of the College and the oversight of its activities

The College obtains the views of staff and students on the determination and periodic review of its educational character, mission and oversight of its activities in the following ways.

1. There are two staff Governors – one representing academic staff and one representing support staff – who provide the staff perspective on all matters discussed at Corporation meetings.
2. There are two student Governors – with the aim of achieving representation from across the range of courses offered by the college – who provide written and verbal reports to Corporation meetings and give the student perspective on all matters discussed.
3. There is a Parent Governor who represents the views of parents.
4. There is an annual “Staff satisfaction survey”, providing feedback on a range of issues which are reported to Governors and the Senior Leadership Team (SLT).
5. There is an annual “Student satisfaction survey”, focusing on academic issues and outcomes are reported to Governors and the SLT.
6. There is an induction survey for all new students to gather feedback on their experiences in joining and settling into the College.
7. There is an annual cross-college survey of students which gathers feedback on their experience of being at college and on the service provided by support and pastoral functions.
8. Feedback is actively solicited from students representing each course to identify and address course related issues.
9. There is an annual “Parent satisfaction survey” providing feedback on a range of issues which are reported to Governors and the SLT.
10. Ad hoc surveys are circulated to students, staff and parents regarding specific issues or proposed changes at the College.
11. “Complaints and Compliments” are gathered by the Quality Officer (who reports to the VP Quality and Standards) who assigns responsibility and tracks responses. This is reported annually to the Corporation as the executive summary of customer feedback. There is a clear Compliments and Complaints Policy.
12. Views of students and staff are gathered through individual and group interviews during most internal inspections. These contribute to overall reports.
13. A student feedback button is on CCO. These are gathered by the Vice Principal (Student Experience and External Relations).
14. Staff views are canvassed via staff meetings, meetings with the Principal, members of the SLT and line managers and there are ad-hoc consultations either via CCO or suggestion boxes.
15. There are other ad hoc groups to gather views on curricular issues run by the Vice Principals (Quality & Standards and Teaching & Learning).
16. Staff representatives are able to raise issues with the Principal at regular Common Interest Group meetings.
17. Input from staff and students is actively solicited when the College’s five-year Strategic Plan is produced.
18. The college has a flat management structure where staff and student views are quickly fed through to the SLT and Corporation via individual SLT managers. Focus Governors may also be a source of information through performance of their function and their reports to Corporation meetings.

Information and matters arising from points 4 – 18 are captured in a variety of reports and documents which are received by the Corporation in line with its annual cycle of business during each academic year.

Reviewed by Search and Governance Committee – 7th February 2022.

Approved by Corporation – 28th March 2022.

Next review – February 2024.