

**Subject:**

Code of Conduct for Programme Voice Groups (PVG)

**Version:**

V4-190612

**Supersedes:**

V3-171120

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To ensure that the Programme Voice Group allows for staff and students to engage, discuss, provide feedback, and agree opportunities to action change to improve both student and staff experience at Middlesex, all members are required to embody and follow this code of conduct. The code of conduct outlines the expectations from both staff and students throughout the Programme Voice Group process to encourage an open dialogue without fear of repercussions. The code should be enforced by the Chair to ensure that that feedback is received constructively, and to ensure students have a space to openly provide feedback.

Staff and Students should be made aware in advance the purpose of the Programme Voice Group which is to promote partnership and engagement in the development and quality of their programmes, and to work together in improving the student experience. Staff and Students should make it clear that complaints against staff, the University or students should not be discussed at the Programme Voice Group and should follow the University Complaints Procedure.

Members should be encouraged to use the 'stop/start/continue' method for feedback. Including highlighting what is not working 'stop', what should be changed/developed 'start', and what is working well and should 'continue'. The 'comply or explain' model should also be used to ensure that all feedback, including where action cannot be taken is responded to.

As well as this code of conduct, staff and students should refer to the Student Charter, the Ethical Considerations for Student Engagement (LQEH Section 9), and ensure that the Programme Voice Group are a positive experience for all.

### **Expectations of the Student Voice Leader**

1. Attend training to support the role,
2. Ensure that cohort feedback is obtained before meetings,
3. Feedback should be based on cohort and not individual feedback,
4. Feedback should be constructive and based on the programme of study, or service, feedback should not be personal,
5. Report both positive and negative feedback,
6. Participate in discussion and agree actions,
7. Challenge staff when proposed action is not preferred.

### **Expectations of Staff Members**

8. Listen to feedback constructively, and not respond negatively to feedback,
9. Make students feel comfortable and willing to give feedback,
10. Prepare actions and responses for feedback to be agreed with the Students,
11. Discuss programme changes and proposals with the students,
12. Encourage student engagement with the curriculum and services,
13. Encourage students to collect and report feedback to cohorts,
14. Close the feedback loop.

### **All members**

1. Be respectful to all members,
2. Not respond personally,
3. Promote partnership working,
4. Promote the student experience.