



Academic Board

LEARNING, TEACHING AND STUDENT EXPERIENCE COMMITTEE

Minutes of the meeting held on 17 September 2025 in room EP1-015 on Frenchay Campus.

Present: Amanda Coffey (Chair), Abdullahi Arabo, Sarah Bateman, Georgie Benford, Jason Briddon, Mark Coombs, Maria Casado-Diaz, Jackie Chelin, Fiona Cottrell, Rachel Cowie, Kim Duffy, Delia Fairburn, Simon Flenley, Georgina Gough, Bernhard Gross, Antony Hill, Khadiza Hossain, Ana Kvetenadze, James MacDonald, Beth Mayhew-Bradley, Rachael Miles, Cathy Minett-Smith, Jackie Rogers, Lucy Scott, Ethan Williams, Lloyd Williams, Jonathan Winfield, Yarden Woolf, Osman Yukselturk

Apologies: Umar Abbasi, Richard Falle, Xenia Giagli, James Hazzard, Moya Lerigo-Sampson, Jo Midgley

Attendees: Jedd Billing, Anya Brentnall (item 5.1), Vicki Campbell (item 7.1), Hannah Newmarch (item 8.1), Ian Stratton (item 6.2), Harriet Castor Jeffery (Secretary), Mike Ratcliffe, Lloyd Williams (item 8.1), David Young (Officer)

LTSEC.25.09.1	WELCOME AND APOLOGIES
LTSEC.25.09.1.1	The Chair welcomed attendees to the meeting, particularly to those colleagues attending LTSEC for the first time, including the new lead student reps. Apologies were recorded in the normal way.
LTSEC.25.09.1.2	No declarations of interest were received.
LTSEC.25.09.1.3	The Chair noted UWE Bristol’s improvement in the 2026 Guardian league table. The Chair wished to convey her thanks to members of LTSEC and their respective teams, for all the work to ensure continuous improvement of the student experience.
LTSEC.25.09.2	DEEP DIVE

LTSEC.25.09.2.1	Academic Governance and the role of LTSEC Paper LTSEC.25.09.01 was received.
LTSEC.25.09.2.1.1	The Secretary presented a slide deck to refresh members on the importance of academic governance at UWE and LTSEC's role in providing and receiving assurance within the overall committee structure.
LTSEC.25.09.2.1.2	Learnings from recent external reviews were discussed, and members were invited to consider further points of training and development, as well as ways in which LTSEC's value could be enhanced.
LTSEC.25.09.3	MINUTES AND MATTERS ARISING
LTSEC.25.09.3.1	Previous minutes Paper LTSEC.25.09.02 was received.
LTSEC.25.09.3.1.1	Members approved the minutes of the meeting on 5 June 2025.
LTSEC.25.09.3.2	Action sheet and matters arising Paper LTSEC.25.09.03 was received.
LTSEC.25.09.3.2.1	The following actions "in progress" actions were noted: LTSEC.25.02.4.1.3 - Work on viewing all LTSEC business through an AR lens to be commenced by restructuring the LTSEC agenda more purposively. Action now closed.
LTSEC.25.09.3.2.2	LTSEC.24.06.6.1.4 - Director of Apprenticeships and Data Impact Lead to meet to discuss how connections with partnerships might enhance the Future Quest gap. UPDATE: Action now closed. The following Matters arising were noted:
LTSEC.25.09.3.2.3	<u>3.2.1 Assessment Content Limit Policy</u> The Committee noted that the policy will currently remain unchanged but ongoing consideration is expected as inclusive assessment work develops.
LTSEC.25.09.3.2.4	<u>3.2.2 UWE's Access and Participation Plan – verbal update on changes to reporting cycle/ APPMG revised membership</u> The Committee noted that the APPMG will report to LTSEC in

LTSEC.25.09.3.2.5	<p>February 2026 (a mid-year point). Membership and reporting details to be confirmed by the November LTSEC meeting [Action: Senior Interim Advisor – Regulatory and Compliance].</p> <p><u>3.2.3 ESports Society and PGR space</u> The Committee noted that conversations are continuing with the Head of Space Management and the PVC Research and Knowledge Exchange, with the ESports request and PGR space being added to the estates’ masterplan considerations.</p>
LTSEC.25.09.4	2025/26 LTSEC BUSINESS
LTSEC.25.09.4.1	<p>LTSEC Terms of Reference and membership Paper LTSEC.25.09.04 was received.</p>
LTSEC.25.09.4.1.1	The Committee noted updated Terms of Reference featuring an updated membership section previously approved by Academic Board in July 2025 following University Transformation Project role changes.
LTSEC.25.09.4.1.2	It was noted that further minor changes would need to be made to the membership to reflect new job roles.
LTSEC.25.09.4.1.3	The amended Terms of Reference to be noted at the November LTSEC meeting [Action: Officer].
LTSEC.25.09.4.2	<p>LTSEC business plan Paper LTSEC.25.09.05 was received.</p>
LTSEC.25.09.4.2.1	The Committee agreed to endorse to Academic Board its indicative 2025/26 Business Plan, including the policy schedule.
LTSEC.25.09.4.2.2	Business Plan to be endorsed to the 8 October meeting of Academic Board [Action: Officer].
LTSEC.25.09.4.3	<p>Sub-Committee Terms of Reference Paper LTSEC.25.09.06 was received.</p>
LTSEC.25.09.4.3.1	Members noted minor revisions to the Terms of Reference for the School Boards of Studies (SBoS) and SBoS Curriculum Sub-Groups.
LTSEC.25.09.4.3.2	It was specifically noted that the recommended number of SBoS meetings has been changed from “at least twice a term” to “4 to 6 times a year” (at the request of Schools).

LTSEC.25.09.5	STANDING AGENDA ITEMS
LTSEC.25.09.5.1	The Students' Union report Paper LTSEC.25.09.07 was received.
LTSEC.25.09.5.1.1	The SU elected sabbatical officers attending the meeting briefly introduced their priorities for the year.
LTSEC.25.09.5.1.2	The VP Education highlighted the following substantive areas from the SU report: <ul style="list-style-type: none"> 1) NSS student satisfaction up 6% for both Students' Union and Student Voice. This correlates with an increased engagement of programmes with Starting Block. 2) Assurance was given to the Committee on Academic Representation, with a team of 18 Lead School Reps currently in place. 3) Following PRES feedback, concerted efforts have been made to improve PGR representation and increase the sense of a PGR community. A paper detailing changes to the PGR representation structure will be going through DASC. Promotional materials of the new PGR Freshers' Fair on 7 October to be circulated to LTSEC members [Action: VP Education/ Officer].
LTSEC.25.09.6	QUALITY, STANDARDS AND THE STUDENT EXPERIENCE
LTSEC.25.09.6.1	NSS analysis and focus Paper LTSEC.25.09.08 was received.

LTSEC.25.09.6.1.1	The Chair introduced an analysis and focused summary of 2025/26 National Student Survey results. The Committee was pleased to see areas of improvement over several years and, although there remain areas where a stronger rate of improvement needs to be seen, schools and programme teams should be proud of the work done to enhance UWE student experience. As such, opportunities exist to confidently share good practice.
LTSEC.25.09.6.1.2	<p>As part of LTSEC’s need to seek evidentiary assurance of improvements, the following comments were made by the nominated readers:</p> <ol style="list-style-type: none"> 1) The survey outcomes show a clear direction and strategic focus. 2) The data are well embedded with good links to the School Roadmaps and the student cycle. 3) 44% of UWE programmes scoring 90+% constitutes a major achievement. 4) Noted that looking at data splits, by demographics, will provide further insight of success and areas for improvement 5) Student members would like to see more clarity in data presentation, including an explanation of certain statistical terms.
LTSEC.25.09.6.1.3	<p>The following comments were made by other members:</p> <ol style="list-style-type: none"> 1) Data are more focused, transparent and relevant to Schools than in previous years. 2) Good and improved results are observable from degree apprenticeships. 3) It would be useful in due course to track cohort feedback through Course Survey to NSS. 4) Deputy Registrar to liaise with VP Education on the timetabling steering group.
LTSEC.25.09.6.2	Casework Report, 2024/25 Paper LTSEC.25.09.09 was received.
LTSEC.25.09.6.2.1	The Head of Student and Academic Policy Enhancement gave an evaluative report on UWE’s handling of casework in 2024/25.
LTSEC.25.09.6.2.2	Although case volumes - including academic appeals, complaints, professional suitability cases, conduct cases, and referrals to the

<p>LTSEC.25.09.6.2.3</p> <p>LTSEC.25.09.6.2.4</p> <p>LTSEC.25.09.6.2.5</p>	<p>Office of the Independent Adjudicator for Higher Education (OIA) - have all risen in 24/25, the Committee received assurance that the functioning of Casework has stabilised over the past year even as our student community demonstrates increased awareness of their rights.</p> <p>It was noted that the increased frequency of cases creates more learning experiences and expands accountability. Good pragmatic decisions are being made, and the University should have confidence in the decisions of the team. The Chair noted that, with such a large student body, it is necessary to be proportionate when evaluating these figures.</p> <p>Further comments were as follows:</p> <ol style="list-style-type: none"> 1) A casework management system is changing working practices; casework is moving from processing to learning and prevention. 2) The Casework team is looking to LTSEC to be a partner in embedding the changes. 3) UWE was previously "over-settling" its cases relative to its competitors but this figure has been normalised. 4) An oversight group has been implemented - a technical advisory group with members of relevant expertise (legal, financial and data protection). 5) LTSEC provides oversight of any actions arising from OIA cases. <p>It is recognised that condition E6 may impact casework; resource is being monitored. LTSEC endorsed the annual report to Academic Board for further consideration.</p>
<p>LTSEC.25.09.7.1</p>	<p>Disabled Student Commitment Paper LTSEC.25.09.10 was received.</p>

LTSEC.25.09.7.1.1	The Head of the Disability Service introduced the DSC, to which UWE is a signatory. This new commitment, established by the Disabled Students' Commission, is founded on a partnership between students, staff and providers, utilising the DSC as a self-regulatory tool for continuous improvement.
LTSEC.25.09.7.1.2	For transparency, the Chair disclosed that she is a member of the national-level Disabled Students' Commitment Advisory Group.
LTSEC.25.09.7.1.3	LTSEC members were given information about the DSC draft roadmap and its thirty self-auditing, self-regulating commitments with priorities and timelines set by the University.
LTSEC.25.09.7.1.4	A key consideration is that DSC links with work for which UWE is already recognised. The enhancement of the disabled student experience enshrined by the new commitment is designed to build on excellent practice. As such, UWE is starting from a place of strength. Nevertheless, further work needs to be done to identify improvements, track progress during the upcoming insight and discovery phase, and to challenge the entire institution to be more inclusive.
LTSEC.25.09.7.1.5	Members responded positively to the DSC, and LTSEC will receive regular reports on progress.
LTSEC.25.09.7.2	Potential new E8 condition of registration Verbal update.
LTSEC.25.09.7.2.1	The Senior Interim Advisor (Regulatory and Compliance) updated the Committee on the OfS's consultation on subcontractual arrangements in higher education.
LTSEC.25.09.7.2.2	It was noted that the consultation will close in October 2025. While LTSEC will monitor the status of the proposed E8 condition in relation to subcontracting, it was noted that UWE's exposure as regards franchised provision is limited.
LTSEC.25.09.8	ITEMS FOR ASSURANCE
LTSEC.25.09.8.1	Careers, Employability and GOS Paper LTSEC.25.09.11 was received.

LTSEC.25.09.8.1.1	The Head of Careers and Enterprise Development and the Deputy Director of Library, Careers and Inclusivity presented an update on UWE Graduate Outcomes data.
LTSEC.25.09.8.1.2	Members were assured on performance, given the latest information on the cooling labour market. Although UWE is marginally behind in overall positive outcomes, it continues to outperform the sector in professional employment, achieving an increased 54 th ranking.
LTSEC.25.09.8.1.3	Strategic initiatives (or interventions) include the Gradlaunch Programme to target underemployed graduates, a GOS Engagement Pilot, a Geography career registration scheme, and a UG to PG Conversion Strategy.
LTSEC.25.09.8.1.4	The cross-university Graduate Outcomes plan will focus on three pillars: embedding of employability and enterprise education; work-integrated learning (the “outside voice” in the curriculum); targeted interventions while students are here.
LTSEC.25.09.8.1.5	The establishment of a Graduate Outcomes Committee to monitor activity was recommended. It was also noted that the APPMG could help with agile monitoring, with members being reminded that GOS feeds into the corporate scorecard and TEF.
LTSEC.25.09.8.1.6	<p>The following comments were made by the nominated readers:</p> <ol style="list-style-type: none"> 1) Dashboards will be important in drawing out the detail behind the data. 2) Undergraduate programmes could embed teaching opportunities for Master’s level students to enhance the UG to PG pipeline.
LTSEC.25.09.8.1.7	In relation to the Corporate KPI, the Committee was assured on the actions being taken.
LTSEC.25.09.8.2	Student Experience and Outcomes risk Paper LTSEC.25.09.12 was received.
LTSEC.25.09.8.2.1	The Committee was assured that the risks identified in May are still appropriate, with further reviews, and possible re-articulation of critical actions, to take place at future meetings.

LTSEC.25.09.9	ITEMS FOR APPROVAL OR ENDORSEMENT
LTSEC.25.09.9.1	Complaints Policy and Procedure Paper LTSEC.25.09.12 was received.
LTSEC.25.09.9.1.1	The Head of Student and Academic Policy Enhancement introduced revisions to the Complaints Policy and Procedure that aims to enhance UWE's ability to deal with issues raised regarding any dissatisfaction with services and actions or any perceived poor experience.
LTSEC.25.09.9.1.2	The following comments were made by the nominated readers: <ul style="list-style-type: none"> 1) Content of policy supports sustained focus on the integration of anti-racist principles. 2) Despite efforts by the authors to make the document more accessible, some sections could still be clearer and more succinct. 3) Certain expressions remain unclear for non-native English speakers. 4) Sections 7 and 25 could better reflect UK and international partner provision. 5) Students prefer visual aids, with clear flowcharts etc. 6) A final proofread of the policy is needed for consistency.
LTSEC.25.09.9.1.3	The VP Education raised concerns about restrictive deadlines, potential pressure on the lead complainant in group complaints, and fear of retaliation in complaints against staff. Furthermore, students may want clearer, plain-language examples of what academic judgement means, and reassurance that lessons learned from OIA cases are fed back into improvements.
LTSEC.25.09.9.1.4	Another concern raised by members was the need to clarify the difference between bias and unfair treatment in Section 11: "Student complaints and academic judgement."
LTSEC.25.09.9.1.5	Pending the clarifications highlighted by the discussion, LTSEC members were content to have the revised policy approved via Chair's Action [Action: Head of Student and Academic Policy Enhancement/ Committee Officer].
LTSEC.25.09.10	SUB-COMMITTEE REPORTING

LTSEC.25.09.10.1	University Quality and Standards Sub-Committee Paper LTSEC.25.09.14 was received.
LTSEC.25.09.10.1.1	Members considered the summary report of the UQSSC meeting on 30 June 2025. The following escalation was noted: the UQSSC Annual Assurance Report was endorsed to the current LTSEC meeting for approval (see agenda item LTSEC.25.09.B.4).
LTSEC.25.09.10.1.2	Members received the minutes of the meetings on 19 May 2025.
AGENDA B	ITEMS FOR INFORMATION
LTSEC.25.09.B.1	Chair's actions Paper LTSEC.25.09.15 was received.
LTSEC.25.09.B.1	It was noted that the following action was approved by the Chair on behalf of LTSEC since the meeting on 5 July 2025: 1) Endorsement to Academic Board on a trial and review basis of the latest updates to Academic Regulations E2(v) and (vi), which provide further detail about the functions of the College Escalation Panel. Signed 24 July 2025.
LTSEC.25.09.B.2	External environment scan Paper LTSEC.25.09.16 was received.
LTSEC.25.09.B.2.1	Members noted this paper, which surveyed external developments in the wider environment that create potential challenges and opportunities for UWE Bristol in the areas of learning, teaching and the student experience.
LTSEC.25.09.B.3	Policy update tracker Link to online tracker provided.
LTSEC.25.09.B.3.1	The progress of policy updates under the Policy Governance Framework was noted.
LTSEC.25.09.B.3.2	Members were informed that the Casework team, as part of their ongoing policy review and development work, are continuing to redraft the Complaints, Student Conduct, Fitness to Study and Professional Suitability policies.

LTSEC.25.09.B.4	UQSSC annual assurance report, 2024-25 Paper LTSEC.25.09.17 was received.
LTSEC.25.09.B.4.1	LTSEC noted and approved the endorsement from UQSSC that this Sub-Committee is effectively fulfilling its remit.
LTSEC.25.09.B5	UWE AI in Learning, Teaching and Assessment Group Paper LTSEC.25.09.18 was received.
LTSEC.25.09.B.5.1	LTSEC noted the decisions, activities and deliverables of the group for the period 25 May 2025 (establishment of the group) to 3 September 2025, and the activities in development for the subsequent quarter.
LTSEC.25.09.11	ANY OTHER BUSINESS
LTSEC.25.09.11.1	None to report.
LTSEC.25.09.12	DATES OF NEXT MEETINGS
LTSEC.25.09.12.1	Next meeting dates for academic year 2025/26: <ul style="list-style-type: none"> • 18 Nov 2025 • 3 Feb 2026 • 22 April 2026 • 10 June 2026