**Faculty of xxxxx**

**xxxxxxx Student Voice Committee (SVC)/Staff Student Consultative Committee (SSCC)**

**Issues Log** & **Good practice / Innovations**

The Issues Log can replace or be used in conjunction with SVC/SSCC meeting notes. Please develop the Log to suit your needs. This Log can be used for both SVCs/SSCCs which meet physically or electronically (e-SVCs/e-SSCCs). It should be presented to each meeting of the relevant Programme Management Board (PMB) so that issues and their resolution (if required) can be noted, discussed, monitored and guidance given as appropriate. SVCs/SSCCs are strongly encouraged to structure their agendas according to the **TACOS** prompts: **T**eaching, **A**ssessment and feedback, **C**areers and employability, **O**rganisation and timetabling, **S**upport from staff including Personal Tutoring.

In addition, the SVC/SSCC offers an opportunity to review student feedback in response to actions from programmes’ National Student Survey (NSS) Action Plans. Where NSS Action Plan items are discussed during the SVC/SSCC it is advisable to use wording and phrases as they appear in the NSS questions. After the SVC/SSCC, items should be recorded in the SVC/SSCC Issues Log and reflections may inform the development of the NSS Action Plan review.

**Good Practices / Innovations**

*Please note positive feedback and highlight good practice and innovation: where possible indicate how it can be shared and benefit others.*

*Recognising what works well and what is appreciated is of real value.*

| **Date of SVC/SSCC**  **Meeting /**  **e-SVC/e-SSCC interaction** | **Subject** | **Action to be taken (if any needed) to embed/disseminate Good Practice/Innovation** | **Deadline** | **Person responsible for taking action** | **Progress & comments** |
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**Issues Log**

| **Date of SVC/SSCC**  **Meeting /**  **E-SVC/e-SSCC interaction** | **Subject** | **Action to be taken**  *Concise detail of the issue and agreed required action* | **Deadline** | **Person responsible for taking action** | **Progress & comments**  *(keep on log until it is agreed that the issue is resolved and then move to resolved issues section below)* |
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**Resolved issues**

| **Date of SVC/**  **SSCC**  **meeting** | **Subject** | **Action to be taken**  *Concise detail of the issue and agreed required action* | **Deadline** | **Person responsible for taking action** | **Progress & any final comments following resolution of issue including impact on the student experience.** |
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