

# YOUR VOICE, STEP BY STEP

*How a Concern Travels from Your Classroom to the Board of Governors*

A guide for students — LAAT Student Voice

Whatever you raise — big or small — it follows the same four-step path. Most things are sorted long before they ever reach the top. Here's exactly how it works, and what happens at each stage.

## 01 You & Your Class Rep

ANYTIME

Raise it with your Class Rep, or directly through a survey or support channel. Big or small — it all counts, and this is where every concern starts.



## 02 Student Voice Committee (SVC)

MEETS BIMONTHLY

Your Rep brings it to the next SVC meeting. Most things get sorted here — with a named owner and a deadline.



## 03 Student Interest Panel (SIP)

MEETS MONTHLY

If it affects more than one class or campus, or needs more time, money, or a policy change, SVC escalates it here.



## 04 Board of Governors

ONGOING OVERSIGHT

The biggest issues — the ones that affect the whole college — reach the people who run LAAT, including an independent governor and a student representative on the Board's Student Interest Committee.

### HOW YOU'LL HEAR BACK

You don't have to chase it. Outcomes are posted on Moodle as **"You Said / We Did"** updates within 7 working days of every SVC or SIP meeting. If you raised something yourself, your Rep will let you know directly what happened to it.

## HOW LONG IT TAKES

**SVC** — meets every 2 months; most things resolved within 4–6 weeks.

**SIP** — meets every month; cross-campus issues are typically resolved within a term.

**Board** — reviews escalated issues on an ongoing basis; outcomes are reported back down through SIP and SVC.

## WHO TO TALK TO

**Your Class Rep** — your first port of call for anything, big or small.

**Student Experience team** — for anything urgent or sensitive.

**Ask your Rep** — when the next SVC or SIP meeting is, if you want to follow an item yourself.

## WANT TO RAISE SOMETHING?

Talk to your Class Rep, or bring it to the next Student Voice Committee meeting. *Every item starts the same way — with someone telling us.*