Wiltshire College
& University Centre

LEARNER VOICE POLICY

Agreed at SMT: **5 September 2018**

To be reviewed: **August 2019**

1. Scope and Purpose

1.1 Purpose

Wiltshire College is committed to putting students first by listening and responding to their views. Wiltshire College firmly believes that offering students the opportunity to have direct involvement in evaluating and improving the quality of their own learning experience will have a significant impact on the future development and success of students, the college and the local community. The purpose of this policy is to set out the intentions of Wiltshire College in seeking, listening to and acting on student views. The potential benefits will include increased and sustained participation, retention, achievement and success.

1.2 Policy Statement

Students are at the heart of all that we do. The College aims to maximise the methods and the opportunities available to ensure that student views and opinions are heard and responded to.

The variety of methods available to students to provide feedback (both formal and informal) will ensure that all students have an opportunity to engage with and contribute to reviews of all aspects of the College, including curriculum, resources, support services and college leadership and management.

The College will support and encourage student representation within the College, whether at course level, in focus groups, Student Union Executive or Board of Governors.

The student body (and where possible the individual or group providing the feedback) will be regularly updated with regards to any action taken as a result of feedback provided and student satisfaction with regards to the outcome sought.

1.3 The Scope of the Policy

The policy is applicable to all students engaged in programmes of study within Wiltshire College and includes sub-contracted provision, workplace learning and Apprenticeships, learners on distance learning programmes and classroom based learners. It will therefore involve a number of differing strategies to ensure that all learners have an opportunity to express their views and opinions about all aspects of the organisation.

2. Accountability

Everyone has a responsibility to give full and active support for this policy by ensuring that the policy is known, understood and implemented across all areas of delivery.

2.1 Students

- To communicate views relating to the student experience to Tutors, Student Services, Student Reps or the Student Union.

2.2 Student Union

- The Head of Student Services & Tutorial will ensure that there is an active Student Union on each campus and, with the Student Services & Tutorial Managers and Student Engagement Officers, encourage representation from all sections of the student body, in accordance with the Student Union Constitution.

- The Student Union will give an overview of student feedback related to their campus to senior managers taking points from Curriculum Student Representatives and student surveys. The Student Union Executive will also include a Student Governor who will be on

the board of Governors enabling feedback about the student experience. The Student Union will also hold Union Parliament meetings throughout the year which will bring students together from all campuses to ensure equality of opportunities for students across all campuses.

2.3 Course Representatives

- Each tutor group from every curriculum area of the college nominates one or two representatives to voice the views of the group at Curriculum Student Rep meetings and Student Focus groups. HE representatives follow the same model and Student Staff Liaison Committees for H.E.
- A number of Reps will be invites from each campus to represent students alongside members of the Student Union at the Student Liason Meetings (see 3.6 below)

2.4 Tutors/Assessors

- To support the policy by encouraging all students to be active and constructive participants in Student Voice activities.
- To feedback to students the outcomes of student voice activities.

2.5 Heads/Deputy Heads of Department

- To use regular student feedback data to inform planning, teaching and learning strategies and the wider Wiltshire College life.
- To be responsible for responding to student feedback about their course experience through the use of focus groups.

2.6 Senior Management and Board of Governors

- To support projects and development of the Student Voice policy.
- To seek to include student representation on College Committees and encourage student involvement in formal processes, e.g. self-assessment and staff recruitment interviews.
- Assistant Principals to oversee action plans from Curriculum Area Student Rep meetings and Student Liaison Meetings (see 3.4 and 3.6 below)

2.7 Student Services & Tutorial Managers and Student Engagement Officers

- Will support the recruitment of course representatives and arrange meetings with relevant staff and students in accordance with the Course Rep Meeting terms of reference.

2.8 The Assistant Principal - Quality

- Will oversee curriculum quality processes including course reviews, feedback from lesson observations/learning walks and student focus groups. She/he will ensure that students are involved in all aspects of quality assurance processes.

2.9 The Head of Teaching, Learning & Assessment

- Will work with the Head of Learning Resources to oversee the implementation and review of electronic student surveys and opportunities for student participation in external satisfaction surveys.
- Will approve all other College surveys to ensure that no one group is being over targeted or repeatedly asked the same questions; there is an equality of opportunity for participation; that summary reports are centrally logged with action points and that any action taken is fed back to the specific individual, group and/or wider student body using the 'You Said, This Happened'

central log.

- Will also ensure that both informal and formal complaints, appeals and compliments are logged and responded to, in accordance with the Comments, Compliments and Complaints Procedure.

3. Process/Procedure

A variety of methods and strategies will be used to gain the views of students including:

3.1 Internal Surveys

- A variety of paper-based and electronic surveys e.g., Induction, Teaching, Learning & Assessment, Tutorial/Progress Reviews and End of Unit/Module Evaluations

3.2 Focus Groups

- Where there is a need to focus on a particular theme or issue raised by staff or students focus groups will be set up to explore the issues in more detail. HE students are encouraged to submit relevant views either in person or to the HE Student Officers on the Student Union Executive.

3.3 External Surveys

- Wiltshire College is required to comply with a range of external surveys which will be made available to students including: FE Choices (Learner, Employer, and Adult Community), NSS (HE), and Ofsted Learner View.

3.4 Curriculum Area Student Representative Meetings

- Elected Reps from Curriculum Areas meet together with Assistant Principals, Student Services Tutorial Managers, Student Engagement Officer, and other invited key staff, along with a Curriculum Administrator to record issues, opinions and agreed actions. Action Plans are overseen by either/and the Assistant Principal – Campus or Assistant Principal – Curriculum Area depending on issues raised.   A response to any issue raised at Curriculum Student Rep meetings should be communicated back to students via key messages during tutorial as soon as possible following the meetings. Curriculum Area Student Representative Meetings take place 3 times a year.

3.5 Learner Voice Conference

- There will be a Learner Voice Conference once per year at each campus where all student representatives will be asked to review the year and share highlights.

3.6 Student Liaison Meetings

- Following the Curriculum Student Rep meetings the SU Executive create an agenda for a Student Liaison Meeting which is chaired by the Principal and attended by the SU Executive SMT, Vice Principals, Assistant Principals, Director of Student Services & Marketing, Campus Student Services and Tutorial Manager, Campus and Facilities Manager and other invited key managers along with a Curriculum Administrator to record issues, opinions and agreed actions. Action Plans are overseen by either/and the Assistant Principal – Campus or Assistant Principal – Curriculum Area depending on issues raised. Campus Matters will be discussed as well as projects that the Student Union are working on. Matters which effect all students are also discussed with feedback given directly to SMT.

3.7   Student Union Parliament

The Student Union Executive from each campus come together to share information and ideas cross-site 3 times a year. The Director of Student Services and Marketing, Head of Student Services and Tutorial and Student Engagement Officers attend.

3.8   Course Reviews

- Students are involved in the evaluation of their course through the course review process three times a year (Student Staff Liaison Committees for H.E). This process feeds into the College's annual self-assessment process and HEI's Annual Monitoring. Standard focus group templates are available and focus groups can be delivered by the Head of Teaching, Learning & Assessment, Learning & Development Coaches, Student Services & Tutorial Managers, Student Engagement Officers and Student Reps by request.

3.9   Lesson Observations and Learning Walks

- Observers will talk to students about what they are doing and view their work during the lesson observation process. Feedback from students is included on the observation form. Learning Walks will take place throughout the year and some student reps or student union executive members may be asked to accompany members of the Observation Team to share their view of the student experience on the college campus.

3.10   Comments, Compliments and Complaints

- Please refer to the Comments, Compliments and Complaints Procedures.

3.11   Specific Focus Groups/Surveys

- A range of other focus groups/surveys may be requested throughout the year from other areas to seek the views of students e.g., LRC (Learner Resource Centre), Parents Evening/Open Days, Accommodation etc.

3.12   Work Based Learning/Apprenticeships

- Where possible and appropriate to do so the standard College mechanisms as outlined above for collecting these student's views will be implemented. In addition there are specific course evaluation forms, and apprentice annual and completion surveys.

4. Implementation

The department/team responsible for issuing the survey or gathering student opinion has an obligation to analyse and report the issues arising from the survey and respond in a timely manner. Feedback to students should be overseen by the Student Services and Tutorial Managers on each campus.

Student survey results may be aggregated at different levels (by College overall, campus, subject area etc.) The appropriate level of aggregation for reporting of student survey results depends on the specific purpose(s) of the particular instrument used.

Issues arising may be addressed at various levels within the College. Key trends, areas for development, and key responses, form a major element of the annual Quality Cycle. Results of completed surveys will be analysed and priority areas for action and improvement targets set within departmental areas and the College Self-Assessment Report and Quality Improvement Plan. Action Plans will be monitored by the Quality Team.

Students will be informed of the general trends arising from the surveys and the changes made as a result. This may be communicated to students through a number of channels. These include 'You Said, This Happened' communications, prominent displays of posters, graphs and charts, website and VLE (eStudy). Face to face feedback from tutors to students takes place via key messages during tutorial and from other Wiltshire College staff as appropriate. This serves to build student awareness of, and constructive engagement with, student voice mechanisms.

The Assistant Principal – Quality and the Head of Teaching, Learning & Assessment will report regularly to SMT. The Vice Principal Curriculum and Quality will monitor the operation and effectiveness of Student Voice activities and use student feedback as a key strategy to monitor and evaluate the quality of teaching, learning and assessment.

5. Associated Documents (Linked policies etc.)

- Teaching, Learning and Assessment Policy
- Comments, Compliments and Complaints Procedure
- Equality and Diversity Policy

6. Equality Impact Assessment

It is intended that this policy is fair to all. Where any part could potentially lead to unequal outcomes, the policy then justifies why this is a proportionate means of achieving a legitimate aim