



FEEDBACK POLICY

Last reviewed- 18/05/2023

Next review- 18/05/2024

Reviewed by - SP

Approved by – Trustees

1. Purpose

Step into Learning (SIL) is committed to providing an engaging and motivating educational experience for its learners. We believe that for learning to be successful, it is important that learners are actively involved and take ownership of their learning, capturing learners' views, listening and responding to feedback is a vital part of this process. The purpose of this policy is to set out how SIL will capture, collate, understand and then action feedback from learners, particularly through the Learner Voice survey. In addition to learner feedback, we will also be capturing views of parents, staff and employers who provide work experience placements via Parent, Staff and Employer Voice Surveys.

The potential benefits will include increased and sustained learner involvement and achievement, also increased involvement of parents, staff and employers in shaping the overall learning experience. SIL will gain valuable information which will inform the Self-Assessment Review (SAR) and our Quality Improvement Plan (QIP) to ensure that we develop and provide the best educational experience.

To ensure that all learners have the opportunity to provide feedback it is important for there to be a range of different mechanisms available to them. This is particularly important given the challenges faced by a number of SIL's learners.

Mechanisms available include:

- 1:1 Tutorial feedback
- Feedback in class
- Feedback during observation of teaching and learning
- Learner Voice survey

All feedback is fed into a reporting system that informs the SAR and the QIP.

We also provide the opportunity for parents, staff, employers and external stakeholders to feedback.

4. Policy

The policy is applicable to all learners engaged in programmes of study within SIL including all sub-contracted provision across Devon, Cornwall and the Isles of Scilly.

Accountability

1. Learners- to communicate views relating to their teaching, learning, assessment and overall experience with SIL, via tutorials, feedback in class or during observations and the Learner Voice Survey
2. Tutors/ Assessors/ Internal Quality Assurers to support the policy by encouraging learners to participate and voice their concerns. IQAs complete candidate interviews as evidence of quality checks for the awarding organisations. Learner Voice to be completed once per term, enforcing the confidentiality of the data collection and

reporting any issues which may arise to office staff. Tutors to complete the Staff Voice Survey based on their own experience twice per academic year

3. SIL Administration Team - to collate the Learner Voice responses, analyse the results and submit an email report to the Executive Director, Head of Adult Education and Head of 16-18 highlighting the findings and any areas for concerns. Safeguarding or other serious issues to be reported immediately to the Designated Safeguarding Lead and Deputy Designated Safeguarding Lead. Email report to be submitted within one week of receiving the survey responses
4. SIL- to collate feedback data in all forms, acting where required to resolve problems and work towards improvements using the SAR to highlight any potential issues or problems and the QIP to address the changes or improvements that will be implemented. To manage data in a confidential way, and act on, internally and with external bodies, any information highlighted which may allude to inappropriate behaviour or failure to follow contracted SIL procedure

5. Implementation

- Learner Voice Survey to be given to all learners to complete once per term via email containing a survey link. Survey to be completed by learners the week before October half term, the week before the end of the Easter term and the first week in June. Surveys to be completed in tutorial sessions to ensure completion and so centre staff can support learners. The survey will have core questions that are asked each time and there will also be some specific questions for the induction survey (October), mid-point (Easter) and end of course (June) surveys. The survey is compulsory for all learners funded through SIL unless otherwise authorised by the Head of Adult Education or Head of 16-18
- Parent Voice to be completed once per year, in April, to allow for any potential issues to be raised and for staff to deal with them effectively. Centre staff to inform parents of the Parent Voice survey by emailing them a survey link and allocating a one-week time period for completion. A telephone call could be made in addition if staff deem this more likely to generate survey responses. Reminders (email or telephone) to be sent by centre staff as needed to ensure the highest possible response rate
- Staff Voice to be completed once per year. Survey link to be sent out in April and a one week period given for completion
- Employer & External Stakeholder Voice Survey to be sent out once following relevant input. For employers who've hosted a SIL learner on a work experience placement, centre staff to send a survey link via email to the employer on the last day of the work experience placement with a request for completion within one week. Reminders (email or telephone) to be sent by centre staff as needed to ensure response
- All data collated from learners', parents', staff and employers' completed surveys will be held centrally by SIL in line with GDPR requirements. When requested it will be made available to Ofsted, and subject to internal audit. Data will also be used to highlight trends and will be shared with centre staff and contribute to the SIL SAR and QIP

- Actions taken from comments made by learners, and direct quotes from surveys may be used for marketing purposes, including the SIL website and 'You said... This happened...' style posters
- Safeguarding or complaints which are referred to the Head of Adult Education or Head of 16-18 will be dealt with on an individual basis, and a resolution will be sought that is in agreement with both SIL and the relevant partner centre. SIL reserves the right to enforce action when the nature of the complaint made against the partner centre evidences breach of contract.

6. Equality Impact Assessment

SIL strives to ensure that this policy is fair to all. Step Into Learning implement learner, staff, parent, employer and external stakeholder voice surveys to:

- Improve quality of provision
- Check learners are safe
- Inform and lead to a better learning experience

The survey results inform the SAR, allow us to share feedback with staff and stakeholders and, importantly, allows Step Into Learning to identify areas for continuous development.