

Employer and Learner Voice Strategy



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Summary of Changes

Date	Page(s)	By	Details of Amendments
01/12/2023	n/a	MN	Annual Review
15/12/2024	n/a	BT	Annual Review, Minor formatting amendments
	n/a	BT	Amendment of 'Learning Talks' to 'Learning Walks' or 'Learning Voice' as required
	All	BT	Removal of 'Apprentice' wording
	4	BT	Removal of 'Employer Progress Reviews'
	4	BT	Addition of Student Services live chat function
	4 - 5	BT	Revised feedback mechanisms

Context

Educational developments over the past decade have highlighted the importance of the individual Learner to ensure that their views are sought, and their individual needs are properly met. An increased focus on employer and learner voice can have several benefits. Employers and learners are likely to benefit through the development of a higher quality educational experience. NGTC benefits in a number of ways including improved decision-making as a result of better-quality information about the employer and learner perspective, more effective quality assurance and better achievement and retention rates.

Key Principles to the Employer and Learner Voice

Strategy

- To develop a clear vision of what it means to value the employer and learner voice
- To ensure the employer and learner voice permeates all aspects of NGTC
- To acknowledge the importance of good, trusting, supportive relationships between staff and the employer and learner, and the importance of opening up debate about how decisions are made
- To involve employers and learners in the developing of new strategies which ensure their views are gained and that they are involved in decision-making through NGTC Matters (governance team)
- To use a range of methods to ensure the employer and learner voice is listened to and acted on
- To gather the views of employer and learner on a wide range of issues such as teaching and learning, curriculum, assessment methods, timetabling, resources, environment, student services. Such as welfare and guidance, extra-curricular provision, the communication of core values and setting of direction by leadership and management (including governors), staffing appointments and overall effectiveness
- To provide learners with appropriate training
- To ensure fair opportunities for learners

The Employer Voice Strategy

The following are methods of capturing feedback from Employers:

- Employer Impact Surveys
- Employer Satisfaction Surveys
- Employer Workforce Surveys
- Employer Meetings
- Employer Governance
- External evaluation questionnaire i.e. from Ofsted and funders
- Compliments, Comments and Complaints forms

The above list is not exhaustive, and feedback may be gathered in other ways, for example informally or as a result of an area of focus.

The Learner Voice Strategy

All learners, individually and collectively, will have an opportunity to be involved and participate in feedback about NGTC. Learner Feedback is where information from learners of their experiences is collected, analysed, published and acted on.

NGTC will collect and analyse learner feedback on the following:

- The delivery of the course
- The facilities required for the course
- Assessment deadlines and the turnaround of marked work, focusing of quality of feedback and target setting
- Problems encountered by learners on a course
- Resources, new assessment measures, specification changes and new regulations

The Quality Manager and Teaching & Assessment Officers could also use the feedback on changes they have made / or would like to introduce. NGTC inform employers and learners of the quality of services they should expect and know what we may reasonably expect of them.

NGTC provide opportunities to allow employers and learners to communicate their needs and provide a regular and consistent flow of information. NGTC enable mechanisms to gather feedback to inform self-reflection and ensure quality of service and employer and

expectations are exceeded. NGTC welcome and greatly value feedback as it helps us continually drive improvements and ensures we're offering the best possible service.

Feedback is evaluated during monthly Senior Management Meetings and inform actions for the Quality Improvement Plan.

The following are methods of capturing feedback from Learners:

- Student Survey
- #100 Voices Video Feedback Campaigns
- Learner Voice captured during OTLA and Learning Walks
- Learner Voice captured during other Quality Assurance monitoring
- Case Studies
- Compliments, Comments and Complaints forms
- Social Media posts
- Website facility – 'Leave a Review'
- Student Services telephone, email and live chat service
- External evaluation questionnaire i.e. from Ofsted and funders

The above list is not exhaustive, and feedback may be gathered in other ways, for example informally or as a result of an area of focus.

Roles and Responsibilities

- **NGTC Senior Management Team** - approve the Employer and Learner Voice Strategy
- **NGTC Managing Director** - ensure that there is a Employer and Learner Voice Strategy
- **NGTC Quality Manager:**
 - Develop, implement and update the Employer and Learner Voice Strategy
 - Review and update the Employer and Learner Voice Strategy annually or more frequently if necessary
 - Ensure that learner involvement activities are incorporated into curriculum planning, delivery and review
 - Ensure that learners' views are reflected in NGTC's Self-Assessment Report (SAR)
 - Ensure the Employer and Learner Voice Strategy is incorporated into all aspects of quality processes e.g., teaching and learning observations, student induction
 - Review quality processes to ensure that opportunities for listening and responding to Employer and Learner Voice is maximised
- **NGTC MIS and Student Services** - Conduct all surveys in accordance with the agreed timescale and ensure that findings from surveys are published and shared with SMT
- **NGTC Lead Tutor** - ensure that Teaching and Assessment Officers are thoroughly briefed on and understand the Employer and Learner Voice Strategy and ensure that the mechanisms for listening to employers and learners are embedded in curriculum practices, e.g., induction, through the course review process, in curriculum planning and in resources
- **NGTC Teaching and Assessment Officers:**
 - ensure learners are encouraged to participate in subject and course reviews
 - ensure learner attendance records show an authorised absence when students have been attending legitimate learner voice activities
 - ensure that the Learner Voice Strategy is promoted to all learners
 - ensure there is a mechanism for collecting feedback on the service they provide

Responding to adverse feedback: *Please refer to the NGTC Quality Assurance and Compliance Policy*

Monitoring and Review of the Strategy

A report on the strategy will be provided to the Senior Management Team and to NGTC Matters (governance Team) on an annual basis which will form the review of the strategy.

This strategy will be reviewed and updated annually by the Quality Manager.