

SCOLA

Learner Involvement Strategy (updated June 2009)

This strategy has been written following the guidelines provided by the LSC's handbook "Developing a Learner Involvement Strategy." It complies with the requirement laid out in the FE white paper "Further Education: Raising Skills, Improving Life Chances" that all providers will publish and monitor strategies for involving learners.

SCOLA's Vision

SCOLA recognises the need to place learners at the centre of learning and of the development and improvement of the organisation. Learners' views are sought in a number of different ways.

- Learners should have a say in decisions that affect their learning opportunities
- The process should be inclusive
- The process should provide information on how learners' input affects decisions
- Programme planning and teaching styles should place the learner at the centre

Strengthening Teaching and Learning and Responsiveness to Individual Need

(see Action Plan for detail and monitoring methods)

- SCOLA is committed to developing a learner-centred, holistic initial assessment process. All learners are engaged in identifying their own learning needs through Initial Assessments and the development of online tests. The strategy looks to develop the pilot scheme for embedding Skills for Life and enabling tutors to identify and address these needs; providing a welcoming induction at the first lesson; personalising learning through Individual Learning Plans and encouraging learners to access independent study via Moodle and the Learning Zone.
- Opportunities are provided for training tutors in learner-centred teaching styles and training in listening to and negotiating with learners.
- Opportunities for learners to identify and request help are widely advertised.
- The programme of classes is accessible and learners are consulted about programmes and modes of study.
- Accurate information is available for learners to choose their programme of study including expert free and impartial advice from the Advice (IAG) service.

Strengthening Learner Participation and Representation

(See Action Plan for detail and monitoring methods)

- Information is available in different ways to let learners know how they can get involved – *see action plan*.
- The Student Focus Group, started in 2002, meets termly and regularly recruits new members. The LLDD Forum meets termly.
- The Student Focus Group helped to write the Learner Involvement Strategy.
- Student Newsletters, including ESOL, inform learners about college developments and invite students to participate and comment.
- Learners are represented on college committees and Governing Body.
- There is a comprehensive complaints/compliments procedure via Your Voice, approved by Charter Mark, which is analysed and shared with college management, the Student Focus Group and Governors.
- Marketing roadshows visit centres with surveys (including a pictorial version for LLDD) and talk to students. Results are analysed and published.
- All students complete end-of-course evaluation forms which are analysed by Curriculum Leaders and form the basis for the SAR.
- Learners are informed about decisions they have affected.

Creating a Culture of Learner Involvement

(see Action Plan for detail and monitoring methods)

- Learners have been involved in achieving the Charter Mark kitemark for customer service excellence. (Governors decided not to pursue this kitemark in 2008 due to issues of credibility and cost)
- Develop the understanding of a learner involvement culture by including Learner Involvement as a standing item on E&D, Quality and Marketing agendas.
- Assess the impact of learner involvement on E&D issues
- Publish a statement of the vision for leading a culture of learner involvement and raise awareness among staff, both teaching and administrative, of the value.
- Learners are informed how their views have impact

Measuring and Reporting on the Impact of the Learner Involvement Strategy

- Reporting of student views is in place via the complaints analysis, satisfaction rates from evaluation forms and survey results.
- The Charter Mark kitemark (when current) confirmed satisfaction with customer service
- Improvements to customer service have been implemented with the opening of a central enrolment service and preparation for online enrolment
- Observation reports focus on learner participation and learner-centred teaching styles
- The Learner Involvement Strategy is reviewed annually to ensure that measures are being implemented.

- A random pilot of the NLSS core questions was undertaken in the summer term 2009. This will be extended in Autumn 2009 to targeted learners prescribed by the LSC under Framework for Excellence.