

<b>Title</b>	FE Learner Involvement Policy		
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<b>Author:</b>	Quality Manager		
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The policy or procedure will be reviewed by the date shown on the front cover sheet, or sooner if a change in legislation, best practice, or other circumstances indicate that this is necessary. If, for whatever reason, the policy or procedure is not reviewed by the date shown, the policy or procedure shall stay in force until formally reviewed.

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## **Introduction**

1. Colleges are increasingly being asked to collect, listen to, and act upon learners' views in order to improve the educational experience; ensuring that the teaching and learning they receive is personalised, continually improving, and relevant, as well as ensuring that the wider College experience is excellent.
2. Involving learners in the processes associated with managing their learning experience also provides valuable opportunities for developing their commitment to the College, self confidence and other skills, which will help our learners become lifelong learners and effective members in the wider community.
3. In endorsing this Policy, the College understands that it must commit the appropriate level of resources to facilitate the procedures associated with it, including staffing, accommodation and activity.
4. The outcome of the policy for students is an involvement in the leadership of the organisation enabling them to have an impact on the quality of services they receive as well the development of their personal skills.
5. For the College, the benefits reflect the recognition that its self-assessment is informed by the views of the students and the wider support that the students can provide for the community the College serves.

## **Scope**

6. All staff directly and indirectly associated with the wider learning experience need to fully understand the principles associated with this policy.
7. All activity associated with a course including the monitoring of performance must involve learners as appropriate, to maximise the impact of their feedback, ideas and suggestions.
8. All staff associated with the support functions within the College should take into account the views of students wherever appropriate.
9. The College should seek to build positive relationships with external agencies, partners and stakeholders in order to provide the best experience for all learners.

## **Policy Statement**

10. By involving learners, the College is able to gather perceptions/views of their current experiences or identify emerging issues and take action appropriately. This feedback on their learning experiences is important in enabling the College to help meet learner needs in a timely and effective manner.

11. For learners, the benefits are in developing personal communication and leadership skills and to develop empathy supporting a positive contribution to the College community.
12. The College commits to involving learners in its strategic decision-making and operational management processes. It believes that embracing learner views and offering opportunities for learners to have direct involvement in assessing and shaping their own learning experience will have a significant impact on the College's success. This will be undertaken via various mechanisms such as student surveys, course boards, student council, student representation on College boards and committees.

### **Roles and Responsibilities**

13. The College OLT committee has the responsibility for the promotion and resourcing of this policy.
14. The Quality Manager has responsibility for the development and maintenance of this policy and for the management of the action associated with it. This includes responsibility for the management of the formal quality improvement processes conducted across the College that capture the learners' voice.
15. The Course Leaders will have responsibility for facilitating the Course Representative system, by organising an election to identify the representatives.
16. The Student Services Manager will have the responsibility for the training of all student representatives.
17. The Quality Manager is responsible for publicising the outcomes and successes associated with this policy. Records of activity will be made within the Course Performance Management meetings.

### **Monitoring and evaluation**

1. Each learner involvement activity will be monitored for its effectiveness on an on-going basis. A review of effectiveness and activity will be made within the Performance Planning Meeting (PPM)
2. The Quality Manager will report to the college Principalship and Corporation as appropriate on activity associated with the Policy.

### **Equality statement**

3. This policy will be implemented in line with the principles of the college's commitment to equality and diversity which is: Cleveland College of Art and Design is committed to the principles of equality and diversity and aims to

ensure that all employees and college users are treated fairly and equally regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.