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**Learner Voice Policy**

**Board Approved: March 2019**

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**1. Purpose**

V Learning Network is committed to capturing learners’ views, listening and responding to feedback. The purpose of this policy is to set out how V Learning Network will capture, collate, understand and then action feedback from learners. The potential benefits will include increased and sustained learner involvement and achievement.

**2. Statutory Duties**

* The Teacher Standards 2012
* Keeping Children Safe in Education 2016
* HM Gov Information Sharing 2015
* Keeping Children Safe in Education September 2018
* Ofsted Good Practice

## **3. Definitions**

In order 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 V Learning Nets learners.

Mechanisms available include:

* 1:1 Tutorial feedback
* Feedback in class
* Website feedback facility
* On programme exit questionnaire
* Suggestion Boxes
* Student Representatives

All feedback then needs to be analysed in a central point and reports written to provide the basis for further action.

**4. Policy**

The policy is applicable to all learners engaged in programmes of study within V Learning Network including all sub-contracted provision across Devon, Cornwall and the Isles of Scilly. A combination of different data collection methods will be made available to each learner in order to ensure that every learner has an opportunity to express their views and opinions.

Accountability

1. Learners- to communicate views relating to their teaching, learning, assessment and overall experience with V Learning Network, via the myriad ways available to them.
2. Tutors/ Assessors/ Internal Verifiers- to support the policy by encouraging learners to participate and voice their concerns, enforcing the confidentiality of the data collection and reporting any issues which may arise to office staff.
3. Centre Office Staff- to collate and oversee actions from the collection of learner voice data, submitting all completed questionnaires and comment cards to V Learning Network in a timely manner. Safeguarding or other serious issues to be reported immediately to the CEO.
4. V Learning Network- to collate feedback data in all forms, acting where required to resolve problems and work towards improvements. 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 V Learning Network procedure.

**5. Implementation**

* Internal Survey ‘Learner Voice Questionnaire’- all learners, on completion of their qualification or programme of study, must complete a V Learning Network ‘Learner Voice Questionnaire’. Confidentiality is to be maintained throughout this process, learners are to be invited to complete the questionnaire and leave it anonymously for collection by the tutor or relevant staff member. This questionnaire is compulsory for all learners funded through V Learning Network, unless otherwise authorised by the Qualifications and Examinations Officer. Completed surveys are to be securely sent to V Learning Network’s Qualifications and Examination Officer within a timely manner, to allow for data inputting and any relevant actions to be taken. Serious matters will be reported immediately to the CEO.
* Email address info@vlearningnet.org.uk- the info. email address is open to all learners across the consortium, and should be advertised in a prominent place in central learner occupied spaces. This inbox is monitored daily via a rota by the Qualifications and Examination Officer and all emails received will be actioned in a timely manner. Any serious concerns will be reported to the CEO, who as per the nature of the email, will involve internal or external bodies in order to rectify the concerns raised. This enables learners to report problems throughout the duration of their time with the centre, allowing for immediate action if required.
* Comment Boxes- A comment box is provided to each partner centre, and it is the responsibility of the centre to allocate a member of staff to check the boxes at least twice weekly, to ensure all comments and complaints are processed in a timely manner. It is also the responsibility of the centre to report any complaints directly to V Learning Network, and involve the CEO in any actions that come as a result of this.
* All data collated from learners’ completed questionnaires, emails and comment cards will be held centrally by V Learning Network 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 in centres, qualifications or with staff members, and contribute to the V Learning Network end of year report.
* Actions taken from comments made by learners, and direct quotes from surveys may be used for marketing purposes, including the V Learning Network website and ‘You said… This happened…’ style posters.
* Serious issues which are referred to the CEO will be dealt with on an individual basis, and a resolution will be sought that is in agreement with both V Learning Network and the relevant partner centre. V Learning Network 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**

V Learning Network strives to ensure that this policy is fair to all. All Learner Voice feedback, unless otherwise specified by the learner, is anonymous.