

**NAME OF POLICY: Learner Involvement**

**PURPOSE OF POLICY**

Michael John Academy offers high quality training through a diverse range of learning programme including school vocational courses, Study programme Learning, Apprenticeships, Advanced Apprenticeships and Adult Classroom Based.

It is vitally important that Quality Improvement processes “listen” and respond effectively to the voice of learners across all our programmes. This learner involvement strategy aims to ensure we maximise learner feedback and promote effective ways of listening, responding and involving learners within every aspect of our planning and delivery processes.

**Responsibilities**

Learner Involvement and the capture of learner voice is an **integral part of our curriculum offer**. As such it is every trainer/assessors duty to ensure learner focus groups, learner representatives and other forum structures are fully supported and established across programmes and centres. Programme managers are responsible for monitoring and supporting the process with overall oversight and lead responsibility belonging to the Quality Manager. Learner survey and suggestion box processes remain the responsibility of Administration officers as directed and monitored by the Quality Manager.

**Learner ‘Voice’ structures**

- Suggestion boxes (maintained within each centre) and emptied monthly by designated learner representative who will pass on learner feedback to the Quality Manager.
- Learner Surveys 2 x per year – One survey will be FFE based and prescribed by funding agency, second will be a bespoke learner survey requesting more detailed information on our products and services. All survey results will be clarified in a written report issued to the Training Operations Manager and Chief Executive. Feedback will be shared with staff at the most proximate performance/ staff meeting.
- Learner representatives  
One per class elected learner representatives will be in position at any one time with new elections held as required. A learner will sign up for the length of their learning programme and be given support to help them in this important role.

Learner representatives should as far as possible enable representation of Michael John across the following groups: - LLDD Learning (Learner/s with a learning difficulty and a learner with a disability were possible) Ethnic Minority Learners  
Male & Female Learners, Young parents, APP/ADV APP/ E&T Learners  
Beauty Therapy / SPA/Nail Services / Barbering / Hairdressing programmes.

- Learner focus groups  
Focus groups will be given a set agenda of no more than four items for discussion, two set items and two of their own choosing. Groups will have 30 minutes per session at the end of designated training days to discuss the issues itemised and suggest ways to improve. Ground rules for focus groups will be established by the learners and supported by advocacy staff.

This policy can be made available in larger type.

- Learner-led Quality Improvement plans.  
Following learner focus groups learner representatives will be supported by trained advocacy staff to produce learner-led quality improvement plans. Michael John Academy will respond to learner suggestions **within two weeks** of receipt using the YOU SAID/ WE DID procedure and poster campaign.

#### **Learner Focus Group AGENDAS**

As previously stated twice yearly learner focus groups will provide learners with at least TWO set agenda items for discussion focused on key aspects of the learner journey. These will be scheduled as follows:

- Teaching and Learning (including use of technology).
- IAG / Employment Rights & Responsibilities
- ILP/ Target setting
- IAG in relation to destination and Move-on support
- Induction/ Initial Assessment
- Learner support / Salon placement issues

#### **Learner Involvement Appeals Procedure**

Michael John Academy will undertake to resolve any issues arising from within the Learner Involvement programme both efficiently and timely. In the unlikely event of an issue being carried forward on more than 3 occasions, learners will have access to the following appeals procedure;

1. Bring item to the attention of the Quality Manager; listing the issue, noting when it was raised and confirming that previous action was agreed and has allegedly not been implemented.
2. Quality Manager adds comment and presents all information to Chief Executive
3. Chief Executive responds to Learner Representatives within 2 weeks.

It should be noted that it is in the interest of all parties concerned that issues should be resolved by co-operation and as effectively as possible.

This process is NOT to be used when a response has been given but is not the learner/s desired response.

This policy will be reviewed annually as per the company policy schedule.

Signed and verified: **May 2017**

By Pastoral Support Officer Catherine Cave

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