



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Learner Involvement Strategy Guidance

May 2010



Context

The Quality and Effectiveness Framework for post -16 learning

- Learner Outcomes
- Leadership & Management
- Responsiveness
 - Learner Involvement in decision making
 - Effective collaboration
 - Widening participation



Background

The United Nations Convention on the Rights of the Child (UNCRC)

- Rights of children and young people to express an opinion
- Welsh Assembly Government has formally adopted the UNCRC for all its work involving children and young people
- Extension of the framework to include all Learners in Wales



Benefits

- The learner
- The organisation
- The Community



Development of the Guidance

The guidance was developed in partnership with...

- Estyn
- NUS Wales
- Wales Adult Learners' Network
- Colegau Cymru
- NTFW
- NIACE Dysgu Cymru
- Key representatives from the Lifelong Learning and Skills centre



How to use the guidance

- The guidance is intended to be a living document
- The guidance is not a prescriptive approach
- One size will NOT fit all



Learner Participation & Representation

- The Students' Union
- Learner representatives
- Learner Parliaments or forums
- Involving learners in the complaints procedure
- Learner governors
- Learner Affairs Committee
- Department or site councils
- Learner conferences



Developing a Learner Involvement Strategy

- Carry out a baseline review of how your organisation is already involving and listening to learners
- Think about what you want to achieve, what is appropriate for your organisation and its learners, and some realistic goals and timescales; and
- Consult widely with learners, managers, staff and governors so that their views can be taken into account.



Outline for a Learner Involvement Strategy

Learner involvement strategies should include:

- A statement of commitment from senior management
- Clear strategic aims
- A summary of current arrangements for learner involvement
- Identification of resources
- Arrangement of gathering learner views through structured systems



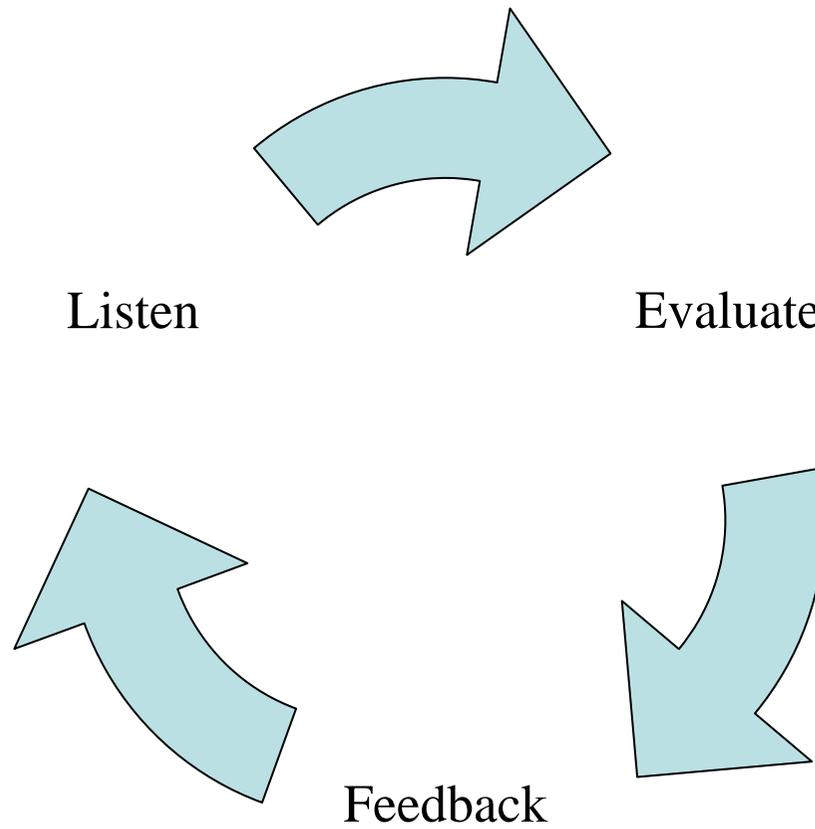
Listening and Responding

Ways of gathering feedback

- Learner Questionnaires
- Online surveys
- Telephone interviews
- Focus groups
- Focused surveys



The feedback loop



Ensuring Equality

Ensure all learners' views are heard

- Consider hard to reach learners
- Low levels of basic skills
- Learning difficulties or disabilities
- Other barriers to engagement



Teaching & Learning

“A good programme of involvement can help learners to develop a better knowledge of how they learn and have the confidence to apply this in the future. Learners taking ownership of their own learning also show greater motivation leading to better results (success and retention rates)” *

*Evaluation of the impact of the Learner Involvement Strategy: Year Two: Final Report (April 2009), EKOS Consulting (UK Limited)



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Embedding learner involvement into your quality cycle

- Integrate learner involvement into your annual quality cycle as part of the self assessment process
- Evidence of Learner Involvement
- Evaluation of the impact on the organisation



Working with Estyn

- new inspection framework from autumn 2010
- commitment to work together to align with the Quality & Effectiveness Framework
- particular emphasis on agreeing a consistent set of measures – learner success, customer satisfaction





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