



SCLS Learner Voice Strategy **2026/2027**

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Introduction

This strategy highlights the approaches we take to engage with learners to acquire learner feedback that enables us to improve the effectiveness of our Service.

We plan to continue to develop a positive learning culture in which learners develop the skills and confidence to influence quality improvement.

We listen to learners and develop ways to enable learners to be part of a wider learning community to influence change.

Benefits of Active Learner Involvement

Benefits for learners:

- Engagement with the Service
- Making positive contributions to improve the service they receive
- Opportunity to influence their own learning experience

Benefits for the Service:

- Valuable feedback from learner's
- Learners' experiences inform Service improvements
- Improved attendance, retention, attainment, and progression
- Informed decisions about allocation of resources and priorities identified

Learner Involvement Activities:

May include:

Involvement strategies	Process
End of course learner satisfaction survey	Paper based-Included in the Individual Learning Plan (ILP) Adapted questionnaires used with ESOL, LDD and learners with low literacy skills. Reports considered termly by managers Qualitative data used by managers for self-assessment and QIP Termly report to Governing Body

	Survey format and questions reviewed annually
Attendance (a) Attendance follow up (b) Early leavers' survey	Attendance tracking done at curriculum level by tutors and managers Telephone survey following up withdrawals
Compliments, suggestions & complaints	Box available at reception for learners to provide feedback anytime. Information collated by quality manager, discussed at SMT meetings and actions taken recorded. Termly report to Governing Body Actions taken feedback in through posters displayed in centres and on website
Learning Walks	Completed by Governors and managers on subject specific areas on a regular basis and opportunity to talk to learners to check if learning is meeting their needs
Events	For example, learners have the opportunity to request follow-up courses and new subjects.
Destination survey	Student Data and Analysis - Administrators contact learners termly, up to 6 months after course finishes to get feedback on sustained learning, volunteering or employment

Evaluation and Reporting

Learners' voice data is analysed and priority areas for action and improvement targets set within quality improvement plans.

The evaluation of the impact and effectiveness of our learner involvement strategy will form an integral part of our self-assessment.

This policy will be reviewed annually.