



Adult Learning Within Reach

## WEA Learner Feedback Policy

### 1. Purpose

To define how WEA collects and analyses feedback from learners and uses this to inform a continuous cycle of quality improvement that enhances the learner's experience. "Feedback" is taken to mean comments, compliments or complaints.

### 2. Values

The WEA believes that:

- Feedback from learners is essential to enable it to fulfil its mission of enhancing individuals' potential through lifelong learning.
- Learners, like other stakeholders, have unique perspectives on the WEA that provide valuable insights about WEA policy and practice. Learners and other stakeholders should be given regular opportunities to contribute to WEA policy and practice through regular and systematic feedback activities.
- The WEA should consider such feedback within the context of overall planning and ensure it responds with the appropriate action.

### 3. Scope

This policy is intended primarily to improve the experience of learners by collecting information across regions for national analysis. However, there are associated procedures that collect feedback from other stakeholders.

Stakeholders in this context means learners (and potential learners), tutors, branches and volunteers, partners, staff and members.

Special mention should be made of the WEA's commitment to enhancing the voice of learners through extending membership to all learners, enabling them to participate in the WEA's democratic structures, including governance.

### 4. Policy

This policy highlights the various ways prospective and current learners can provide feedback:

- Reporting a suggestion, complaint or compliment by contacting the Student Support Team via telephone 0300 303 3464 or email [studentsupport@wea.org.uk](mailto:studentsupport@wea.org.uk)
- Submitting a letter of complaint or compliments to the Student Support Team in Leeds or regional offices.
- Tell Us About It feedback form (end of course evaluation form)
- WEA Impact Survey (annually)

- Annual student surveys

The WEA identifies appropriate reporting mechanisms for feedback to ensure that action is taken. The WEA sets out the monitoring, evaluation and review of the design and delivery of feedback on an annual basis.

## 5. Implementation

Learners are informed about methods of feeding back during Student Induction, WEA Student Handbook and through the WEA website. National survey results will (where possible) be disaggregated by region and fed into self-assessment.

## 6. Management

Through the Director for Quality & Student Service, Head of Learner Services Learning IAG Manager, Safeguarding and Complaints Manager and Regional Management Teams where appropriate.

## 7. Monitoring

- Through appropriate data collection, analysis and reporting in regions and nationally as part of our self-assessment process.
- Through annual policy review.
- Through monitoring the results of any action taken in our Quality Improvement Plan.

## 8. Links to other policies and documents

This policy is part of a suite of learner support policies defining learner support entitlements. Most relevant policies are publicly available through the WEA's website at <https://www.wea.org.uk/about-us/policies>

<b>Date of this Review</b>	<b>Date of next Review</b>	<b>Policy reviewed and updated by:</b>	<b>Policy approved by:</b>
September 2022	September 2023	Learning IAG Manager and Safeguarding and Complaints Manager	Director of Quality and Student Services