

## SFA Learner Feedback “Learner Forum” February 2018

### Information, Advice and Guidance

**You Said:** We are happy with the information advice and guidance

**We Will:** teachers and course advisors will continue to provide advice and guidance to each learner according to their individual needs and progression routes.

**You Said:** We are aware of ALN/ESOL and support sessions

**We Will:** ensure learners remain well supported by their teachers to help them achieve their goals. We are going to start certificated ESOL classes in March.

**You Said:** We are aware of staffing Matters (Recruitment agency)

**We Will:** continue to inform learners of any job and employment opportunities.

**You Said:** We have attended the coaching workshops and find these very inspirational and motivating but would appreciate it if they are set outside class hours

**We Will:** continue to provide more workshops and 1 to 1 coaching sessions with those who need it and a timetable is prominent on our notice board near reception area.

### Quality Provision

**You Said:** We are happy with the teaching at NEWTEC

Learners attending the Wednesday class are not happy their teaching ends early because the teacher has to attend meetings

**We Will:** continue to provide good learning and teaching to the learners, review the timetable to ensure additional or suitable times are provided.

**You Said:** We are happy with the course content, what we are learning and know our targets

**We Will:** continue to provide a high standard of learning

**You said that you said you'd prefer that the courses were run weekly rather than fortnightly**

**We Will:** look into the course time table to see if we can make it weekly

**You Said:** We are happy with the placement

**We Will:** ensure learners remain supported by their teachers to develop their skills and knowledge in the work placement.

### Technology and Facilities

**You Said:** the WIFI is too weak and when computers are not available you preferred to use your own devices but cannot. Some computers are not connected to the internet

**We Will:** ensure all computers and internet connections are in good working order and monitor these on a regular basis.

### How do you cover H &S, E & D, Safeguarding, Bullying and Harassment

**You Said:** Most know what Prevent and British Values are, we know who to contact with safeguarding/prevent concerns

**We Will:** ensure all learners are aware of Prevent and British Values making sure we use familiar wording e.g. radicalisation & terrorism

**You Said:** Learners have not experienced any form of bullying or harassment at NEWTEC but are aware of who to report to if they felt bullied or harassed

**We Will:** continue to work well to prevent all forms of harassment and bullying including online and prejudice-based setting.

**You Said:** we feel safe in NEWTEC and feel respected

**We Will:** ensure all learners, staff and visitors continue to wear their ID badges, sign in and sign out each day.

## EFA Learner Feedback “Learner Forum” January 2018

### Outcomes for Learners

**You Said:** Most of us are in suitable work placement settings and feel supported by our tutors

**We Will:** Support learners by regular observations in the workplace and providing constructive feedback in a timely manner. We will continue to support learners in finding suitable work placements where needed.

### Quality Provision

**You Said:** We feel happy and safe and NEWTEC

**We Will:** Continue to operate within an open culture that actively promotes all aspects of learners' welfare including safety.

**You Said:** We are well supported by our teachers and know our targets for most subjects

**We Will:** Ensure learners remain well supported by their teachers to help them achieve their goals and continuously challenge them to make the best of every opportunity to learn.

**You Said:** Learners are generally happy with IAG and know who to contact if they need advice

**We Will:** Make sure tutors and support staff are available to discuss learners' individual needs and offer advice and guidance on all progression routes.

**You Said:** Learners would like different teaching strategies and varied topics to meet their needs

**We Will:** Ensure teachers use a variety of teaching strategies to meet the diverse needs of learners

### Leadership & Management

**You Said:** Most know what Prevent and British Values are, we know who to contact with safeguarding/prevent concerns

**We Will:** Ensure all learners are aware of Prevent and British Values making sure we use familiar wording e.g. radicalisation & terrorism

**You Said:** Learners have not experienced any form of bullying or harassment at NEWTEC but are aware of who to report to if they felt bullied or harassed

**We Will:** Continue to work well to prevent all forms of harassment and bullying including online and prejudice-based setting.

**You Said:** More computers and laptops should be readily available for use during lessons.

**We Will:** source for computers and compare prices and offers from multiple suppliers.

**You Said:** We need better and stronger Wi-Fi signals

**We Will:** Install additional signal points to increase signal strength

**You Said:** We would like a library with relevant books to help with our studies

**We Will:** Investigate the current library and see what books are available.

**You Said:** Some of the toilets are dirty and broken and locks don't work for all of the cubicles

**We Will:** have the mid-day cleaning crew in on weekdays during term time. Site supervisors will check and fix all broken locks and cubicle doors

**You Said:** The bins on the Mezzanine get full and overflowing really early on in the day.

**We Will:** purchase larger bins and ensure they are emptied during lunch hours daily

**You Said:** The cups for the water machine are not always available.

**We Will:** Ensure the cups are stocked daily and maintain a supply in the kitchenette on the mezzanine

**You Said:** we would like more seating on the first floor and in S6

**We Will:** gather more feedback about the continued usage of S6 ; unfortunately we are unable to

**accommodate more sofas due to space constraints on the mezzanine**

**You Said: More computers and laptops should be readily available for use during lessons.**

**We Will: source for computers and compare prices and offers from multiple suppliers.**

**You Said: Learner did not feel respected about their sexuality.**

**We Will: ensure learners have an open space to discuss sexuality and do not feel discriminated against.**

**You Said: they would like a variety of dishes and have new options introduced including dessert. Sometimes staff in the café are not respectful because we are learners. The portion sizes are small and we are not always served fresh food.**

**We Will: provide a wider variety of food at the café for learners, ensure food portions are consistent and maintain good quality. The staff will maintain professionalism at all times.**