

## EFA Learner Feedback “Learner Forum” February 2019

### Outcomes for Learners

**You Said:** Most of us are in suitable work placements and happy in these settings. We feel supported by our tutors

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

**You Said:** Those who are not in placement know where to get support in finding one

**We Will:** Support learners in finding a suitable work placement

### Quality Provision

**You Said:** All learners stated they feel happy and safe at NEWTEC and know who to go to with any concerns

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

**You Said:** Most learners felt well supported by their teachers but some were unsure about their targets for subjects

**We Will:** Ensure learners continue to feel well supported by their teachers and encourage them to feel confident to approach their teacher if they need more support. Our teachers will engage, challenge and stretch learners to improve individual skills and abilities- making the best of every opportunity to learn and support them to identify and achieve their goals

**You Said:** Learners are happy with IAG and most 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:** We all know where to get additional support if needed

**We Will:** Continue to signpost learners to available support and refer learners where needed

**You Said:** Sometimes we do not feel challenged or stretched during our class, the work is too easy

**We Will:** Our teachers will engage, challenge and stretch learners during classes to improve individual skills and abilities and make the most out of every opportunity to learn

**You Said:** We would like more resources such as text books so we practise and refer back to our learning progress

**We Will:** Look at the budget to see if this is a possibility for those that do not receive a bursary

**You said:** The IT equipment is poor, many of the PC's do not work or have items missing so are unusable. The wifi is slow and we would like our own student printer so we do not have to disturb people working in the staff room.

**We will:** Raise these concerns with our IT team and feedback the outcome and look at the possibility of another printer for students

**You Said:** We don't understand why we need to do the Employability Skills course and feel like we should be on our main programme already

**We Will:** Support learners into work placement so they can start their chosen vocational assignments alongside the Employability Skills qualifications

### Leadership & Management

**You Said:** The student lounge could do with a refresh, and has the mouse moved out?

**We Will:** Speak to the learners and encourage them to come up with what they would like to

**incorporate into their space.**

**You Said:** Customer services has improved in the café but is not always consistent across all staff, also some staff aren't wearing gloves when they serve the food.

**We Will:** Ensure that all staff undertake necessary training and implement the principles learnt, and also that there is strict adherence to the rules of food hygiene

**You Said:** Most of us are happy with the variety available in the café but would like the menu to rotate for those only in once a week

**We Will:** Ensure the Catering Team works on a wider variety and range of choices and their frequency

**You Said:** We are aware of the agency and some of us have started working through the agency

**We Will:** Ensure our colleagues in our staffing agency visit all learners during their classes and offer support with CV building and enrolls each learner with the agency.

**You Said:** Not many of us know what Prevent and British Values are, or 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 and have additional posters explaining who NEWTEC safeguarding officers are

**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.

## SFA Learner Feedback “Learner Forum” February 2019

### Information Advice Guidance

**You Said:** We are happy with the Information Advice and Guidance but weren't clear about the employability skills requirement before we started and preferred if it was offered after the course rather than before it.

**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.

**You Said:** We need more opportunities to speak and communicate in English

**We Will:** we have started chat session before ESOL Classes to improve learners speaking and listening.

**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 really enjoyed attending the coaching workshops and find these very inspirational and motivating but would like more sessions

**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,

**We Will:** continue to provide high standards of teaching

**You Said:** We are happy with the course content, what we are learning and know our targets but prefer more structure in the course that is offered and to be able to see how the course booklet coincides with the course criteria.

**We Will:** continue to provide a high standard of learning and additionally provide clarity around course structure and progression targets

**You Said:** We are happy with the placement but need more support on how to find placements and to practice interview and CV skills.

**We Will:** We offer Employability Skills before courses start to prepare learners and develop learners skills and knowledge in the work placement. We will review how we can offer more support to learners to better prepare them for job and placement interviews.

### Technology and Facilities

**You Said:** the WIFI is too weak and are unable to connect on our devices.

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

**You Said:** computers are never available as they were before. Rooms are always booked. The ones that are available in F2 and F1 all are not turning on

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

**You Said:** The kettle on the first floor is not always filled up and turned on. Additionally cups are not always available to drink water from and it would be nice to have tea coffee and sugar available. The vending machine snacks are not always stocked up.

**We Will:** ensure the facilities on first floor are regularly monitored and maintained.

**You Said:** We would find it of benefit if we were able to access the photocopying facilities, ie use the photocopier to support our learning activities.

**We Will:** investigate the feasibility of students being provided with an individual card, PIN or credit

that would allow them to pay to use the photocopier, so they could remain onsite to copy documents as required.

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

**You Said:** some of you are not fully aware of what Prevent is but you are familiar with what British Values are, you also know who to contact with regards to Safeguarding/Prevent concerns

**We Will:** organise prevent training throughout our classes and ensure all learners are aware of Prevent and British Values making sure that you are familiar with terms such as radicalisation & terrorism.

**You Said:** Learners have not experienced any form of bullying or harassment at NEWTEC, however you are aware of who to report to if you 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.