



Student Involvement Strategy

BAEC Vision

The College aims to provide a friendly open environment in which adults can pursue their learning and training interests, for personal, employment and community enrichment.

BAEC has a core value of putting the needs and aspirations of adult students at the centre of all we do and recognises that in order to achieve this it is important to establish a range of ways in which students' views can be captured.

Aims of the Strategy

To show how BAEC will

- Create a culture of student involvement
- Involve students in decision making processes that affect their learning
- Capture student feedback to inform quality improvements and ensure services and facilities are targeted to meet the needs of students
- Ensure that learners with learning difficulties and/or disabilities (LLDD) are able to participate fully

Where are we now?

The College has a diverse population of part time students that attend courses at a range of venues across Bromley and its surrounding areas, including some work-based training and assessment. All students have an equal voice, but the modes of capturing those views will vary according to their situation and individual needs.

Some activities for student involvement are already embedded into BAEC practice. These are:

Student Focus Group Meetings – held once a term at each centre and hosted by the Principal and the Customer Care Services Manager

Student Surveys – prior to September 2008 undertaken twice each academic year and available for online completion via the College Intranet. From September 2008, in line with the Framework for Excellence, there will be one survey per year undertaken in the spring term.

“Tell us how we are doing” leaflets – available in all main centres and from the College Intranet to encourage students to give feedback on any aspect of the College's service.

Student representation on the Governing Body – two students are elected by their peers to represent the student body at Governance level.

Initial assessment and Recognising and Recording Progress and Achievement (RARPA) – to ensure that all students are actively engaged in identifying their own learning needs and goals and in the assessment of their progress. This information is used to help to plan their course of study.

Course evaluation forms – completed by all students early on and at end of their course. This information is used to inform further course planning and the self-assessment process.

Enquiries@baec.ac.uk – used by students to provide feedback or seek further information.

Complaints Policy – BAEC welcomes and encourages students, and members of the general public, to raise complaints when things go wrong. These are all investigated by the Customer Care Services Manager and used to make improvements to the service the College offers to its students. The Guide to the College Complaints Procedure gives details of the procedure.

Student achievement is celebrated every year during the summer term to acknowledge and recognise our students' achievements. Categories for which tutors are asked to nominate their students can include: Special Class, Older and Bolder, Supportive Student and Moving Forward include student nomination of Tutor for award takes place. Students are asked to nominate for the Exceptional Tutor Award and Outstanding Member of Staff.

Other mechanisms include:

- Seeking students views during the observation of teaching and learning where practicable
- Learners with learning difficulties and/or disabilities (LLDD) undertaking access and mystery shopper audits.
- Student newsletter in the Skills for Life Faculty provision
- Student Noticeboards

Where we want to be

Employer surveys - as part of the Framework for Excellence, the College touse Employer surveys to capture the views of employers for whom it provides training.

Peer review work - seek to include the exchange of good practice on supporting the student voice

Survey participation by Learners with Learning Difficulties and/or Disabilities (LLDD) and entry level Skills for Life Faculty students

Better use of technologies e.g. the College Intranet, the plasma screen at the Widmore to inform students of activities inviting student involvement.

Improved feedback to students about decisions taken in response to their views.

How we will measure the impact of student involvement

Survey reports, benchmarked with national/local outcomes

Complaints rate

Success and retention rates

Attendance at Focus Group meetings

2 December 2009