

USER VOICE POLICY

Rationale

It is important to receive constructive feedback from students that focuses on current experiences and delivery improvement needs. This enables students to feel a part of Accountancy Learning and be comfortable that we are open to constructive criticism about our practices.

Monitoring

Feedback samples form part of the evidence required for Ofsted and Funding Providers - this will be requested both randomly and during specified site visits. We will also provide tutor reflection on self-evaluation.

The views of students about marking and assessment will be sought on a six monthly basis from a random sample of apprentice and distance learning students (at all three AAT Levels), via the Accountancy Learning Student Survey Questionnaire.

Computerised Feedback: A random sample of students will be selected every six months to complete a short online questionnaire, as discussed above. Results will be collated by AT/KF and passed to SD/NM for review and discussion at tutor meetings.

Oral Feedback: It is important for students to have oral feedback with their tutor either during drop-in sessions or via regular communications. All such feedback must be recorded on STA and a transcript passed to AT/KF for reference.

General Administration

AT/KF will update the questionnaire annually (or earlier if required), and will keep a file copy of all replies and actions undertaken.

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