

# Student Feedback Policy

Version number 1.0

## 1. Principles

### 1.1 Feedback from Learners

Feedback from learners is essential to inform the development of Law Training Centre programmes and to help shape all aspects of our current and future learning and broader experience.

Law Training Centre actively seeks and encourages learners to share their views. Our approach aims to create openness, responsiveness, and a sense of partnership.

If staff have any questions or would like to discuss gathering learner feedback, please contact the Marketing and Social Media Lead or the Student Service Team.

### 1.2 How feedback is received

In addition to day-to-day dialogue between students and staff, feedback is received from learners in more formal settings. These include:

Law Training Centre committees which are designed to incorporate learners; considering their views on the quality of the programme; seeking views on strengths, areas for improvement and responding to issues raised.

Learner Experience Meetings with Law Training Centre ambassadors responsible for discussion and provision of advice on matters concerning the broader learner experience.

Membership of Programme Approval and Periodic Review panels and broader strategic working groups about the future development of the Law Training Centre.

Regular feedback gathering processes (both formal and informal) either through surveys organised by Law Training Centre, by or submitting feedback to one of our staff.

## 2. Consideration of Feedback

### 2.1 Principles

Feedback from learners will comprise both positive experiences and areas for development. Where actions need to be taken, the nature of the feedback will indicate who needs to address this.

Day-to-day matters relating to programme content and delivery will normally be addressed by the Head of Academics and Partnerships and the respective Programme Team.

Broader issues may require management action at through other methods. Learner-Staff Liaison Committees are the main forum where all learner feedback is discussed.

Where feedback indicates that actions are required beyond the Programme Team, these will be referred.

All feedback and associated actions, including those that will be undertaken beyond the programme team, will be recorded, tracked and monitored within the You Said We Did area on Law Training Centre's virtual learning environment (VLE) which can be accessed by all learners. This rolling document will be used throughout the year and form the basis of the annual report submitted to the Board of Directors. It makes provision for identification of issues, proposed action that will be taken, who is responsible for taking the action and when it is likely to be achieved.

## 2.2 Monitoring Issues and Actions

The Academic Board is responsible for monitoring reports from our committees and ensuring that actions are being taken in response to issues arising.

The Academic Board is also responsible for monitoring the response rates for learner surveys and for determining action to improve them, where necessary, through recommendations to the Board of Directors.

The Board of Directors will take an overview of committee minutes and ensure plans are being monitored. In addition, The Board of Directors receives reports of collated themes arising from Learner Experience Meetings to identify the current view of learners about their broader experience, and to ensure actions are in place.

## 3. Additional Learner Surveys

### 3.1 Principles

From time to time, there will be proposals for additional mechanisms to be used to gather feedback from learners on specific topics.

Any surveys outside the usual programme evaluation should be approved by the Strategic Academic Management and Innovation Group. Proposals will be considered and, if approved, an ad-hoc working group will be established to oversee the drafting, conduct and analysis of the survey and subsequent report.

### 3.2 Law Training Centre Surveys

Listed below are the current surveys undertaken by the Law Training Centre.

Survey Name	Timing	Respondents	Delivery	Consideration
Course evaluation	Throughout course access	All learners	Online survey through VLE	Considered at TLEDG
CILEX Results	Twice a year	All CILEX learners	Online	
SQE1	Twice a year	All SQE1 learners	Online	
SQE2	3 times a year	All SQE2 learners	Online	

Approved by	Eve Dullabh	Approval signature	<i>Eve Dullabh</i>
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