

# WEA Student Feedback Policy

## 1. Purpose

To define how the WEA collects and analyses feedback from students and uses this to inform a continuous cycle of quality improvement that enhances the student's experience. "Feedback" is taken to mean comments, compliments or complaints.

## 2. Values

The WEA believes that:

- Feedback from students is essential to enable it to fulfil its mission of enhancing individuals' potential through lifelong learning
- Students, like other stakeholders, have unique perspectives on the WEA that provide valuable insights about WEA policy and practice
- Students and other stakeholders should be given regular opportunities to contribute to WEA policy and practice through regular and systematic feedback activities
- The WEA should consider such feedback within the context of overall planning and ensure it responds with appropriate action.

## 3. Scope

This policy is intended primarily to improve the experience of students (and potential students) by collecting information for national analysis.

There are associated procedures that collect feedback from other stakeholders, including tutors, branches and volunteers, partners, staff and members.

Special mention should be made of the WEA's commitment to enhancing the voice of students through extending membership to all students, enabling them to participate in the WEA's democratic structures, including governance.

## 4. Policy

This policy highlights the various ways prospective and current students can provide feedback:

- Reporting a suggestion, complaint or compliment through the WEA website <http://www.wea.org.uk/feedback>
- Contacting the Student Support Team via telephone 0300 303 3464 or email [studentsupport@wea.org.uk](mailto:studentsupport@wea.org.uk)
- Submitting a letter of complaint or compliments to the Student Support Team in [Leeds or regionally offices](#).
- Tell Us About It feedback form (end of course evaluation form)
- WEA Impact Survey (annually)
- Annual student surveys

The WEA identifies appropriate reporting mechanisms for feedback to ensure that action is taken. The WEA sets out the monitoring, evaluation and review of the design and delivery of feedback on an annual basis.

## 5. Implementation

Students are informed about methods of feeding back during Student Induction, the WEA [Student Handbook](#) and through the WEA website. National survey results will (where possible) be disaggregated by region and fed into self- assessment.

## 6. Management

Through the Director of Quality and Student Services, the Safeguarding and Complaints Managers and Regional Management Teams where appropriate.

## 7. Monitoring

- Through appropriate data collection, analysis and reporting in regions and nationally as part of our self-assessment process.
- Through annual policy review.
- Through monitoring the results of any action taken in our Quality Improvement Plan.

## 8. Links to other policies and documents

This policy is part of a suite of Student Support policies defining student support entitlements. Most relevant policies are publicly available through the WEA's website at <https://www.wea.org.uk/about-us/policies>

Date of this Review	Date of next Review	Policy reviewed and updated by:	Policy approved by:
July 2021	July 2022	Safeguarding and Complaints Managers	Director of Quality and Student Services