NMIT LEARNER VOICE POLICY

Section	Quality		
Approval Date	18.12.2017	**Approved by**	Academic Committee
Next Review	26.06.2024	**Responsibility**	Interim Operations Lead
Last Reviewed	28.06.2023	**Key Evaluation Question**	1-6

INTRODUCTION

The "Learner Voice" refers to the values, opinions, beliefs, perspectives, and cultural backgrounds of individual ākonga and groups of ākonga at Te Pūkenga – NMIT.

Te Pūkenga - NMIT values feedback from ākonga as part of its self-assessment practice to continually improve services and to ensure the needs of ākonga are proactively being addressed.

PURPOSE

To ensure ākonga are at the heart of all decision-making and play a major role in identifying solutions across Te Pūkenga - NMIT.

To provide an overarching articulation of how Te Pūkenga - NMIT and SANITI elicit and respond to learner feedback.

By responding to this feedback, Te Pūkenga - NMIT is able to:

- engage and respond to the needs of ākonga;

- plan and structure learning environments for the benefit and needs of ākonga;

- provide ākonga with continued support to assist them achieve their goals;

- provide ākonga with an appropriate range of responses to their wellbeing needs; and to reduce any barriers to learning.

In order to achieve these outputs, ākonga feedback will be used to inform decisions to bring about continuous improvement, for overall organisational improvement and targeted Curriculum and course-specific strategies. Where significant concerns are identified, the Curriculum Area or Business Support Team will plan and execute corrective actions to address these concerns and communicate back to ākonga the actions which have been implemented.

SCOPE

All ākonga including those:

Studying with Te Pūkenga - NMIT (face-to-face; online; in the workplace etc.), and who have graduated from Te Pūkenga - NMIT, will be provided the opportunity to formally and informally provide feedback on NMIT services, resources and teaching.

TE PŪKENGA - NMIT DEFINITIONS

Definitions of specialist terms relevant to this Policy.

Formal student surveys	Course / Tutor Surveys
	Graduate Destination / Graduate Profile Outcome Surveys
	Te Pūkenga Learner Surveys
SANITI	Te Pūkenga – NMIT Student Association

PRINCIPLES

This policy has been designed to facilitate a climate in which:
- Ākonga are encouraged and enabled to influence their learning and the environment in which it takes place.
- Te Pūkenga - NMIT team members actively listen to what ākonga say, recognise the ākonga role as an 'expert' on their own learning, and respond with actions to ākonga suggestions.
- Ākonga are supported to be actively involved in solution-focused activity groups. (e.g. Student Representative meetings).
- Ākonga provide feedback on their experiences and can confirm that their feedback is valued.
- Responding to The Learner Voice is embedded in Curriculum Area activity and at institutional level in order to provide assurance to ākonga that their voice is heard.
- All teams ensure that the Learner Voice is a key feature of self-assessment activity.
- SANITI's Executive Team routinely provides feedback to Te Pūkenga - NMIT Academic Committee on the Learner Voice.
- All teams routinely share and celebrate examples that illustrate their responsiveness to the Learner Voice.
- All teams will regularly provide feedback to ākonga on the actions taken in response to feedback captured during the Learner Voice activities.

METHODS OF CAPTURING AND RESPONDING TO THE LEARNER VOICE

Te Pūkenga - NMIT has designed and initiated numerous processes and procedures to enable the capturing of the Learner Voice.

The following processes are currently in place at Te Pūkenga - NMIT. Where procedures are complex, stand-alone Procedures (indicated by *) are available:

- **Digital Screens** – 'You said, We did' and celebrations. Visible digital screens at campus entrances, these screens provide a communication channel to 'close the loop' after ākonga have provided feedback.
- **Focus Groups** – one meeting per semester with Student Representatives from across the Curriculum Area, attended by Curriculum Area Manager or Programme Support Coordinator and facilitated by SANITI.
- **'Have your Say'** – A branded invitation to ākonga to feedback to the institute online (via the website) or on paper slips posted into letter boxes. One letter box is permanently sited in the Library Learning Centre (LLC), the other mobilised to target areas whose ākonga might not visit the LLC regularly. Comments are tracked centrally on DeskPro.

- **Progress Conversations/Individual Learning Plans** –ākonga engage in 1:1 progress conversations with academic staff providing an evaluation of ākonga progress and a forum to exchange feedback.
- **Self-Assessment*** – The learner voice is a key component of self-assessment activity. All business support and curriculum areas are to ensure the learner voice is captured, analysed and responded to.
- **Student Rep* meetings –** the Student President meets with Student Reps once a term and captures ākonga feedback, and follows up with key kaimahi case-by-case. Meetings are minuted and the minutes are supplied to the relevant Curriculum staff.
- **Student Surveys*** – formal surveys delivered at regular intervals throughout the ākonga learner journey at Te Pūkenga - NMIT.
- **Talking Walls** – blogs/whiteboards/notice boards/glass windows, within Area of Learning or digitally to capture learner voice and celebrate responsive action. Suggested model: pose question, position question in suitable area, leave open for two weeks, collect and collate feedback, respond with actions/intended actions/outcomes on Talking Wall within two weeks.

The above list is not exhaustive and teams may use additional strategies to capture and respond to the Learner Voice. Other examples may include: online tools, summaries compiled by Te Pūkenga - NMIT Concerns and Complaints Officer, and SANITI feedback.

*indicates the availability of an accompanying Procedure document on the QMS

THE LEARNER VOICE PLAN (LVP)

By 20 March each year, Curriculum Area Managers/ Programme Support Coordinators will develop a **Learner Voice Plan**, for each programme delivery. These plans are created based on the unique features and requirements of individual programmes and take into account course start and end dates, so that feedback loops may be completed.

Ideally, a combination of several of the methods listed in this policy for capturing the Learner Voice are used to complete Learner Voice Plans (to avoid "over surveying" ākonga). As a minimum, the following methods are required to ensure consistency in approach across Te Pūkenga - NMIT programmes:

- Course & Tutor Surveys
- Progress Conversations/ILPs
- Student Representative Meetings

The kaimahi responsible for developing the Learner Voice Plan will consult with the Student Feedback Administrator for the formal surveys. The SANITI President can be consulted for the **Focus Groups**, if needed.

RESPONSIBILITIES

Ākonga	- Embrace every opportunity to provide feedback and influence positive change across Te Pūkenga - NMIT. - Are provided the opportunity and are encouraged to participate in multiple feedback forums (including formal student surveys) to provide Te Pūkenga - NMIT with feedback throughout their learner journey.
Business Support Teams	- Support ākonga in Focus Groups that relate to their service area. - Use appropriate strategies to capture and respond to Learner Voice. - Ensure that the Learner Voice is a key feature of self-assessment.

Curriculum Area Manager	• Ensure activities to capture the Learner Voice are planned and implemented across their department via Learner Voice Plans • Attend any Focus Groups ensuring that actions addressing any arising issues are implemented. • Ensure that listening to the Learner Voice is a key feature of self-assessment activity.
Head of Learner Services	• Evaluate impact of this Learner Voice Policy and review annually. • Ensure Learner Voice outputs are effectively responded to.
Kaiako	• Seek, listen to and respond to feedback from ākonga around their learning preferences and experiences. • Facilitate regular Progress Conversations to listen to and respond to learner feedback, to support pathway decisions, actions and outcomes. Refer to the NMIT Assessment Policy for assessment feedback responsibilities.
Programme Support Coordinators	• Ensure that programmes have at least one Student Representative. • Support a culture that is responsive to Learner Voice, including attending Focus Groups. • Ensure the Learner Voice is a key feature of self-assessment activity. • Develop a Learner Voice Plan annually by 20 March in collaboration with the Student Feedback Administrator • Support the monitoring of Te Pūkenga - NMIT responsiveness to feedback.
Student Feedback Administrator	• Promote delivery of formal student surveys institute-wide. • Ensure Annual Learner Voice Plans are established and maintained (in collaboration with Curriculum Area Managers and Programme Support Coordinators. • Advise and consult Curriculum Areas regarding the administration requirements of formal student surveys. • Monitor and report survey results
Student Learning Advisor	• Dedicated team member whose role is to conduct the Individual Learning Plan conversations with ākonga (available in some programme areas such as Applied Business).
Student President	• Facilitate recruitment, training and meetings of Student Representatives • Facilitate Focus Groups • Communicate feedback to relevant Te Pūkenga - NMIT team members and Executive Directors • Provide feedback to Te Pūkenga - NMIT Academic Committee on the Learner Voice.

Student Representatives	• Engage in Focus Groups. • Encourage ākonga to provide Te Pūkenga - NMIT with constructive feedback via multiple feedback channels.

REFERENCES

INTERNAL

[Formal Complaints Resolution Procedure](#)
[Learner Voice Plan (The) [template] (available for NMIT kaimahi only)](#)
[Learning Conversations Procedure](#) (including *Individual Learning Plan Template*)
[NMIT Assessment Policy](#)
[NMIT Self-Assessment Policy](#)
[NMIT Self-Assessment Procedure](#)
[Student Representative Policy](#)
[Student Surveys Procedure](#)
[Te Pūkenga Learner Voice and Partnering Policy](#)