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Mr C Moody
Principal
Moulton College
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Dear Mr Moody

Ofsted survey: good practice in capturing the user voice

Thank you for your hospitality and co-operation, and that of your staff, during my visit on 28 January 2009 to look at work on capturing the user voice.

The visit provided valuable information which will contribute to our national evaluation and reporting. Published reports are likely to list the names of the contributing institutions, but individual institutions will not be identified in the main text without their consent.

The evidence used to inform the judgements made included: interviews with staff and students, observation of a mid-year review and scrutiny of relevant documentation.

Features of good practice observed

- The college has fostered a culture of respect and openness that enables learners to express their views freely.
- The creation of an inclusive learning environment has enabled students from across the college's eight sites to feel they are valued and listened to.
- Leaders and managers demonstrate a strong commitment to meeting, and exceeding, students' expectations of their educational experience at the college.
- An increasingly personalised approach to students' enrolment and application processes is used effectively to raise learners' aspirations and outlook of what they can achieve. This includes a thorough initial assessment and interview process. Retention rates continue to be very high with very few students leaving their programme of study.
- The mid-year review forum is a well-established and managed process that contributes very effectively to capturing students' views at course level. The approach is well structured and includes students' opinions on a wide range of college provision including facilities, assessment and the quality of teaching.

- Strong pastoral support systems exist through the college's student support services including the use of tutorials as a vehicle to discuss individual issues. Success rates of students in receipt of additional support are exceptionally high.
- A wide range of written surveys are undertaken throughout the academic year to help the college review and improve its provision. In addition to two annual surveys as part of course review process, students' views are sought on aspects including, the learning resource centre, the quality of catering, and the views of learners aged 14 to 16.

Areas for development

- To broaden the range of methods by which to feedback the positive action taken by the college in response to learners' views, and to capture more effectively the influence and impact of the learner voice within the college's self-assessment report.
- To give greater prominence in the college's learner involvement strategy to the views of different groups of learners, including by ethnicity and disability.

I hope these observations are useful as you continue to develop the user voice in your college.

As explained previously, a copy of this letter will be published on Ofsted's website. It will also be available to the team for your next institutional inspection.

Yours sincerely

Deborah Vaughan-Jenkins
Her Majesty's Inspector