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Ms S Fleming
Vice Principal
Warwickshire College
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Dear Ms Fleming

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 22 September 2008 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, scrutiny of relevant documentation, analysis of learners' work and observation of lessons.

Features of good practice observed

- The principal, senior managers and governors have a very clear understanding of the importance of the user voice in maintaining and improving the college's outstanding provision
- Comprehensive use of the citizenship syllabus throughout the college to provide learners with the skills, knowledge and activities to have their 'voice' heard and to be involved in active citizenship projects
- Comprehensive student representation structure, open to full and part-time learners, which provides its elected members with training to participate effectively at relevant college forums and meetings
- The use of feedback, provided by learners, on the quality of their teaching and learning, which is utilised at programme reviews, self assessment and for staff appraisals
- Well developed formal and informal culture of openness and support which allows students to voice their opinions and views directly to college staff, including the college principal

- Wide range of learner involvement in college projects from design and location of student services to participation in the design phase of the new building programme at the Pershore campus
- Good use of student surveys, at each stage of the learners' journey, and questionnaires, to help review, evaluate and improve provision in response to student feedback
- Wide variety of user voice initiatives, for example, recognition of time and effort given by learners to local voluntary work and work of student representatives through National V scheme.

Areas for development

- Continue to establish systems for measuring the impact of the learner voice initiatives within the college.

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

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

Yours sincerely

Bob Hamp
Her Majesty's Inspector