



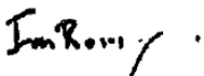
Participation Strategy and Learner Voice

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Owner: Quality and Compliance Manager	Location: Shared Drive: WREC Documents\Policies and Procedures 2023	

1. General Statement of Policy

- 1.1. Whitehead-Ross Education and Consulting (WREC) aims to provide an active participation network to service users to have a say in determining what is provided for them and how is crucial.
- 1.2. Our proposal for service user involvement is designed to ensure that the programme has the confidence of service users involved and they have the opportunity to contribute to the programme in a variety of ways. We recognise that service user involvement is an essential part of the programme. Good governance, strong community involvement and effective delivery of outcomes through partnership are essential requirements.
- 1.3. In designing our service user involvement, we will ensure that:
 - Engagement is planned and delivered in a timely and appropriate way.
 - A varied range of methods is available to match people's different preferences and abilities to take part.
 - We will work with relevant partner organisations.
 - It is easy for people to take part.
 - People are told about the impact of their contributions.
- 1.4. In particular, for children and young people, participation is an 'enabling right' as set out in Article 12 of the United Nations Convention on the Rights of the Child (UNCRC).
- 1.5. This Participation Strategy is designed to empower service users to promote the needs and experiences of themselves and ensure that service users take part in the planning, review and development of WREC, and a wide range of decision making that affects them.
- 1.6. Our approach will give service users an opportunity for mutual support and learning, exchange views and experiences and provide a voice on how the project can be further developed. We will maintain good practice by keeping in contact with parents regularly and vary the approach so that participants have a choice in how they can get involved. This will involve:
 - Suggestion boxes and 'You said, we did' notice boards.
 - Focus Groups: We will organise one focus group per quarter.
 - Easy-Read Surveys: Satisfaction levels and perceptions on quality of provision will be measured through both paper and online surveys on Survey Monkey.
 - Individual interviews: One learner per course will be randomly selected and interviewed by the Project Manager as part of the qualification Internal Quality Assurance process to specifically look at assessment and support provided during workshops. This is common to all City and Guilds qualifications our organisation delivers.

Signed:



Ian Ross
Managing Director

Date: 22nd May 2023

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