

Alexandra House
33 Kingsway
London
WC2B 6SE

T 08456 404040
F 020 7421 6855
enquiries@ofsted.gov.uk
www.ofsted.gov.uk



14 October 2008

Mr D Sykes
Assistant Principal
Selby College
Abbot's Road
Selby
North Yorkshire
YO8 8AT

Dear Mr Sykes

Ofsted survey: good practice in capturing the user voice

Thank you for your hospitality and co-operation, and that of your staff, during our visit on 13 October 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 learners, staff and scrutiny of relevant documentation.

Features of good practice observed

- High profile given by the principal and senior management team to the importance of the user voice in maintaining and improving the college's outstanding provision.
- Very good overall strategy to capture the learners' voice, including very effective involvement of learners in marketing and PR making the college more user friendly.
- Very wide range of formal and informal mechanisms for collecting, analysing and acting upon the user voice to bring about required improvements throughout the college.
- Very responsive to learners' needs when developing and delivering the curriculum to bring about changes, for example extending the E2E options, opportunities to obtain accreditation and improving progression rates for these learners.
- Good use of learners' feedback in many quality improvement arrangements including observations of teaching and learning and staff appointments.
- Very effective learner support negotiated and tailored to meet their needs, ensuring learners have successful outcomes.

- Excellent clarifying of learner' needs through comprehensive and impartial information, advice and guidance to ensure learners are on the appropriate programmes.
- Particularly effective strategies for engaging with and obtaining feedback from the most vulnerable learners so their voice is heard.
- Excellent emphasis on 'every learner matters' with all learners having an equal voice in identifying what matters to them creating an outstanding college community.

Areas for development

- Provide training and support to ensure student union representatives are better able to undertake their roles.
- Improve the formal mechanisms for capturing the feedback from part-time learners.
- Synthesise all the range and forms of learner feedback into a comprehensive report to inform senior staff and governors.

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

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

Dr Pamela Blackman
Her Majesty's Inspector

cc Ken Fisher, Additional Inspector