







Feedback Cycle

Our aim is to enable improved and enhanced learning experiences to delight both current, and future learners.

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 • Short surveys are sent to learners and line managers to capture feedback and enable continuous improvement throughout the learner journey.
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 • Feedback is generated by surveys, complaints and escalations from internal teams.
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 • Feedback is logged and categorised so that trends can be reviewed and monitored holistically.
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 • The process is overseen by the central Experience Management (XM) Team who encourage a customer-centric focus business wide.
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 • All customer feedback is reviewed monthly and is also presented to the two Experience Committees for Learning and Apprenticeships via Experience Improvement Plans.
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 • Improvements made as a result of feedback, communicated to learners through Student Reps and communications E.g. Listen. To Change.

