



# FEEDBACK POLICY

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NURTURE TRAINING AND DEVELOPMENT



## Feedback Policy

### Policy

The timeliness and content of feedback will have a direct impact on Key Performance Indicators (KPI's) and quality performance as a result this policy has been developed alongside internal documents "Key Performance Indicator Policy" and the "Quality Monitoring Strategy" to ensure constancy of practice of all staff.

Feedback must be 360 degrees to be effective and must involve both the assessor and the learner. Ann Gravells (2017) states that "You should always provide feedback in a way which will make it clear how your learner has met the requirements, what they have achieved (or not) and what they need to do next".

Feedback is an important element when developing and challenging learners' ideas and extending knowledge. Feedback must be ongoing, individualised and within a timeframe. The strategy must be used to ensure the best outcomes for learners by aligning practice to the following procedure.

The **WWWWH** approach is useful:

- Who
- What
- When
- Where
- Why
- How

### Procedure

- Feedback is to be provided within a 10-working day timeframe.
- Feedback should develop and challenge ideas, with or without the requirement for resubmission.
- Feedback must be purposeful to the level and abilities of the learner and any theory applied should demonstrate tutor expertise & learner development.
- Feedback should reinforce learning with the aim of information retainment from short term memory to long term memory. (**Intent, Implement & Impact**)
- Feedback should be robust, clear and SMART.
- Feedback should always highlight & embed English and maths development including SPAG.
- Resubmission should be re typed in a different colour by the learner to highlight the resubmission within the assessment process
- Any resubmission should be given a 10-working day turnaround.
- Once resubmission is provided, further feedback should be provided to say why, how and if the criteria has passed within 5 working day timeframe.
- All documents should be dated and clearly display a timeline.
- All evidence would need to be displayed in OneFile.

**Feedback will be monitored continuously & developed at Performance Management Meetings.**