

# Annex 1-York Learning Self Assessment Report 2014 - 2015

## Area of Learning : Health, Leisure and Wellbeing

### Outcomes for Learners

Grade:2

#### Strengths:

Good Pre-course information enabling learners to select appropriate courses fitting with their interests, prior skills or knowledge

Excellent progression offered in a varied range of programmes both accredited and leisure

very high levels of learner satisfaction

Good success rates on accredited counselling programme (77%) however achievement is 88.4%

#### Areas for Improvement:

Initial assessment and induction process for counselling learners needs to continue to develop and become more robust ensuring suitability for the course and level.

Awareness of tutors and staff of wider service offer.

Develop simple feedback process to ensure progress of learners

### Quality of Teaching, Learning and Assessment

Grade: 2

#### Strengths:

Tutors regularly challenge and inspire learners to extend their skills and knowledge on a range of informal learning courses

Effective adaptations of courses and approach enables a variety of learners to access programmes.

Good levels of support for learners across a wide range of programmes

Good innovation and a wide range of teaching approaches

#### Areas for Improvement:

Cross curriculum moderation and observations of teaching and learning to offer variety and variation in support to tutors to evaluate their teaching

Tracking and monitoring/assessing processes for accredited counselling programmes.

Inconsistencies in some classes with e-learning

### Effectiveness of Leadership & Management

Grade: 2

#### Strengths:

Good range of programmes leads to increased number of learners on programmes year on year

New progression opportunities developed as direct result of learner feedback .

Good responsive and developing programme which meets local and national needs.

Depth of offer is relevant to employment and personal interests

#### Areas for Improvement:

Ensure wider service offer is cascaded to all staff and learners

More stringent target setting and monitoring

Feedback process to learners

### Overall Effectiveness

Grade: 2

#### Strengths:

Good, Depth, breadth, variety and increasing range of learning opportunities which is evolving.

High level of learner satisfaction ensuring good levels of returning customers

Highly committed, dedicated and friendly staff across the service, leads to an enhanced learner experience and high levels of learner satisfaction

#### Areas for Improvement:

Recognition of learning and achievement – further develop avenues to facilitate this.

Improve promotion of wider service and city offer as currently inconsistent.

Utilise alternative methods (ie videos) of promotion courses and evidencing Learner achievement.

Inconsistencies and failings in booking system need to be resolved.