

Action Plan - Enhancing Learner Voice and Representation at The Open College - 2025

The Open College

Document Version	1.0
Owner	QA Office
Approved By	Academic Board
Effective Date	2025-01-01
Next Review Date	2025-12-31
Status	In Review

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Figure 1: A close up of a sign Description automatically generated

Action Plan -

Enhancing Learner Voice and Representation at The Open College

Action Plan: Enhancing Learner Voice and Representation at The Open College

1. Introduction and Rationale:

The Open College is committed to fostering a learner-centred environment where student perspectives actively inform programme design, delivery, quality assurance, and policy development. Recognising that current student representation mechanisms are limited and not yet systemised college-wide (as noted in the **QA Manual, Section 15: Equality of Opportunity**), this action plan outlines steps to establish a more consistent, effective, and inclusive framework for learner voice across all QQI-accredited programmes, particularly for our blended and fully online learners. This plan aligns with QQI's expectations for learner engagement in governance and quality processes.

1 2. Strategic Goal

To establish and embed a transparent, effective, and sustainable system for learner representation and engagement by the end of the 2026, ensuring the learner voice meaningfully contributes to the continuous improvement of The Open College's provision.

2 3. Key Objectives

- To develop and implement a clear policy and procedure for the election/selection, role, and support of learner representatives at programme levels.
- To ensure learner representatives have appropriate channels to provide feedback to Programme Development Teams.
- To provide training and support for both learner representatives and staff to facilitate meaningful engagement.
- To integrate feedback from learner representatives into formal QA processes, including programme review and policy development.

3 4. Action Plan & Timeline

Action

Key Activities

Lead Responsibility

Timeline

Phase 1: Framework Development (Q3-Q4 2025)

Research best practice models for online learner representation.

Draft “Learner Representation Policy & Procedure” document (defining roles, election/selection, remit, support).

Consult with current students (where representation exists) and staff.

Operations Manager, Programme Leads

By end Q4 2025

Phase 2: Policy Approval & Initial Implementation (Q1 2026)

Present draft “Learner Representation Policy & Procedure” to Academic Board for approval.

Develop clear communication materials for learners about the new system.

Pilot representative selection on new/existing programmes.

Academic Board, Operations Manager

By end Q1 2026

Phase 3: Training & Support Rollout (Q2 2026)

Develop and deliver induction/training materials for new learner representatives (e.g., role, effective feedback, meeting participation).

Provide briefing/training for relevant staff (e.g., Programme Leads) on working with reps.

Education Technologist, Operations Manager

By end Q2 2026

Phase 4: System Embedding & Review (Q3 2026 - Ongoing)

Implement findings

Conduct an initial review of the system’s effectiveness.

Programme Leads, Operations Manager

Ongoing

4 5. Resource Implications

- Staff time for policy development, training design, and facilitation.
- Administrative support for election/selection processes.
- Potential minor costs for online meeting tools or resources for representatives (if applicable).