

## Ongoing Development

### GHQ Training (WBL) – Learner Voice is based on relationships



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### Background

The support for learner reps does not stop once they have been appointed, and initial induction and/or training will only go so far. There is an ongoing responsibility for organisations to continue the offer of support through additional training and personalised coaching, and this continued support is fundamental to assuring the impact of Learner Voice in our learning communities. The activities and issues reps engage with are varied and often unpredictable, but there is an expectation that learner reps can react positively, confidently and skilfully to address the issues raised. This will only happen with continued personal development and mentoring. The way in which this support is offered and delivered will be dependent on the learning institution, the responsibilities of the rep, and the resources and time available for this support. Whichever mechanisms are employed, it is important that they are fit for purpose and made widely available to ensure maximum impact.

### About GHQ Training

GHQ Training is a long established training provider recognised for delivering high quality training and development programmes across a wide range of business sectors. Based in Plymouth, and serving the whole of Devon and Cornwall, they work alongside businesses to deliver training that enables individuals to develop their skills whilst supporting the commercial objectives of their employers.

### Their Story: What has Happened and How

Learner voice at GHQ is based on relationships; from responding to an initial advert to the first interview, through to engagement on a placement, all apprentices have a member of the team that acts as their main point of contact. These team members see learners progress through from often nervous 16 year olds through to confident salon managers!!

Learners have time to build up a trusting relationship with these staff members and know who to raise issues with regarding their course and placements. An important area in communication development is the use of social media – using Facebook and Twitter, the staff team have been able to maintain a “virtual relationship” with learners whom they might not have an opportunity to meet regularly with previously. E-safety and safeguarding training, for both staff and learners, ensures all users are aware of when to move a conversation from the open sphere of social media to somewhere more secure.

## **Impact, Successes and Ideas for Action**

Establishing supportive relationships, and fostering trust between staff and learners is key to generating an environment where learners feel able to share their learning journey. Also, acknowledging where students are and offering an accessible relationship, whether person to person or virtual, widens the opportunities for learners to remain engaged and involved throughout their course.