

## Tonbridge Governor/SLT Learner Voice Meeting Wednesday 8<sup>th</sup> May 2025

Generally, this was a very positive meeting, with all 14 students expressing that they are enjoying their College course, with excellent teachers. Where there were points to improve or add, the following was collated:

Students Said	We Did
Computing – there are many assignments that are issued back-to-back. Could these be spaced out better, because at the start of the year we had few assignments set.	There is a continuous review of assignment schedules. There is a bottleneck within computing as assignments are set and submitted close to each other to allow sufficient space for exam preparation. The external assessments are not set by the department.
Computing – when assignments are handed in, some of them take a long time before they are marked and given back. Can the turnaround time be quicker?	Yes, they can. There is an expectation that assignment submissions are marked within a 3-week timeframe and that students are awarded their grade(s) - this will be confirmed to teaching staff within the department.
Computing – assignment parameters are very broad, and for some, more support and guidance is needed in what is required for the assignment.	Every effort will be taken to explain the requirements of assessments. Staff will be reminded that in some cases, students will require tasks to be simplified or re-worded. It is essential that students ask curriculum staff for advice and guidance if you are unsure what is expected.
Early Years – there are so many sheets given out every lesson. Some of us bought something to store the sheets in. Can we be given something by the College to store the sheets, and can less sheets be given out and all the work be online electronically?	To make things easier and more sustainable, we have moved all sheets and learning materials online via Teams. This means you'll be able to access everything digitally whenever you need it, and we're encouraging tutors to reduce printed handouts wherever possible. Our goal is to make your learning experience smoother and more organised while cutting down on unnecessary paper.
Early Years – the work has recently been changed from Themes to Sessions. This has meant that the sheets are now not in the right order, can we have help to sort the order.	Tutors are available and happy to support you in sorting the materials to ensure they are in the correct order. We are also taking this feedback on board to improve the organisation of resources going forward, to make sure everything is clear and easy to follow for all students from day one.
Early Years – when we go on placements that are not in a Nursery (i.e. some of us go to Primary School), can we not wear our College uniform, and wear our own clothes like all the other teachers and support staff in the school. We accept there may need to be guidance on what to wear, but own clothes would still be better. We need to be trusted to wear the right clothes.	<p>We require all learners to wear the College uniform on placements for several reasons. Wearing the uniform helps maintain a professional appearance, ensures easy identification of students by placement staff, and supports health and safety protocols. It also promotes a consistent standard and reinforces the professional nature of the placement experience.</p> <p>We understand the desire for more flexibility and will provide clear guidance on appropriate attire within the department uniform policy to ensure you feel comfortable, while maintaining these standards. We appreciate your understanding and cooperation in this matter.</p>
Early Years – there are lots of electric/computer babies that students could work with as real simulated experiences with a baby. However, the staff say they do not know how to use them. Can the staff be trained so that we can use them?	We agree that these tools offer valuable hands-on learning experiences for students. To address this, we will ensure that relevant staff receive the necessary training to confidently operate and support the use of these baby simulators from which you can learn.
Health & Social Care – the workload is heavy because the assignments are all given out at once, especially now we are nearing the end of the course. Could these be spaced out more in the year?	Assignments are issued after the delivery of the core subject content to ensure you have the necessary knowledge before starting your assignment work. However, we do appreciate the workload can feel heavy, especially towards the end of the course. We are committed to reviewing the schedule to ensure the assignments remain manageable and achievable, supporting you to succeed without feeling overwhelmed. Please speak to your tutor if you need more help and support.

Students Said	We Did
Health & Social Care – we have a dedicated hospital suite. We have not used the room/equipment for any practical work, and we are in our second year of L3. Can we have some sessions in there?	We want you to make full use of the hospital suite, and sessions are being provided as part of your Level 3 Health & Social Care course. Additionally, we are working hard with external partners to support further hands-on opportunities. We appreciate your ongoing engagement and look forward to seeing how these practical sessions enhance your learning.
Health & Social Care – we don't get a lot of practical lessons. Can we have more lessons that include practical work?	We recognise the importance of hands-on learning and are actively working to increase practical opportunities for students. Starting next academic year, this will include sessions using the College hospital ward environment to provide further real industry-like experience.
Health & Social Care – as a Level 1 learner, we feel we are second class, because when we submit assignments, we do not get our work back within the correct timeframe. Can the marked work be returned in less time (the Policy states 3-weeks)?	We understand how important timely feedback is to support your learning and progress. Our policy aims for marked work to be returned within three weeks to ensure thorough and fair assessment. However, we are committed to improving where needed and will review current processes to help reduce turnaround times. Your learning experience matters to us, and we appreciate your patience as we work on this.
Health & Social Care – many of us have had visits out to a nursery or a care home, but the care home was just a tour. Can we have more visits out to care homes and hospitals to see them in action?	We are actively working to increase opportunities for visits to care homes and hospitals that provide more than just tours—focusing on seeing real practice in action. We now have opportunities with five NHS Trusts and are collaborating closely with these and other external partners to secure valuable hands-on experiences. We will keep you updated as more opportunities become available.
Photography – we have visited the same gallery for four visits on our course. Could we go on more diverse trips?	Whilst it was the same venue it was to attend different exhibitions. That said, we take on board your feedback and have asked that when teaching staff are planning for the next academic year, this can be factored in so that you can attend different venues too.
Photography – there is currently not enough technician support because the technician also teaches. She is a great support and teacher, but it would be better to have support available all the time and not take away from staff during their lunch break.	Changes in staffing roles are currently being looked at for the new academic year. Ensuring technician support is available during course hours is something that will be improved when timetabling for the new academic year.
Photography – the current studio isn't really fit for purpose. The fixed ceiling lights are dangling, so too low when equipment needs to be moved as the equipment hits the ceiling lights. The lights need to be fixed directly on the ceiling without the additional cords that make them dangle. The flooring has carpet on it, so it is difficult to move equipment. Can the carpet be replaced and the flooring be changed to be smooth to enable rolling heavy equipment across it?	We have put in an Estates request in terms of raising or changing the light fixtures and changing the carpet to a more appropriate smooth lino floor surface making it easier to move the equipment around. We do not have a timeframe as there are already works taking place in the College over the Summer, but once it has been investigated, it can be put on a jobs list.
Travel & Tourism – can work that is being set, be made clearer in terms of instructions?	Curriculum teams will be instructed on making assessments clearer to understand. It is important to emphasise that any student who is finding the completion of work difficult should speak to their tutor for additional support. Teaching staff will be happy to specify the requirements and continue to support through the entire assessment process.
Travel & Tourism – the length of time it takes for work to come back marked, takes far too long. An example was a piece of work submitted in November, has not long been returned marked in April/May.	There is an expectation that assignment submissions are marked and graded within 15 working College days. We apologise where delays have occurred and staff have been reminded of our expected marking timeframe.

Students Said	We Did
<p>General - Travelling to College is expensive. Is there any help towards travel?</p>	<p>In terms of Kent and London travel:</p> <p><b>For students aged 16-18:</b></p> <ul style="list-style-type: none"> <li>• If you live in a London Borough, you can apply for a 16+ Oyster card. Please only apply for the 18+ Oyster card if you are 19+ on the 31st August 2025. This gives free travel on London Buses and Trams and 50% discount on adult train fare.</li> <li>• If you live in Kent (<i>excluding Medway</i>) you can apply for the 16+ Travel Saver card through the Kent County Council (KCC) website, you can pay by 8 monthly instalments. Please ensure <b>you apply</b> for your Travel Saver card <b>by 31st July</b>. If you <b>apply after 1st August</b>, then your card could take a minimum of 28 working days to be processed by KCC.</li> <li>• For students living in Medway, you can apply for a Medway 16-18 Youth Pass. This gives discounted travel on any local bus service. Journeys must start in Medway and can be to anywhere in Kent. For single Journeys before 9am, show the Medway Youth Pass to the bus driver to get the child free. Child fares are available automatically in the afternoon.</li> <li>• For students living in East Sussex, you can apply for the East Sussex 3i-D discount card.</li> <li>• If travelling by train you can apply for a 16-17 railcard which gives a 50% discount on adult rail travel. Once you turn 18 you can apply for a 16-25 railcard which gives 1/3 off an adult fare. Note: there is a minimum fare of £12.00 during peak times.</li> </ul> <p><b>For students aged 19+:</b></p> <ul style="list-style-type: none"> <li>• If you live in a London Borough, you will need to apply for a 18+ Oyster card. If you are still 18 on the 31<sup>st</sup> August 2025, still apply for the 16+ Oyster card</li> <li>• If living in Kent, you can purchase Arriva student Saver tickets. (For annual tickets, you may be able to pay monthly).</li> <li>• If you are 25 or under and travelling by train you can apply for a 16-25 railcard which gives 1/3 off an adult fare. Note: there is a minimum fare of £12.00 during peak times.</li> </ul> <ul style="list-style-type: none"> <li>• <b>Tonbridge Students Only</b> - Please see the Student Bursary Team for a 20% discount code on monthly train fares. To use this discount, you must purchase your tickets from the Tonbridge Station.</li> </ul>
<p>General – are there any other discounts the College knows of to support us as students?</p>	<p><b>Other Discount Cards:</b></p> <p>The National Union of Students (NUS) have a discount card that students can purchase for £14 per year, or less annually if you join for 3 years. The card is called Totum, or you can get a Totum+ card. There are 600+ discounts across 400+ big brands for tech, travel, fashion, beauty, food, drinks, health and fitness and more. Look up: <a href="http://www.totum.com/membership">www.totum.com/membership</a> . Students can also join UniDays for more discounts. To join UniDays it is free, and you just need to verify that you are a student. Both have Apps you can download to help find discounts. Neither of these offer discounts for local travel, but they do have holiday travel discounts.</p>

Students Said	We Did
<p>Clubs &amp; Activities – can we have more of these? Perhaps each department could run their own and offer to other students too. Computing could offer programming for example. We liked doing some of the well-being activities put on (i.e. colouring, baking, etc).</p>	<p>We are in the process of recruiting an Enrichment Officer (EO) for Tonbridge and part of their role will be to find out what activities the students would like, and what, realistically, we can provide. We already have the table tennis table outside the canteen, and you can borrow equipment. We have just ordered a pool/air hockey table so that will be with us by the Summer. Enrichment activities remain at the forefront of the work being undertaken at the Tonbridge campus. Enrichment covers the opportunities we can offer beyond the classroom and there are exciting developments planned for September 2025. Students will be able to access a designated enrichment space on the first floor. Activities will include darts, chess club, pool, air hockey, table tennis and gaming. There will be designated gym slots for staff and students to undertake supervised sessions in our fitness gym on the ground floor. There will also be football sessions at the Judd School; these will be timetabled and trialled for Sport, Public Services and Business students – but other sessions will be open for all.</p> <p>The outside amphitheatre (accessed through the canteen) as well as the outdoor spaces on the first and second floors will be renovated and re-opened to create social zones for staff and students. There will be an available supply of sports equipment for students to borrow. Students wishing to use equipment will need to sign it out from the Enrichment Officer.</p>
<p>Estates – 3rd floor arts balcony to central quad area. There are tables and chairs outside, but we do not have free access on our student ID cards to the area. Can this be opened so that we can use it as a breakout space during breaks and also to do work outside sometimes in the good weather?</p>	<p>This suggestion can be looked at to see if feasible, including adding any suitable furniture the college has for this area so that it can be a comfortable space for social time and an outdoor working.</p>
<p>Estates – the chairs across several classrooms are in poor condition. Can these be replaced?</p>	<p>We will be investing in new chairs on order across the College so that we can remove the poor-quality ones and replace with new ones. This will be completed over the summer.</p>
<p>Estates/IT – Rooms T2C29 and T2C31 have power issues. In order to get power, you have to unplug the screen.</p>	<p>This can be looked at to see what issues are affecting these rooms. An Estates helpdesk has been added.</p>
<p>Estates - Rooming – T3B04 – we have logged calls for the amount of heat generated in the rooms with all the MACs and it becomes stifling and will only get worse as the weather gets hotter. Can we have air conditioning added to the room?</p>	<p>Our Estates Team will look at to see what can be done to reduce the temperature in this room.</p>
<p>IT - Photography – we cannot print from our computers generally (MACs). Only one computer in the room has access to print. Can we have more?</p>	<p>There was an issue with Apple Mac printing that was caused by a Mac update. The problem has since been resolved although the update required work to be done by the IT Team on individual machines. The IT Team will investigate to make sure all Macs have been repaired and can print.</p>
<p>IT generally – what students go on holidays that are abroad, we cannot get access to our College account and our work. We want to work in our holidays sometimes and so can we get access when we are out of the UK?</p>	<p>To protect the College from cyber criminals that usually operate from abroad, we restrict any logins from outside of the UK. However, if tutors let IT know in advance, access can be temporarily given for students who will be out of the country but specific dates and the country being visited will need to be included in the IT Helpdesk request as access is only assigned temporarily when working abroad.</p>
<p>IT – equipment tripping hazards. Where there is not enough power sockets to for laptops, extensions are being used, but there is no cover for these wires, and people are tripping on them. Is there a way to use the rubber encasings so that leads are hidden and less of a tripping hazard?</p>	<p>The College is in the process of supplying power extensions that will be bolted onto the desks for laptop and mobile chargers. This project is ongoing but will take time to complete across the College over the Summer. If specific rooms have issues these can be logged on the IT Helpdesk and cables can be tied and neatened. Please let your teacher know so they can log on the IT Helpdesk.</p>