

Learner Engagement Code: A guide for learners



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The Learner Engagement Code is about making sure you, as a learner*, can be heard and taken seriously in decisions about your education.

Medr is the organisation that oversees tertiary education* in Wales, we have developed the Learner Engagement Code which your provider* must follow

The Learner Engagement Code means...



You can

- take part in decisions your provider makes
- have your views represented
- share thoughts about your learning and anything that affects you as a learner
- help shape decisions — not just give feedback

You are

- listened to and taken seriously
- able to share your views easily, and comfortably
- able to see that your views can lead to real changes
- part of reviewing and improving the learning experience

Your provider must

- work with learners
- work in partnership with learner groups (like students' unions or councils)
- create a learner engagement commitment
- review this every year with learners
- show what has changed because of learner input
- involve learners in decision making— not just collect feedback

Medr will

- look at your learner engagement commitment
- review examples of how learner engagement has made a difference
- hear your views from surveys and representatives
- hear from organisations that check the quality of education (e.g. Estyn & QAA)
- consider any concerns raised with us about learner engagement

If something isn't working Medr can require your provider to make changes. We offer guidance, resources and support to help them improve.

Where things are working well, we share examples of good practice across Wales to create better learner experiences for everyone.

The Learner Engagement Code requires learner engagement to be:



- **Embedded** – it's a normal part of decision making
- **Valued** – you feel listened to
- **Understood** – you know how to give your views
- **Inclusive** – everyone can take part
- **Bilingual** – you can use Welsh or English
- **Individual & Collective** – you can speak for yourself or through representatives
- **Impactful** – you see real change
- **Resourced** – you are supported to get involved
- **Evaluated** – things are reviewed and improved

The Learner Engagement Code applies to...



- Colleges
- Universities
- Apprenticeship training providers
- Adult and community learning
- School sixth forms

The Learner Engagement Code benefits you through...



- A better learning experience that reflects your needs
- More chances to build skills and confidence
- Stronger connections and sense of belonging
- Opportunities to share your voice together
- Improvements that benefit current and future learners

You might get involved through...



- Surveys
- Feedback forms
- Contacting your teacher, tutor or mentor
- Speaking to or becoming a learner representative
- Joining a learner council or students' union
- Contributing to meetings, forums or focus groups (face to face or online)

Types of decisions you might influence for yourself and other learners...



Learning design and delivery

- What courses/training are offered and how they are designed, delivered, and assessed
- Flexible, accessible learning that suits different needs
- Timing, location, and organisation of learning and placements (on/off the job)

Learning environment and resources

- Quality of online and physical learning spaces
- Access to suitable equipment and materials (e.g. books, software, specialist kit)
- Testing and use of learning systems (e.g. e-portfolios)

Learner experience and expectations

- Uniform/dress code and smartphone use
- Welsh language opportunities
- Keeping you informed about changes to sessions

Feedback, voice and representation

- Ways to give feedback (including anonymously)
- How you are represented in meetings and decision-making
- Ensuring feedback is listened to and leads to improvement

Support, well-being and progression

- Access to well-being support and services
- Quality of advice and guidance for future learning and careers
- How to raise concerns or make complaints

Glossary (*)



Learner: Anyone taking part in education or training in the tertiary sector.

Tertiary education: for those aged 16 and over including sixth forms, adult community learning, work-based learning or apprenticeships, further education and higher education.

Provider: An organisation that delivers your education or training. These include:

- further education colleges,
- universities,
- training providers,
- adult/community learning providers,
- school sixth forms.

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