



Title: Using dialogic feedback and feedback action plans to develop professional literacies in undergraduate speech and language therapy students.

Author(s): Alex Mallinson & Lynsey Parrott

Conference information: Abstract presented at the 7th International Assessment in Higher Education Conference, 26-27 June 2019, MacDonald Manchester Hotel & Spa, Manchester, United Kingdom.

Reference: Mallison, A. & Parrott, L. (2019). Using dialogic feedback and feedback action plans to develop professional literacies in undergraduate speech and language therapy students, MacDonald Manchester Hotel & Spa, Manchester, United Kingdom, 26-27 June.

Using dialogic feedback and feedback action plans to develop professional literacies in undergraduate speech and language therapy students.

Following the body of research into the development of academic and feedback literacies in university students, we have expanded our definition to consider the concept of *professional literacies* on an undergraduate pre-registration speech and language therapy programme in the UK. Professional literacy necessarily encompasses overlapping aspects of assessment and academic literacies as described elsewhere in the literature (Lea, 2004), Sutton, 2012) but seeks to address these skills as foundational for professional practice beyond graduation with roots in the concept of sustainable assessment feedback (Boud & Molloy, 2013; Carless, Salter, Yang, & Lam, 2011). Supporting students to not only develop their feedback-receiving and –seeking behaviours, will inform their developing clinical (and academic) skills of feedback-giving.

Our hypothesis is that in order to develop effective skills of facilitating behaviour change with others through giving and receiving feedback, individuals need to be consciously and explicitly engaged with their own experiences of feedback (Sutton, 2009) and that the undergraduate environment is a prime opportunity to foster that engagement. Additionally, given the constraints of programme design and most especially in the first year, students frequently require specific and explicit links to be made between what can (erroneously) be seen as purely academic elements of the course and the potential for transference of skills and knowledge into professional and clinical environments.

Accepting this “challenge of critical pedagogy” (McArthur, 2013; 88), a pilot study is to be undertaken with a group of first year students in one module from January 2019. The design of the module aims to explicitly address the students’ awareness and development of critical inquiry skills alongside novel content teaching and assessment. Through use of feedback action plans (Ivers et al., 2014) students are to be offered the opportunity to reflect on previous feedback on assessed work and develop their engagement with and use of feedback in a series case-based learning activities. 3 dialogic feedback opportunity points are built into the module in which students will bring written feedback on a series of seminar-linked formative pieces of work designed to support not only their summative assessment for this module, but their developing professional and clinical skills.

Boud, D., & Molloy, E. (2013). Rethinking models of feedback for learning: The challenge of design. *Assessment and Evaluation in Higher Education*, 38(6), 698–712. <https://doi.org/10.1080/02602938.2012.691462>

Carless, D., Salter, D., Yang, M., & Lam, J. (2011). Developing sustainable feedback practices. *Studies in Higher Education*, 36(4), 395–407. <https://doi.org/10.1080/03075071003642449>

Ivers, N. M., Sales, A., Colquhoun, H., Michie, S., Foy, R., Francis, J. J., & Grimshaw, J. M. (2014). No more ‘business as usual’ with audit and feedback interventions: towards an agenda for a reinvigorated intervention. *Implementation Science*, 9(1), 14. <https://doi.org/10.1186/1748-5908-9-14>

Lea, M. R. (2004). Academic literacies: a pedagogy for course design. *Studies in Higher Education*, 29(6). <https://doi.org/10.1080/0307507042000287230>

McArthur, J. (2013). *Rethinking Knowledge within Higher Education*.

Sutton, P. (2009). Critical and Reflective Practice in Education Volume 1 Issue 1 2009 Towards dialogic feedback 1 . The Academic Literacies approach Key words : Feedback ; academic literacy ; dialogic ; power ; identity . Critical and Reflective Practice in Education Volum. *Reflective Practice*, 1(1), 1–10.

Sutton, P. (2012). Conceptualizing feedback literacy: knowing, being, and acting. *Innovations in Education and Teaching International*, 49(1), 31–40.
<https://doi.org/10.1080/14703297.2012.647781>