



Education & Skills
Funding Agency

Learner Satisfaction Survey

National Results
July 2017

Introduction

01

Learner satisfaction 2016 to 2017

- The learner satisfaction survey 2016 to 2017 took place between October 2016 and April 2017.
- The survey was open to all learners funded through one of the following funding groups: -
 - 16 to 19 funding
 - Adult education budget funding, including community learning and apprenticeship funding
 - Other funding
 - Advanced learner loans

Learner satisfaction 2016 to 2017

- Approximately 1.87 million learners were eligible to take part in the survey.
- 363,039 learners (18 -19%) submitted a valid response. 94% of survey responses were submitted online and the remainder on paper questionnaires.
- There were 340,615 valid responses which were linked to the Individualised Learner Record (ILR).
- The ILR was used to establish key learner and course characteristics of the respondents. Only these matched responses have been included in the learner satisfaction national results 2016 to 2017.

Number of responses

- The number of responses received provides a robust dataset with a margin of error at a national level of +/-0.1%. A total of 18.2% of all eligible learners took part in the survey.

Learner Group	Number of Responses	Survey respondents as a % of eligible learner population
Level 1 or below ¹	72,401	14%
Level 2	122,556	18%
Level 3+	145,658	22%

Learner Group	Number of Responses	Survey respondents as a % of eligible learner population
Female	182,257	17%
Male	158,358	19%

Learner Group	Number of Responses	Survey respondents as a % of eligible learner population
16-18	180,274	28%
19+	160,341	13%

Learner Group	Number of Responses	Survey respondents as a % of eligible learner population
16-18 Female	81,233	28%
16-18 Male	99,041	28%

Learner Group	Number of Responses	Survey respondents as a % of eligible learner population
19+ Female	101,024	13%
19+ Male	59,317	13%

These figures are based on responses matched to the ILR against all eligible learners for the survey.

¹Includes No Level / Unknown Level

Number of responses

Provider Type	Number of Responses	Survey respondents as a % of eligible learner population
General FE College incl Tertiary	189,264	18%
Other Public Funded e.g. LAs and HE	49,912	20%
Private Sector Public Funded	87,560	20%
Special & Specialist Designated Colleges	13,879	15%

Survey respondents as a % of eligible learner population in Each Provider	% of Providers
Less than 10%	29%
10% - 20%	19%
20% - 30%	16%
30% - 40%	11%
40% - 50%	9%
50% - 60%	7%
60% - 70%	4%
70% - 80%	3%
80% - 90%	2%
90% - 100%	0%

Region	Number of Responses	Survey respondents as a % of eligible learner population
East of England	38,010	21%
East Midlands	31,968	19%
Greater London	42,661	15%
North East	24,987	22%
North West	51,196	19%
South East	43,244	18%
South West	32,535	18%
West Midlands	42,306	20%
Yorkshire and the Humber	31,338	16%

These figures are based on responses matched to the ILR against all eligible learners for the survey.

Spread of responses

All of the results shown in this report are unweighted and are based on responses received.

Learner Group	Survey Respondents %	All Learners %
Level 1 or below^	21%	28%
Level 2	36%	36%
Level 3+	43%	36%
	100%	100%

Learner Group	Survey Respondents %	All Learners %
Female	54%	56%
Male	46%	44%
	100%	100%

Learner Group	Survey Respondents %	All Learners %
16-18	53%	35%
19+	47%	65%
	100%	100%

Learner Group	Survey Respondents %	All Learners %
16-18 Female	45%	45%
16-18 Male	55%	55%
16-18	100%	100%

Learner Group	Survey Respondents %	All Learners %
19+ Female	63%	62%
19+ Male	37%	38%
19+	100%	100%

Spread of responses

Learner Group	Survey Respondents %	All Learners %
General FE College incl Tertiary	56%	58%
Other Public Funded e.g. LAs and HE	15%	13%
Private Sector Public Funded	26%	24%
Special & Specialist Designated Colleges	4%	5%
	100%	100%

Region	Survey Respondents %	All Learners %
East of England	11%	10%
East Midlands	9%	9%
Greater London	13%	15%
North East	7%	6%
North West	15%	14%
South East	13%	13%
South West	10%	10%
West Midlands	12%	12%
Yorkshire and the Humber	9%	11%

Learner satisfaction 2016 to 2017

- The learner satisfaction survey has seven questions where learners are asked to rate various aspects of their course, learning programme or training programme on a scale of 0 to 10 where 0 is 'very dissatisfied' and 10 is 'very satisfied'.
- Learners were also asked 'How likely is it that you would recommend the learning provider to friends or family?'. Learners could respond with the options of 'Extremely Likely', 'Likely', 'Neither Likely nor Unlikely', 'Unlikely', or 'Extremely Unlikely'.

Learner satisfaction 2016 to 2017

The questions on the learner satisfaction survey are:

- How satisfied or dissatisfied are you with the teaching on your course or activity?
- How satisfied or dissatisfied are you with the way staff treat you?
- How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?
- How satisfied or dissatisfied are you with the support you get on this course or activity?
- How satisfied or dissatisfied are you that the course or activity is meeting your expectations?
- How satisfied or dissatisfied are you that your learning provider responds to the views of learners?
- Overall, how satisfied or dissatisfied are you with your learning college or organisation that provides your learning?
- How likely is it that you would recommend the learning provider to friends or family?

Learner satisfaction 2016 to 2017

The report includes analysis of responses to each of the survey questions by the following variables:

- Age band and sex
- Highest level of study
- Deprivation
- Funding stream
- Provider type and size
- Ofsted grade
- Local Enterprise Partnership (LEP) area
- Sector Subject Area (SSA Tier 1) - Question 7 & 8 only
- Apprenticeship framework by SSA Tier 2 - Question 7 & 8 only.

Learner satisfaction 2016 to 2017

- Charts and tables in the report are based on survey responses, which have been linked to the ILR.
- The charts in the report show the average (mean) scores and the percentage of learners who gave a score of 8 or higher.
- The tables which show the deprivation profile of learners are based on the Indices of Deprivation (IMD) 2015. Using the Index of Multiple Deprivation domain, each learner has been assigned to the relevant Deprivation group based on the Lower Super Output Area (LSOA) in which they live. The IMD has ranked each of the 32,844 LSOAs into 10 bands. Band 1 is the most deprived, whilst band 10 is the least deprived.

Learner satisfaction 2016 to 2017

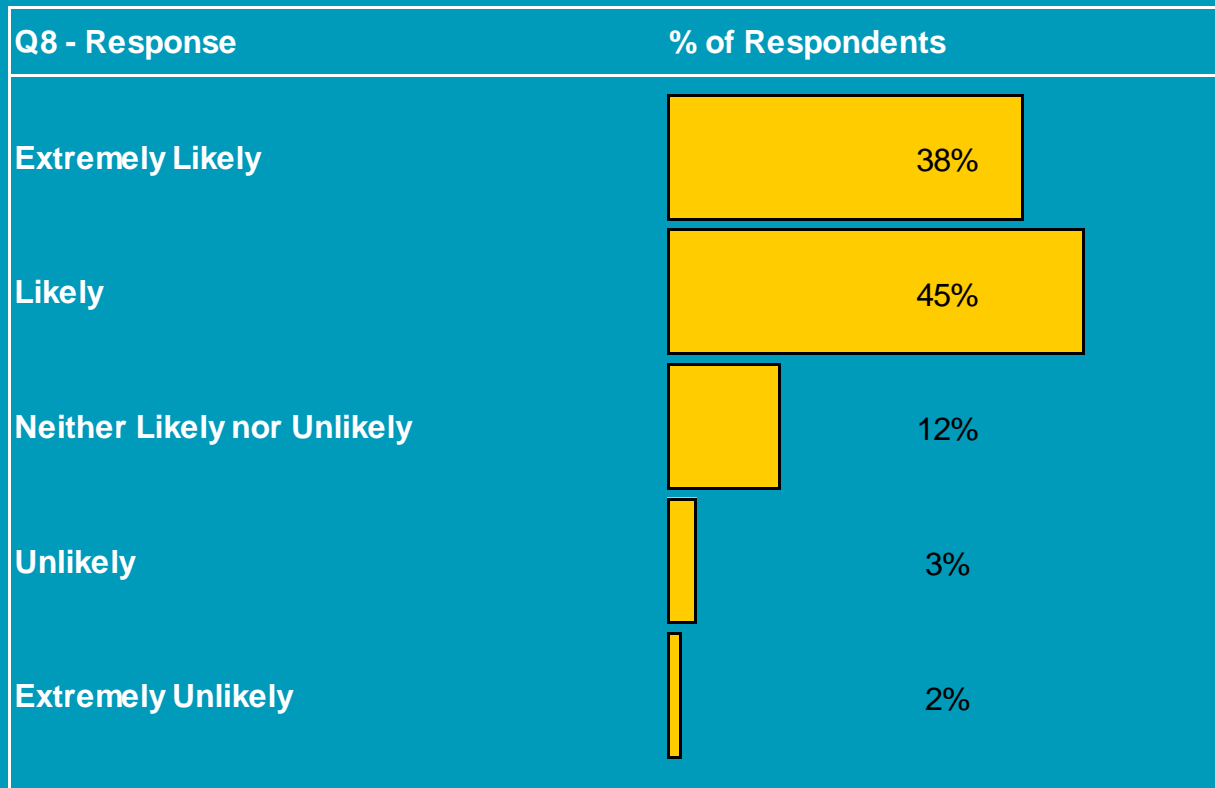
- Subject scores are based on learners who are studying for at least 80% of their time in a particular subject area or the main framework aim for learners on an apprenticeship.
- All differences highlighted between groups in key findings are statistically significant (at the 95% confidence level).

Summary of results (1)

Subject Area	Base	Mean Score	% of Respondents Scoring 8 or More
Q1. How satisfied or dissatisfied are you with the teaching on your course or activity?	340,615	8.5	76%
Q2. How satisfied or dissatisfied are you with the way staff treat you?	340,615	8.8	83%
Q3. How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?	340,615	8.1	70%
Q4. How satisfied or dissatisfied are you with the support you get on this course or activity?	340,615	8.5	78%
Q5. How satisfied or dissatisfied are you that the course or activity is meeting your expectations?	340,615	8.3	74%
Q6. How satisfied or dissatisfied are you that your learning provider responds to the views of learners?	340,615	8.4	75%
Q7. Overall, how satisfied or dissatisfied are you with your learning college or organisation that provides your learning?	340,615	8.4	75%

Summary of results (2)

How likely is it that you would recommend the learning provider to friends or family?



Summary of results

- Three-quarters of respondents gave a score of 8 or higher when asked how satisfied or dissatisfied they were with their learning provider.
- When asked to rate their satisfaction with the teaching on their course or programme, 76% of respondents gave a score of 8 or higher.
- The lowest satisfaction score was for the advice about what to do after the course has finished (70% gave a score of 8 or higher).
- 83% of respondents were 'Extremely Likely' (38%) or 'Likely' (45%) to recommend the learning provider to friends or family.

Results analysis

The following sections shows the results from each of the 8 survey questions in detail.

Question 1: How satisfied or dissatisfied are you with the teaching on your course or activity programme?

02

Key findings 1

- Older learners tended to be more satisfied with the teaching on their course or programme. 93% of those respondents aged 60 and over gave a score of 8 or higher compared to 68% of respondents aged 16-18.
- Satisfaction with the teaching decreases as Level of learning increases. Learners studying at Level 1 or below (including Unknown / No Level) gave the highest satisfaction rating whereas Level 3+ learners gave the lowest rating.
- Adult clasroom learners were the most satisfied with the teaching on their course or activity and 16-18 classroom learners were the least satisfied.

Key findings 2

- The proportion of learners satisfied with the teaching on their course or activity increases slightly as learner deprivation increases, with a higher proportion of learners from the most disadvantaged learner groups scoring 8 or higher than the least deprived.
- Learners who lived in the Tees Valley, North East and Liverpool City Region LEP areas had the highest satisfaction rating with over 82% scoring 8 or higher. The lowest satisfaction rating was given by learners living in the Swindon and Wiltshire, and Greater Cambridge, and Greater Peterborough LEP areas with just 68% scoring 8 or higher.

Age band and sex

How satisfied or dissatisfied are you with the teaching on your course or activity?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	180,274	8.0	68%
19-24	54,791	8.5	78%
25-34	38,030	9.0	87%
35-44	28,352	9.1	88%
45-59	26,556	9.1	89%
60+	12,612	9.4	93%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	182,257	8.6	78%
Male	158,358	8.3	74%

Learner's highest level¹

How satisfied or dissatisfied are you with the teaching on your course or activity?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Level 1 or Below	72,401	9.0	86%
Level 2	122,556	8.5	78%
Level 3+	145,658	8.1	70%

¹ The learners highest level of learning is the highest level of qualification taken by a learner within the survey period

Learner deprivation

How satisfied or dissatisfied are you with the teaching on your course or activity?

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,362	8.6	79%
Band 2	44,318	8.5	77%
Band 3	39,636	8.5	77%
Band 4	36,077	8.5	76%
Band 5	32,585	8.4	76%
Band 6	29,980	8.4	75%
Band 7	28,093	8.4	75%
Band 8	27,161	8.4	74%
Band 9	25,670	8.3	74%
Band 10 (Least Deprived)	23,363	8.3	74%

Funding stream

How satisfied or dissatisfied are you with the teaching on your course or activity?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	35,416	8.5	77%
16-18 Classroom Learning	157,740	8.0	67%
19+ Apprenticeships	60,738	8.9	84%
19+ Classroom Learning	91,635	9.0	86%

Provider type and size

How satisfied or dissatisfied are you with the teaching on your course or activity?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	189,264	8.1	70%
Other Public Funded e.g. LAs and HE	49,912	9.1	87%
Private Sector Public Funded	87,560	8.8	83%
Special & Specialist Designated Colleges	13,879	8.1	70%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	61,663	8.1	70%
	Medium (4,000-7,000)	75,841	8.2	70%
	Small (<4,000)	51,760	8.1	70%
Other Public Funded e.g. LAs and HE	Large (2,000+ learners)	26,397	9.1	88%
	Medium (500-2,000)	20,299	9.1	88%
	Small (<500)	3,216	8.6	78%
Private Sector Public Funded	Large (2,000+ learners)	25,724	8.8	83%
	Medium (500-2,000)	41,192	8.9	85%
	Small (<500)	20,644	8.7	81%
Special & Specialist Designated Colleges	Large (2,500+ learners)	9,352	8.2	71%
	Medium (1,000-2,500)	4,136	8.0	66%
	Small (<1,000)	391	8.5	77%

OFSTED grade

How satisfied or dissatisfied are you with the teaching on your course or activity?

OFSTED Grade (Awarded from 2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	18,856	8.4	76%
Good	219,022	8.5	77%
Requires Improvement	60,355	8.2	71%
Inadequate	8,940	8.1	69%

LEP areas (1)

How satisfied or dissatisfied are you with the teaching on your course or activity?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Tees Valley	6,365	8.9	84%
North East	18,622	8.8	83%
Liverpool City Region	9,451	8.8	83%
Black Country	9,754	8.7	81%
Humber	6,166	8.6	81%
Leeds City Region	16,176	8.6	79%
Cornwall and Isles of Scilly	2,784	8.6	80%
York, North Yorkshire and East Riding	6,443	8.6	79%
Lancashire	11,719	8.5	78%
Sheffield City Region	12,824	8.5	77%
Dorset	3,978	8.5	77%
Stoke-on-Trent and Staffordshire	8,086	8.5	78%
Leicester and Leicestershire	6,132	8.5	77%
Derby, Derbyshire, Nottingham and Nottinghamshire	16,365	8.5	77%
Greater Lincolnshire	6,647	8.5	76%
Greater Birmingham and Solihull	15,202	8.5	76%
Coventry and Warwickshire	6,083	8.5	77%
Thames Valley Berkshire	5,238	8.5	76%
Greater Manchester	19,965	8.5	76%

LEP areas (2)

How satisfied or dissatisfied are you with the teaching on your course or activity?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Solent	6,422	8.4	76%
London	42,661	8.4	75%
Heart of the South West	12,358	8.4	76%
The Marches	4,759	8.4	75%
South East	21,458	8.4	74%
Enterprise M3	7,690	8.4	74%
Cumbria	3,675	8.3	76%
Coast to Capital	8,739	8.3	73%
Worcestershire	2,534	8.3	74%
Buckinghamshire Thames Valley	3,142	8.3	73%
Cheshire and Warrington	6,386	8.3	72%
New Anglia	11,079	8.2	72%
West of England	6,592	8.2	71%
South East Midlands	11,387	8.2	70%
Gloucestershire	3,360	8.1	70%
Hertfordshire	6,161	8.1	69%
Oxfordshire	2,980	8.1	70%
Greater Cambridge and Greater Peterborough	9,162	8.1	68%
Swindon and Wiltshire	3,463	8.0	68%

Question 2: How satisfied or dissatisfied are you with the way staff treat you?

03

Key findings 1

- Older respondents were more likely to be satisfied with the way staff treated them. 76% of respondents aged 16-18 gave a score of 8 or more compared to 97% of those aged 60 and over.
- Respondents who lived in areas of higher deprivation gave slightly higher satisfaction scores in comparison to those in less deprived areas.

Key findings 2

- 87% of respondents taking 16-18 apprenticeships gave a score of 8 or higher compared to 74% of 16-18 classroom based learners. Satisfaction levels were similar among adults taking 19+ apprenticeships compared to those taking 19+ classroom learning.

Age band and sex

How satisfied or dissatisfied are you with the way staff treat you?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	180,274	8.4	76%
19-24	54,791	9.0	87%
25-34	38,030	9.3	92%
35-44	28,352	9.4	93%
45-59	26,556	9.4	94%
60+	12,612	9.6	97%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	182,257	8.9	85%
Male	158,358	8.7	82%

Learner's highest level ¹

How satisfied or dissatisfied are you with the way staff treat you?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Level 1 or Below	72,401	9.2	90%
Level 2	122,556	8.8	83%
Level 3+	145,658	8.6	80%

¹ The learners highest level of learning is the highest level of qualification taken by a learner within the survey period

Learner deprivation

How satisfied or dissatisfied are you with the way staff treat you?

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,362	8.9	85%
Band 2	44,318	8.8	83%
Band 3	39,636	8.8	83%
Band 4	36,077	8.8	83%
Band 5	32,585	8.8	83%
Band 6	29,980	8.8	82%
Band 7	28,093	8.8	83%
Band 8	27,161	8.8	83%
Band 9	25,670	8.8	83%
Band 10 (Least Deprived)	23,363	8.8	83%

Funding stream

How satisfied or dissatisfied are you with the way staff treat you?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	35,416	9.0	87%
16-18 Classroom Learning	157,740	8.3	74%
19+ Apprenticeships	60,738	9.3	92%
19+ Classroom Learning	91,635	9.3	91%

Provider type and size

How satisfied or dissatisfied are you with the way staff treat you?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	189,264	8.5	78%
Other Public Funded e.g. LAs and HE	49,912	9.4	93%
Private Sector Public Funded	87,560	9.2	91%
Special & Specialist Designated Colleges	13,879	8.5	77%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	61,663	8.5	77%
	Medium (4,000-7,000)	75,841	8.5	78%
	Small (<4,000)	51,760	8.5	77%
Other Public Funded e.g. LAs and HE	Large (2,000+ learners)	26,397	9.4	93%
	Medium (500-2,000)	20,299	9.4	93%
	Small (<500)	3,216	9.1	87%
Private Sector Public Funded	Large (2,000+ learners)	25,724	9.3	92%
	Medium (500-2,000)	41,192	9.2	91%
	Small (<500)	20,644	9.2	90%
Special & Specialist Designated Colleges	Large (2,500+ learners)	9,352	8.6	79%
	Medium (1,000-2,500)	4,136	8.2	73%
	Small (<1,000)	391	9.0	88%

OFSTED grade

How satisfied or dissatisfied are you with the way staff treat you?

OFSTED Grade (Awarded from 2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	18,856	8.8	84%
Good	219,022	8.9	84%
Requires Improvement	60,355	8.6	79%
Inadequate	8,940	8.5	77%

LEP areas (1)

How satisfied or dissatisfied are you with the way staff treat you?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Liverpool City Region	9,451	9.2	90%
Tees Valley	6,365	9.2	89%
North East	18,622	9.2	89%
Cornwall and Isles of Scilly	2,784	9.0	88%
Black Country	9,754	9.0	87%
Leeds City Region	16,176	9.0	86%
Humber	6,166	9.0	86%
York, North Yorkshire and East Riding	6,443	8.9	86%
Dorset	3,978	8.9	85%
Sheffield City Region	12,824	8.9	85%
Lancashire	11,719	8.9	84%
Derby, Derbyshire, Nottingham and Nottinghamshire	16,365	8.9	84%
Stoke-on-Trent and Staffordshire	8,086	8.9	84%
Leicester and Leicestershire	6,132	8.8	83%
Greater Lincolnshire	6,647	8.8	83%
Coventry and Warwickshire	6,083	8.8	84%
Cumbria	3,675	8.8	84%
Worcestershire	2,534	8.8	83%
Greater Birmingham and Solihull	15,202	8.8	83%

LEP areas (2)

How satisfied or dissatisfied are you with the way staff treat you?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Thames Valley Berkshire	5,238	8.8	83%
The Marches	4,759	8.8	84%
Heart of the South West	12,358	8.8	84%
Greater Manchester	19,965	8.8	82%
Solent	6,422	8.8	83%
Enterprise M3	7,690	8.8	82%
South East	21,458	8.7	82%
Buckinghamshire Thames Valley	3,142	8.7	80%
London	42,661	8.7	81%
Cheshire and Warrington	6,386	8.7	80%
Oxfordshire	2,980	8.7	81%
West of England	6,592	8.6	80%
Coast to Capital	8,739	8.6	80%
New Anglia	11,079	8.6	80%
South East Midlands	11,387	8.6	79%
Hertfordshire	6,161	8.6	79%
Gloucestershire	3,360	8.6	79%
Swindon and Wiltshire	3,463	8.5	77%
Greater Cambridge and Greater Peterborough	9,162	8.5	77%

Question 3: How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?

04

Key findings 1

- 62% of respondents aged 16-18 and 72% of 19-24 year olds gave a score of 8 or more when rating the advice they have been given about what they could do after their course or programme. This compares with over 80% of those aged 25 and older.
- Learners on higher level courses were the least satisfied with the advice they have been given with 63% of Level 3+ learners giving a score of 8 or higher. This compares with 80% for learners studying at Level 1 or below (including Unknown / No Level).

Key findings 2

- Respondents living in more deprived areas were more satisfied with the advice they have been given about what they can do after their course or programme than those living in less deprived areas.
- College learners were less likely than those studying at other types of organisation to give a satisfaction score of 8 or higher.

Age band and sex

How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	180,274	7.8	62%
19-24	54,791	8.3	72%
25-34	38,030	8.8	82%
35-44	28,352	8.8	84%
45-59	26,556	8.9	84%
60+	12,612	9.1	88%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	182,257	8.2	71%
Male	158,358	8.0	68%

Learner's highest level ¹

How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Level 1 or Below	72,401	8.7	80%
Level 2	122,556	8.2	72%
Level 3+	145,658	7.8	63%

¹ The learners highest level of learning is the highest level of qualification taken by a learner within the survey period

Learner deprivation

How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,362	8.4	75%
Band 2	44,318	8.3	72%
Band 3	39,636	8.2	71%
Band 4	36,077	8.1	70%
Band 5	32,585	8.1	69%
Band 6	29,980	8.1	68%
Band 7	28,093	8.0	67%
Band 8	27,161	8.0	67%
Band 9	25,670	7.9	66%
Band 10 (Least Deprived)	23,363	7.9	64%

Funding stream

How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	35,416	8.1	69%
16-18 Classroom Learning	157,740	7.7	61%
19+ Apprenticeships	60,738	8.6	80%
19+ Classroom Learning	91,635	8.7	80%

Provider type and size

How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	189,264	7.9	64%
Other Public Funded e.g. LAs and HE	49,912	8.7	80%
Private Sector Public Funded	87,560	8.5	78%
Special & Specialist Designated Colleges	13,879	7.7	60%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	61,663	7.8	64%
	Medium (4,000-7,000)	75,841	7.9	65%
	Small (<4,000)	51,760	7.9	64%
Other Public Funded e.g. LAs and HE	Large (2,000+ learners)	26,397	8.7	81%
	Medium (500-2,000)	20,299	8.7	81%
	Small (<500)	3,216	8.3	71%
Private Sector Public Funded	Large (2,000+ learners)	25,724	8.5	77%
	Medium (500-2,000)	41,192	8.6	80%
	Small (<500)	20,644	8.4	75%
Special & Specialist Designated Colleges	Large (2,500+ learners)	9,352	7.8	62%
	Medium (1,000-2,500)	4,136	7.5	58%
	Small (<1,000)	391	8.0	63%

OFSTED grade

How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?

OFSTED Grade (Awarded from 2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	18,856	8.0	67%
Good	219,022	8.2	71%
Requires Improvement	60,355	7.9	66%
Inadequate	8,940	7.8	62%

LEP areas (1)

How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Liverpool City Region	9,451	8.6	78%
North East	18,622	8.6	78%
Tees Valley	6,365	8.5	77%
Black Country	9,754	8.4	75%
Humber	6,166	8.3	74%
Leeds City Region	16,176	8.3	73%
Lancashire	11,719	8.3	73%
Sheffield City Region	12,824	8.3	73%
Greater Birmingham and Solihull	15,202	8.2	72%
Stoke-on-Trent and Staffordshire	8,086	8.2	72%
Cornwall and Isles of Scilly	2,784	8.2	72%
Greater Manchester	19,965	8.2	71%
York, North Yorkshire and East Riding	6,443	8.2	71%
Greater Lincolnshire	6,647	8.2	71%
London	42,661	8.2	70%
Derby, Derbyshire, Nottingham and Nottinghamshire	16,365	8.1	70%
Dorset	3,978	8.1	69%
Coventry and Warwickshire	6,083	8.1	70%

LEP areas (2)

How satisfied or dissatisfied are you with the advice you have been given about what you can do after this course or activity?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
The Marches	4,759	8.1	69%
Leicester and Leicestershire	6,132	8.1	68%
Solent	6,422	8.1	68%
Cumbria	3,675	8.0	68%
Cheshire and Warrington	6,386	8.0	67%
Heart of the South West	12,358	8.0	66%
South East	21,458	8.0	67%
Coast to Capital	8,739	8.0	66%
Thames Valley Berkshire	5,238	8.0	67%
Worcestershire	2,534	8.0	66%
Enterprise M3	7,690	7.9	65%
New Anglia	11,079	7.9	64%
Hertfordshire	6,161	7.9	63%
West of England	6,592	7.9	64%
Oxfordshire	2,980	7.9	64%
Buckinghamshire Thames Valley	3,142	7.8	64%
South East Midlands	11,387	7.8	63%
Greater Cambridge and Greater Peterborough	9,162	7.7	62%
Swindon and Wiltshire	3,463	7.7	61%
Gloucestershire	3,360	7.7	61%

Question 4: How satisfied or dissatisfied are you with the support you get on this course or activity?

05

Key findings 1

- 80% of female respondents gave a satisfaction score of 8 or higher when asked about the support they get on their course or programme compared to 76% of males.
- Organisation's with higher OFSTED grades had higher levels of satisfaction.
- Learners studying at Level 3+ gave lower satisfaction scores than those on lower levels.

Key findings 2

- The older the respondents were, the more likely they were to be satisfied with the support given to them on their course or programme. 70% of respondents aged 16-18 gave a score of 8 or more compared to over 94% of those aged over 60.

Age band and sex

How satisfied or dissatisfied are you with the support you get on this course or activity?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	180,274	8.1	70%
19-24	54,791	8.7	80%
25-34	38,030	9.1	88%
35-44	28,352	9.2	90%
45-59	26,556	9.2	90%
60+	12,612	9.5	94%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	182,257	8.6	80%
Male	158,358	8.4	76%

Learner's highest level

How satisfied or dissatisfied are you with the support you get on this course or activity?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Level 1 or Below	72,401	9.1	88%
Level 2	122,556	8.6	80%
Level 3+	145,658	8.2	71%

1

The learners highest level of learning is the highest level of qualification taken by a learner within the survey period

Learner deprivation

How satisfied or dissatisfied are you with the support you get on this course or activity?

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,362	8.7	81%
Band 2	44,318	8.6	79%
Band 3	39,636	8.6	78%
Band 4	36,077	8.5	78%
Band 5	32,585	8.5	77%
Band 6	29,980	8.5	76%
Band 7	28,093	8.5	77%
Band 8	27,161	8.4	76%
Band 9	25,670	8.4	76%
Band 10 (Least Deprived)	23,363	8.4	75%

Funding stream

How satisfied or dissatisfied are you with the support you get on this course or activity?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	35,416	8.6	79%
16-18 Classroom Learning	157,740	8.1	69%
19+ Apprenticeships	60,738	9.0	87%
19+ Classroom Learning	91,635	9.1	87%

Provider type and size

How satisfied or dissatisfied are you with the support you get on this course or activity?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	189,264	8.2	72%
Other Public Funded e.g. LAs and HE	49,912	9.1	89%
Private Sector Public Funded	87,560	8.9	86%
Special & Specialist Designated Colleges	13,879	8.2	70%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	61,663	8.2	71%
	Medium (4,000-7,000)	75,841	8.3	72%
	Small (<4,000)	51,760	8.2	72%
Other Public Funded e.g. LAs and HE	Large (2,000+ learners)	26,397	9.2	90%
	Medium (500-2,000)	20,299	9.2	89%
	Small (<500)	3,216	8.7	80%
Private Sector Public Funded	Large (2,000+ learners)	25,724	8.9	85%
	Medium (500-2,000)	41,192	9.0	87%
	Small (<500)	20,644	8.8	84%
Special & Specialist Designated Colleges	Large (2,500+ learners)	9,352	8.2	72%
	Medium (1,000-2,500)	4,136	8.0	67%
	Small (<1,000)	391	8.6	77%

OFSTED grade

How satisfied or dissatisfied are you with the support you get on this course or activity?

OFSTED Grade (Awarded from 2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	18,856	8.5	77%
Good	219,022	8.6	79%
Requires Improvement	60,355	8.3	73%
Inadequate	8,940	8.2	71%

LEP areas (1)

How satisfied or dissatisfied are you with the support you get on this course or activity?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Tees Valley	6,365	9.0	86%
North East	18,622	8.9	85%
Liverpool City Region	9,451	8.9	85%
Black Country	9,754	8.8	82%
Humber	6,166	8.7	82%
Leeds City Region	16,176	8.7	81%
Cornwall and Isles of Scilly	2,784	8.7	82%
York, North Yorkshire and East Riding	6,443	8.7	80%
Lancashire	11,719	8.6	79%
Dorset	3,978	8.6	79%
Sheffield City Region	12,824	8.6	79%
Stoke-on-Trent and Staffordshire	8,086	8.6	80%
Greater Lincolnshire	6,647	8.6	79%
Greater Birmingham and Solihull	15,202	8.6	78%
Greater Manchester	19,965	8.6	78%
Derby, Derbyshire, Nottingham and Nottinghamshire	16,365	8.6	78%
Leicester and Leicestershire	6,132	8.6	77%
Coventry and Warwickshire	6,083	8.5	78%
The Marches	4,759	8.5	79%

LEP areas (2)

How satisfied or dissatisfied are you with the support you get on this course or activity?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Thames Valley Berkshire	5,238	8.5	77%
Cumbria	3,675	8.5	78%
London	42,661	8.5	77%
Heart of the South West	12,358	8.5	77%
Solent	6,422	8.5	76%
South East	21,458	8.5	76%
Worcestershire	2,534	8.4	75%
Enterprise M3	7,690	8.4	75%
Coast to Capital	8,739	8.4	74%
Buckinghamshire Thames Valley	3,142	8.3	74%
Cheshire and Warrington	6,386	8.3	74%
West of England	6,592	8.3	73%
New Anglia	11,079	8.3	74%
Oxfordshire	2,980	8.3	73%
South East Midlands	11,387	8.3	72%
Hertfordshire	6,161	8.2	72%
Gloucestershire	3,360	8.2	72%
Greater Cambridge and Greater Peterborough	9,162	8.2	70%
Swindon and Wiltshire	3,463	8.1	69%

Question 5: How satisfied or dissatisfied are you that the course or activity is meeting your expectations?

06

Key findings 1

- Overall, 74% of respondents gave a satisfaction score of 8 or higher on the extent to which the course or programme was meeting their expectations, although the percentage was higher among females (76%) than males (71%).
- The satisfaction ratings were highest at lower levels of study (83% scored 8 or above at Level 1 or below) compared to higher levels (68% scored 8 or above at Level 3+).
- There were differences in satisfaction between the deprivation bands, with the highest rating in the most deprived band. 77% scored 8 or above in the most deprived band compared to 72% in the least deprived band.

Key findings 2

- Respondents in Tees Valley, North East and Liverpool City Region LEP areas had the highest level of satisfaction with their course or programme living up to expectations (80% scored 8 or above) whereas respondents in the Swindon and Wiltshire LEP area were the least satisfied (65% scored 8 or above).

Age band and sex

How satisfied or dissatisfied are you that the course or activity is meeting your expectations?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	180,274	7.9	65%
19-24	54,791	8.4	76%
25-34	38,030	8.9	84%
35-44	28,352	8.9	86%
45-59	26,556	9.0	87%
60+	12,612	9.3	92%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	182,257	8.4	76%
Male	158,358	8.2	71%

Learner's highest level¹

How satisfied or dissatisfied are you that the course or activity is meeting your expectations?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Level 1 or Below	72,401	8.8	83%
Level 2	122,556	8.4	75%
Level 3+	145,658	8.0	68%

¹ The learners highest level of learning is the highest level of qualification taken by a learner within the survey period

Learner deprivation

How satisfied or dissatisfied are you that the course or activity is meeting your expectations?

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,362	8.5	77%
Band 2	44,318	8.4	75%
Band 3	39,636	8.3	74%
Band 4	36,077	8.3	73%
Band 5	32,585	8.3	73%
Band 6	29,980	8.2	72%
Band 7	28,093	8.2	73%
Band 8	27,161	8.2	72%
Band 9	25,670	8.2	72%
Band 10 (Least Deprived)	23,363	8.2	72%

Funding stream

How satisfied or dissatisfied are you that the course or activity is meeting your expectations?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	35,416	8.3	75%
16-18 Classroom Learning	157,740	7.8	64%
19+ Apprenticeships	60,738	8.7	83%
19+ Classroom Learning	91,635	8.9	84%

Provider type and size

How satisfied or dissatisfied are you that the course or activity is meeting your expectations?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	189,264	8.0	67%
Other Public Funded e.g. LAs and HE	49,912	8.9	85%
Private Sector Public Funded	87,560	8.7	82%
Special & Specialist Designated Colleges	13,879	8.0	67%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	61,663	8.0	67%
	Medium (4,000-7,000)	75,841	8.0	68%
	Small (<4,000)	51,760	8.0	67%
Other Public Funded e.g. LAs and HE	Large (2,000+ learners)	26,397	9.0	86%
	Medium (500-2,000)	20,299	9.0	86%
	Small (<500)	3,216	8.5	77%
Private Sector Public Funded	Large (2,000+ learners)	25,724	8.6	81%
	Medium (500-2,000)	41,192	8.8	83%
	Small (<500)	20,644	8.6	80%
Special & Specialist Designated Colleges	Large (2,500+ learners)	9,352	8.1	68%
	Medium (1,000-2,500)	4,136	7.7	63%
	Small (<1,000)	391	8.3	72%

OFSTED grade

How satisfied or dissatisfied are you that the course or activity is meeting your expectations?

OFSTED Grade (Awarded from 2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	18,856	8.2	72%
Good	219,022	8.4	75%
Requires Improvement	60,355	8.0	68%
Inadequate	8,940	8.0	66%

LEP areas (1)

How satisfied or dissatisfied are you that the course or activity is meeting your expectations?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Tees Valley	6,365	8.7	81%
North East	18,622	8.7	81%
Liverpool City Region	9,451	8.7	81%
Black Country	9,754	8.6	79%
Leeds City Region	16,176	8.5	78%
Humber	6,166	8.5	78%
Cornwall and Isles of Scilly	2,784	8.5	77%
York, North Yorkshire and East Riding	6,443	8.4	77%
Sheffield City Region	12,824	8.4	76%
Lancashire	11,719	8.4	75%
Stoke-on-Trent and Staffordshire	8,086	8.4	75%
Dorset	3,978	8.4	75%
Derby, Derbyshire, Nottingham and Nottinghamshire	16,365	8.4	75%
Greater Lincolnshire	6,647	8.4	74%
Greater Birmingham and Solihull	15,202	8.3	74%
Leicester and Leicestershire	6,132	8.3	74%
Coventry and Warwickshire	6,083	8.3	73%
The Marches	4,759	8.3	74%
Thames Valley Berkshire	5,238	8.3	73%

LEP areas (2)

How satisfied or dissatisfied are you that the course or activity is meeting your expectations?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
London	42,661	8.3	73%
Greater Manchester	19,965	8.3	72%
Cumbria	3,675	8.2	74%
Solent	6,422	8.2	72%
Heart of the South West	12,358	8.2	72%
South East	21,458	8.2	72%
Enterprise M3	7,690	8.2	72%
Buckinghamshire Thames Valley	3,142	8.2	71%
Worcestershire	2,534	8.2	72%
Coast to Capital	8,739	8.2	70%
Cheshire and Warrington	6,386	8.1	69%
West of England	6,592	8.1	68%
Oxfordshire	2,980	8.0	68%
New Anglia	11,079	8.0	69%
South East Midlands	11,387	8.0	68%
Hertfordshire	6,161	8.0	67%
Gloucestershire	3,360	8.0	67%
Greater Cambridge and Greater Peterborough	9,162	7.9	66%
Swindon and Wiltshire	3,463	7.9	65%

Question 6: How satisfied or dissatisfied are you that your learning provider responds to the views of learners?

07

Key findings 1

- Older learners tended to be more satisfied that their learning provider responds to the views of learners. 92% of those respondents aged 60 and over gave a score of 8 or higher compared to 79% of 19-24 year olds and 67% of respondents aged 16-18.
- 87% of respondents who attended 'Other Public Funded' providers and 85% who attended 'Private Sector Public Funded' providers scored 8 or more, compared to 69% for General FE Colleges and 68% for Special Colleges & SDCs.

Key findings 2

- Respondents living in more deprived areas were more satisfied that their learning provider responds to the views of learners than those living in less deprived areas.

Age band and sex

How satisfied or dissatisfied are you that your learning provider responds to the views of learners?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	180,274	8.0	67%
19-24	54,791	8.6	79%
25-34	38,030	9.1	88%
35-44	28,352	9.1	89%
45-59	26,556	9.2	89%
60+	12,612	9.3	92%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	182,257	8.5	77%
Male	158,358	8.3	73%

Learner's highest level ¹

How satisfied or dissatisfied are you that your learning provider responds to the views of learners?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Level 1 or Below	72,401	8.9	85%
Level 2	122,556	8.5	77%
Level 3+	145,658	8.1	69%

¹ The learners highest level of learning is the highest level of qualification taken by a learner within the survey period

Learner deprivation

How satisfied or dissatisfied are you that your learning provider responds to the views of learners?

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,362	8.6	79%
Band 2	44,318	8.5	77%
Band 3	39,636	8.5	76%
Band 4	36,077	8.4	76%
Band 5	32,585	8.4	75%
Band 6	29,980	8.4	74%
Band 7	28,093	8.3	74%
Band 8	27,161	8.3	73%
Band 9	25,670	8.3	73%
Band 10 (Least Deprived)	23,363	8.3	72%

Funding stream

How satisfied or dissatisfied are you that your learning provider responds to the views of learners?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	35,416	8.5	78%
16-18 Classroom Learning	157,740	7.9	65%
19+ Apprenticeships	60,738	9.0	86%
19+ Classroom Learning	91,635	9.0	86%

Provider type and size

How satisfied or dissatisfied are you that your learning provider responds to the views of learners?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	189,264	8.1	69%
Other Public Funded e.g. LAs and HE	49,912	9.0	87%
Private Sector Public Funded	87,560	8.9	85%
Special & Specialist Designated Colleges	13,879	8.1	68%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	61,663	8.1	68%
	Medium (4,000-7,000)	75,841	8.1	69%
	Small (<4,000)	51,760	8.1	68%
Other Public Funded e.g. LAs and HE	Large (2,000+ learners)	26,397	9.1	88%
	Medium (500-2,000)	20,299	9.1	87%
	Small (<500)	3,216	8.6	78%
Private Sector Public Funded	Large (2,000+ learners)	25,724	8.9	85%
	Medium (500-2,000)	41,192	8.9	86%
	Small (<500)	20,644	8.8	83%
Special & Specialist Designated Colleges	Large (2,500+ learners)	9,352	8.1	70%
	Medium (1,000-2,500)	4,136	7.8	63%
	Small (<1,000)	391	8.6	81%

OFSTED grade

How satisfied or dissatisfied are you that your learning provider responds to the views of learners?

OFSTED Grade (Awarded from 2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	18,856	8.4	74%
Good	219,022	8.5	77%
Requires Improvement	60,355	8.2	70%
Inadequate	8,940	8.1	68%

LEP areas (1)

How satisfied or dissatisfied are you that your learning provider responds to the views of learners?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Tees Valley	6,365	8.9	84%
North East	18,622	8.8	84%
Liverpool City Region	9,451	8.8	83%
Black Country	9,754	8.7	80%
Leeds City Region	16,176	8.6	79%
Humber	6,166	8.6	80%
Cornwall and Isles of Scilly	2,784	8.6	79%
Lancashire	11,719	8.5	77%
Sheffield City Region	12,824	8.5	78%
Stoke-on-Trent and Staffordshire	8,086	8.5	77%
Greater Birmingham and Solihull	15,202	8.5	77%
York, North Yorkshire and East Riding	6,443	8.5	77%
Dorset	3,978	8.5	77%
Greater Lincolnshire	6,647	8.5	77%
Coventry and Warwickshire	6,083	8.5	76%
Derby, Derbyshire, Nottingham and Nottinghamshire	16,365	8.5	76%
Greater Manchester	19,965	8.4	75%
London	42,661	8.4	75%
Worcestershire	2,534	8.4	75%

LEP areas (2)

How satisfied or dissatisfied are you that your learning provider responds to the views of learners?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
The Marches	4,759	8.4	75%
Leicester and Leicestershire	6,132	8.4	74%
Thames Valley Berkshire	5,238	8.4	74%
Enterprise M3	7,690	8.3	73%
Cumbria	3,675	8.3	75%
Heart of the South West	12,358	8.3	73%
South East	21,458	8.3	73%
Cheshire and Warrington	6,386	8.3	72%
Solent	6,422	8.2	72%
Coast to Capital	8,739	8.2	72%
West of England	6,592	8.2	71%
New Anglia	11,079	8.2	71%
Oxfordshire	2,980	8.2	70%
Buckinghamshire Thames Valley	3,142	8.2	70%
South East Midlands	11,387	8.2	70%
Hertfordshire	6,161	8.1	69%
Gloucestershire	3,360	8.1	69%
Greater Cambridge and Greater Peterborough	9,162	8.0	68%
Swindon and Wiltshire	3,463	8.0	67%

Question 7: Overall, how satisfied or dissatisfied are you with your learning provider that provides your learning?

08

Key findings 1

- 78% of female respondents gave a score of 8 or more when responding to the question “Overall, how satisfied or dissatisfied are you with your learning provider?”, compared to 73% of males.
- Respondents studying with a highest level at Level 1 or below were more satisfied (85% scored 8 or higher) than those studying at Level 3+ (69%).
- Satisfaction appears to be highest in areas of higher deprivation. 79% of respondents from areas of highest deprivation scored 8 or more compared to 72% in areas of least deprivation.

Key findings 2

- Learning providers with OFSTED grades of “Outstanding” had the most satisfied learners with 77% giving a satisfaction score of 8 or higher. This compares with 66% of respondents from learning providers with “Inadequate” grades.

Age band and sex

Overall, how satisfied or dissatisfied are you with your learning provider?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	180,274	8.0	67%
19-24	54,791	8.6	79%
25-34	38,030	9.0	87%
35-44	28,352	9.1	88%
45-59	26,556	9.1	89%
60+	12,612	9.1	89%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	182,257	8.5	78%
Male	158,358	8.2	73%

Learner's highest level ¹

Overall, how satisfied or dissatisfied are you with your learning provider?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Level 1 or Below	72,401	8.9	85%
Level 2	122,556	8.5	77%
Level 3+	145,658	8.1	69%

¹ The learners highest level of learning is the highest level of qualification taken by a learner within the survey period

Learner deprivation

Overall, how satisfied or dissatisfied are you with your learning college or organisation that provides your learning

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,362	8.6	79%
Band 2	44,318	8.5	77%
Band 3	39,636	8.5	77%
Band 4	36,077	8.4	75%
Band 5	32,585	8.4	75%
Band 6	29,980	8.3	74%
Band 7	28,093	8.3	74%
Band 8	27,161	8.3	73%
Band 9	25,670	8.3	73%
Band 10 (Least Deprived)	23,363	8.2	72%

Funding stream

Overall, how satisfied or dissatisfied are you with your learning college or organisation that provides your learning

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	35,416	8.6	80%
16-18 Classroom Learning	157,740	7.8	64%
19+ Apprenticeships	60,738	9.0	87%
19+ Classroom Learning	91,635	8.9	85%

Provider type and size

Overall, how satisfied or dissatisfied are you with your learning college or organisation that provides your learning

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	189,264	8.0	68%
Other Public Funded e.g. LAs and HE	49,912	9.0	87%
Private Sector Public Funded	87,560	8.9	86%
Special & Specialist Designated Colleges	13,879	8.0	68%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	61,663	8.0	69%
	Medium (4,000-7,000)	75,841	8.1	69%
	Small (<4,000)	51,760	8.0	67%
Other Public Funded e.g. LAs and HE	Large (2,000+ learners)	26,397	9.0	87%
	Medium (500-2,000)	20,299	9.0	87%
	Small (<500)	3,216	8.8	82%
Private Sector Public Funded	Large (2,000+ learners)	25,724	8.9	85%
	Medium (500-2,000)	41,192	9.0	87%
	Small (<500)	20,644	8.8	84%
Special & Specialist Designated Colleges	Large (2,500+ learners)	9,352	8.1	69%
	Medium (1,000-2,500)	4,136	7.8	64%
	Small (<1,000)	391	8.7	84%

OFSTED grade

Overall, how satisfied or dissatisfied are you with your learning college or organisation that provides your learning

OFSTED Grade (Awarded from 2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	18,856	8.4	77%
Good	219,022	8.5	77%
Requires Improvement	60,355	8.1	69%
Inadequate	8,940	7.9	66%

LEP areas (1)

Overall, how satisfied or dissatisfied are you with your learning college or organisation that provides your learning

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
North East	18,622	8.8	84%
Tees Valley	6,365	8.8	83%
Liverpool City Region	9,451	8.8	83%
Cornwall and Isles of Scilly	2,784	8.7	82%
Black Country	9,754	8.7	81%
Leeds City Region	16,176	8.6	80%
Humber	6,166	8.6	79%
York, North Yorkshire and East Riding	6,443	8.5	78%
Lancashire	11,719	8.5	77%
Sheffield City Region	12,824	8.5	78%
Dorset	3,978	8.5	77%
Greater Lincolnshire	6,647	8.5	77%
Derby, Derbyshire, Nottingham and Nottinghamshire	16,365	8.5	76%
Stoke-on-Trent and Staffordshire	8,086	8.4	76%
Greater Birmingham and Solihull	15,202	8.4	76%
Solent	6,422	8.4	76%
Leicester and Leicestershire	6,132	8.4	75%
Greater Manchester	19,965	8.4	75%
Heart of the South West	12,358	8.4	75%

LEP areas (2)

Overall, how satisfied or dissatisfied are you with your learning college or organisation that provides your learning

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Thames Valley Berkshire	5,238	8.4	75%
Coventry and Warwickshire	6,083	8.4	75%
London	42,661	8.4	75%
The Marches	4,759	8.3	75%
Cumbria	3,675	8.3	75%
Enterprise M3	7,690	8.3	74%
Worcestershire	2,534	8.3	74%
South East	21,458	8.3	72%
Coast to Capital	8,739	8.2	72%
West of England	6,592	8.1	70%
Cheshire and Warrington	6,386	8.1	70%
Oxfordshire	2,980	8.1	70%
Buckinghamshire Thames Valley	3,142	8.1	70%
South East Midlands	11,387	8.1	70%
New Anglia	11,079	8.1	69%
Gloucestershire	3,360	8.1	69%
Hertfordshire	6,161	8.1	69%
Swindon and Wiltshire	3,463	8.0	67%
Greater Cambridge and Greater Peterborough	9,162	8.0	67%

Subject (all learners)

Overall, how satisfied or dissatisfied are you with your learning college or organisation that provides your learning

	Base	Mean Score	% of Respondents Scoring 8 or More
History, Philosophy & Theology	783	9.0	89%
Languages, Literature & Culture	5,864	9.0	88%
Education & Training	4,073	9.0	86%
Preparation for Life & Work	33,898	8.9	84%
Business, Admin & Law	37,690	8.6	79%
Retail & Commercial Enterprise	28,676	8.6	79%
Health, Public Services and Care	47,831	8.5	77%
Social Sciences	571	8.3	74%
ICT	16,032	8.2	71%
Engineering & Manufacturing Technologies	33,998	8.2	72%
Arts, Media & Publishing	31,862	8.2	71%
Construction, Planning & the Built Environment	20,844	8.1	70%
Leisure, Travel & Tourism	15,874	8.1	69%
Agriculture, Horticulture & Animal Care	13,224	7.9	66%
Science & Mathematics	6,741	7.7	63%
Learners on 2+ A levels	11,015	7.7	61%

Apprenticeship frameworks

Framework	Base	Mean Score	% of Respondents Scoring 8 or More
Hospitality and Catering	2,381	9.3	93%
Retailing and Wholesaling	990	9.3	93%
Health and Social Care	16,301	9.3	92%
Service Enterprises	6,314	9.2	92%
Business Management	7,091	9.1	90%
Warehousing and Distribution	1,468	9.1	88%
Child Development and Well Being	4,163	9.0	86%
Animal Care and Veterinary Science	1,630	8.9	86%
Sport, Leisure and Recreation	1,858	8.9	87%
ICT for Users	536	8.9	85%
Administration	15,936	8.9	85%
Agriculture	539	8.9	88%
Direct Learning Support	1,271	8.8	85%
Horticulture and Forestry	567	8.8	84%
Transportation Operations and Maintenance	5,358	8.6	81%
Marketing and Sales	914	8.6	79%
Manufacturing Technologies	10,650	8.4	76%
Building and Construction	5,033	8.4	77%
Engineering	3,124	8.3	76%
ICT Practitioners	1,563	8.2	73%
Accounting and Finance	2,764	8.2	73%

Question 8: How likely is it that you would recommend the learning provider to friends or family?

9

Key findings 1

- Learners taking science and maths courses were the least likely to recommend their learning provider.
- Among the respondents taking apprenticeships, those taking ICT Practitioner frameworks were the least likely to recommend their learning provider.
- Older learners, aged 25 and over, were much more likely to recommend their learning provider to friends or family compared to those aged under 25.

Key findings 2

- 87% of female learners were likely to recommend their course or programme compared to 79% of male learners.
- 93% of respondents who attended 'Other Public Funded' providers and 88% who attended 'Private Sector Public Funded' organisations would recommend their provider, compared to 78% of those attending General FE Colleges and 81% of those attending Special Colleges & SDCs.

Age band and sex

How likely is it that you would recommend the learning provider to friends or family?

Age Band	Base	% of Respondents Recommend
16-18	180,274	76%
19-24	54,791	84%
25-34	38,030	93%
35-44	28,352	94%
45-59	26,556	93%
60+	12,612	94%

Sex	Base	% of Respondents Recommend
Female	182,257	87%
Male	158,358	79%

Learner's highest level¹

How likely is it that you would recommend the learning provider to friends or family?

Highest Level of Learning	Base	% of Respondents Recommend
Level 1 or Below	72,401	92%
Level 2	122,556	83%
Level 3+	145,658	78%

¹ The learners highest level of learning is the highest level of qualification taken by a learner within the survey period

Learner deprivation

How likely is it that you would recommend the learning provider to friends or family?

Deprivation	Base	% of Respondents Recommend
Band 1 (Most Deprived)	51,362	86%
Band 2	44,318	84%
Band 3	39,636	84%
Band 4	36,077	83%
Band 5	32,585	82%
Band 6	29,980	82%
Band 7	28,093	82%
Band 8	27,161	81%
Band 9	25,670	81%
Band 10 (Least Deprived)	23,363	81%

Funding stream

How likely is it that you would recommend the learning provider to friends or family?

Funding Stream	Base	% of Respondents Recommend
16-18 Apprenticeships	35,416	82%
16-18 Classroom Learning	157,740	76%
19+ Apprenticeships	60,738	88%
19+ Classroom Learning	91,635	92%

Provider type and size

How likely is it that you would recommend the learning provider to friends or family?

Provider Type	Base	% of Respondents Recommend
General FE College incl Tertiary	189,264	78%
Other Public Funded e.g. LAs and HE	49,912	93%
Private Sector Public Funded	87,560	88%
Special & Specialist Designated Colleges	13,879	81%

Provider Type	Size	Base	% of Respondents Recommend
General FE College incl Tertiary	Large (7,000+ learners)	61,663	79%
	Medium (4,000-7,000)	75,841	78%
	Small (<4,000)	51,760	77%
Other Public Funded e.g. LAs and HE	Large (2,000+ learners)	26,397	93%
	Medium (500-2,000)	20,299	94%
	Small (<500)	3,216	90%
Private Sector Public Funded	Large (2,000+ learners)	25,724	87%
	Medium (500-2,000)	41,192	89%
	Small (<500)	20,644	87%
Special & Specialist Designated Colleges	Large (2,500+ learners)	9,352	82%
	Medium (1,000-2,500)	4,136	79%
	Small (<1,000)	391	91%

OFSTED grade

How likely is it that you would recommend the learning provider to friends or family?

OFSTED Grade (Awarded from 2012/13)	Base	% of Respondents Recommend
Outstanding	18,856	85%
Good	219,022	85%
Requires Improvement	60,355	77%
Inadequate	8,940	74%

LEP areas (1)

How likely is it that you would recommend the learning provider to friends or family?

LEP Area	Base	% of Respondents Recommend
Tees Valley	6,365	88%
Cornwall and Isles of Scilly	2,784	88%
North East	18,622	88%
Black Country	9,754	87%
Liverpool City Region	9,451	87%
Leeds City Region	16,176	85%
Humber	6,166	85%
Dorset	3,978	85%
Heart of the South West	12,358	85%
York, North Yorkshire and East Riding	6,443	84%
London	42,661	84%
Stoke-on-Trent and Staffordshire	8,086	84%
Sheffield City Region	12,824	84%
Greater Lincolnshire	6,647	83%
Enterprise M3	7,690	83%
Cumbria	3,675	83%
Thames Valley Berkshire	5,238	83%
Lancashire	11,719	83%
Leicester and Leicestershire	6,132	83%

LEP areas (2)

How likely is it that you would recommend the learning provider to friends or family?

LEP Area	Base	% of Respondents Recommend
Solent	6,422	83%
Derby, Derbyshire, Nottingham and Nottinghamshire	16,365	83%
Coventry and Warwickshire	6,083	83%
Greater Birmingham and Solihull	15,202	83%
The Marches	4,759	82%
Coast to Capital	8,739	81%
South East	21,458	81%
Greater Manchester	19,965	81%
Oxfordshire	2,980	81%
Worcestershire	2,534	80%
Buckinghamshire Thames Valley	3,142	80%
South East Midlands	11,387	79%
West of England	6,592	79%
Gloucestershire	3,360	79%
New Anglia	11,079	79%
Cheshire and Warrington	6,386	79%
Hertfordshire	6,161	78%
Swindon and Wiltshire	3,463	78%
Greater Cambridge and Greater Peterborough	9,162	76%

Subject (all learners)

How likely is it that you would recommend the learning provider to friends or family?

Subject Area	Base	% of Respondents Recommend
Languages, Literature & Culture	5,864	94%
History, Philosophy & Theology	783	94%
Preparation for Life & Work	33,898	92%
Education & Training	4,073	91%
Social Sciences	571	87%
Retail & Commercial Enterprise	28,676	86%
Health, Public Services and Care	47,831	85%
Business, Admin & Law	37,690	83%
Arts, Media & Publishing	31,862	82%
Agriculture, Horticulture & Animal Care	13,224	79%
Leisure, Travel & Tourism	15,874	79%
ICT	16,032	77%
Engineering & Manufacturing Technologies	33,998	77%
Construction, Planning & the Built Environment	20,844	76%
Learners on 2+ A levels	11,015	75%
Science & Mathematics	6,741	73%

Apprenticeship frameworks

How likely is it that you would recommend the learning provider to friends or family?

Framework	Base	% of Respondents Recommend
Health and Social Care	16,301	94%
Hospitality and Catering	2,381	92%
Service Enterprises	6,314	91%
Business Management	7,091	91%
Warehousing and Distribution	1,468	90%
Child Development and Well Being	4,163	89%
Animal Care and Veterinary Science	1,630	89%
Retailing and Wholesaling	990	89%
Direct Learning Support	1,271	87%
Sport, Leisure and Recreation	1,858	86%
Administration	15,936	86%
Horticulture and Forestry	567	86%
ICT for Users	536	85%
Agriculture	539	81%
Transportation Operations and Maintenance	5,358	81%
Marketing and Sales	914	79%
Manufacturing Technologies	10,650	79%
Building and Construction	5,033	78%
Accounting and Finance	2,764	78%
Engineering	3,124	77%
ICT Practitioners	1,563	76%