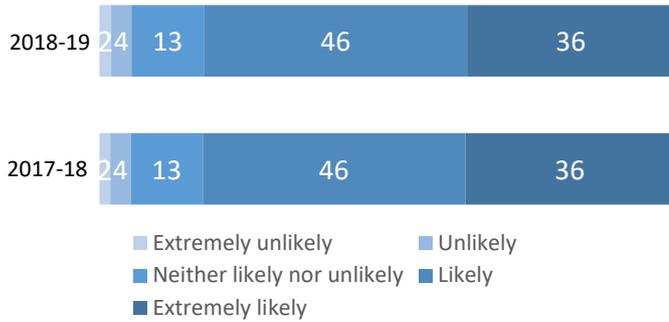




More than 8 in 10 learners would recommend their learning provider to friends or family

% OF LEARNERS WHO WERE LIKELY OR UNLIKELY TO RECOMMEND THEIR TRAINING PROVIDER

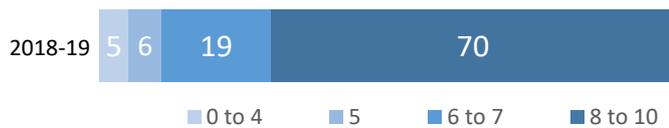


82%¹ of learners in 2018-19 were “likely” or “extremely likely” to recommend their learning provider to friends or family with 6% of learners unlikely to do so.

There was no change to the recommendation between 2017-18 and 2018-19.

More than 8 out of 10 Education and Training learners were satisfied with their learning provider

% OF EDUCATION AND TRAINING LEARNERS WHO WERE SATISFIED OR DISSATISFIED OVERALL WITH THE TRAINING PROVIDER



89%¹ of Education and Training Learners were highly satisfied with their learning provider giving a score of at least 6 out of 10.

This is 1% lower than the response last year across all funding streams

More than 9 out of 10 learners were satisfied with the quality of teaching

% OF LEARNERS WHO WERE SATISFIED OR DISSATISFIED WITH THE TEACHING



91%¹ of learners in 2018-19 gave a score of 6 to 10 when rating their satisfaction with the teaching.

This rating was the same as in 2017-18.

¹ The confidence interval for 2018 to 2019 was typically between +/-0.13% and +/-0.16%. The confidence interval for 2017 to 2018 was typically between +/-0.12% and +/-0.14%.

Contents

| | | |
|----|--|----|
| 1. | Recommendation | 3 |
| 2. | Detailed ratings | 4 |
| | Overall | 4 |
| | Overall Comparison between 2017 to 2018 and 2018 to 2019 | 5 |
| | Apprentices | 6 |
| | Education & Training | 7 |
| 3. | Technical Information | 15 |
| 4. | Get in touch | 18 |
| | Media enquiries | 18 |
| | Other enquiries/feedback | 18 |

About this release

This publication provides the main findings of the FE Choices Learner Satisfaction Survey 2018 to 2019. This survey measures learners' satisfaction with learning and training funded by the Department for Education. The survey applied to most general further education colleges, tertiary colleges, specialist colleges, local authorities and most independent learning providers.

The survey is predominantly online with a small percentage of responses paper based. A total of 345,174 learners across 1,129 colleges and other training providers took part in the survey, from an eligible population of 1,735,478 learners at 1,606 eligible providers. The survey took place between November 2018 and May 2019.

The survey was funded by the Department for Education and carried out by Ipsos MORI and RCU Limited. The main aim of the survey is to provide comparative satisfaction data that employers and learners would use to inform their choice of college or training provider.

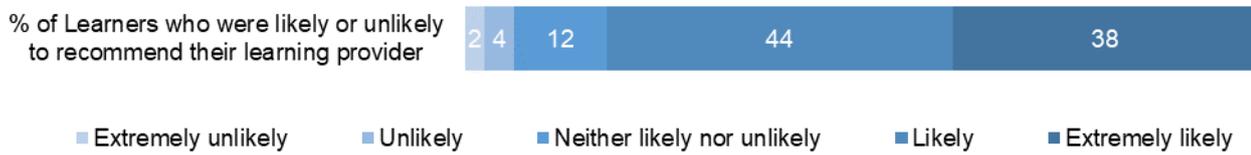
Feedback

We are constantly monitoring and evaluating our release, and how our releases look. We would welcome feedback on any aspect of this document at Andy.Cooke@education.gov.uk.

1. Recommendation

82% of apprentices were “likely” or “extremely likely” to recommend their learning provider to friends or family and only 6% were “unlikely” or “extremely unlikely” to do so.

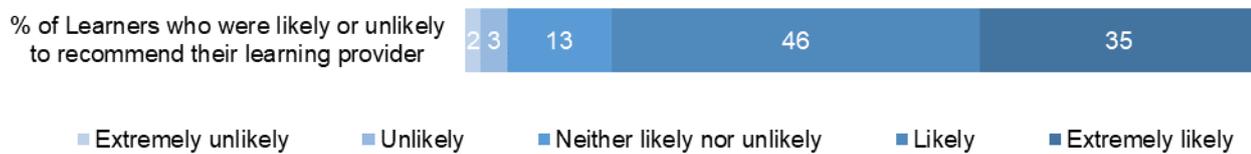
Figure 1: Apprentices - Likelihood to recommend



Base: 81,550

81% of learners in education and training (excluding apprenticeships) were “likely” or “extremely likely” to recommend their learning provider to friends or family and only 5% were “unlikely” or “extremely unlikely” to do so.

Figure 2: Education and Training - Likelihood to recommend



Base: 211,161

The percentage of learners on apprenticeships who would be extremely likely to recommend their learning provider was slightly higher when compared with those learners in other education and training (38% and 35% respectively).

2. Detailed ratings

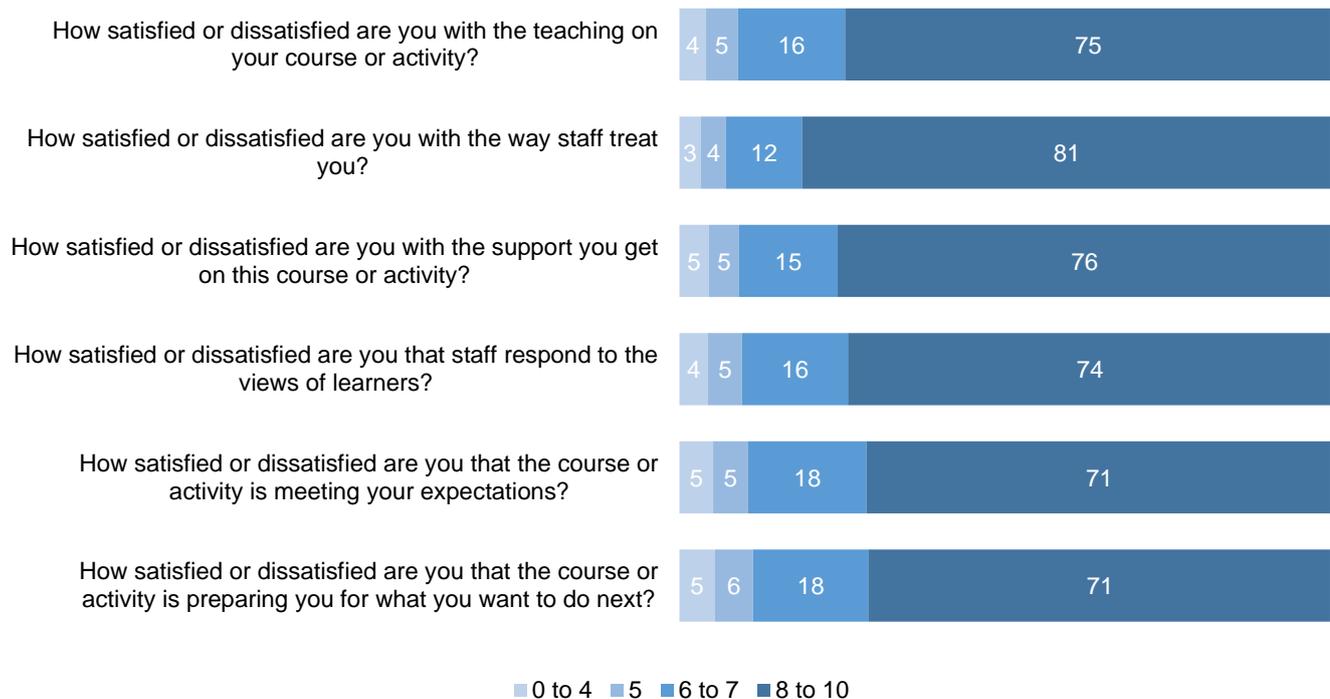
Overall

The highest level of satisfaction expressed by respondents was for the way staff treat learners, with 81% giving a rating of 8 to 10. This figure was unchanged when compared to the 2017 to 2018 survey. The support given to learners on their course or activity was the next most highly rated where a score of 8 to 10 was given by 76% of respondents.

The question asking learners about how satisfied they were that the course or activity was meeting their expectations was given a satisfaction score of 8 to 10 by 71% of respondents which was 1% higher than last year.

The question “How satisfied or dissatisfied are you that the course or activity is preparing you for what you want to do next” had the greatest number of respondents giving a score of five or less (11%).

Figure 3: Overall results for individual questions



Overall Comparison between 2017 to 2018 and 2018 to 2019

Changes to the survey questionnaire for 2018 to 2019 meant that only five questions could be compared directly to the 2017 to 2018 survey results. This comparison reveals that satisfaction ratings have risen for three questions over the past year and fallen slightly for two.

The questions where satisfaction rates rose this year referred to: the support received by learners; staff response to learners' views ; and whether the course or activity was meeting their expectations, with the latter receiving the greatest increase of 0.9 percentage points.

The percentage of learners scoring 8 to 10 fell by 0.2 percentage points on the questions relating to respondents' overall satisfaction with the teaching, and the way learners are treated by staff.

Figure 4: Comparison for 'Extremely Likely' between 2017 to 2018 and 2018 to 2019

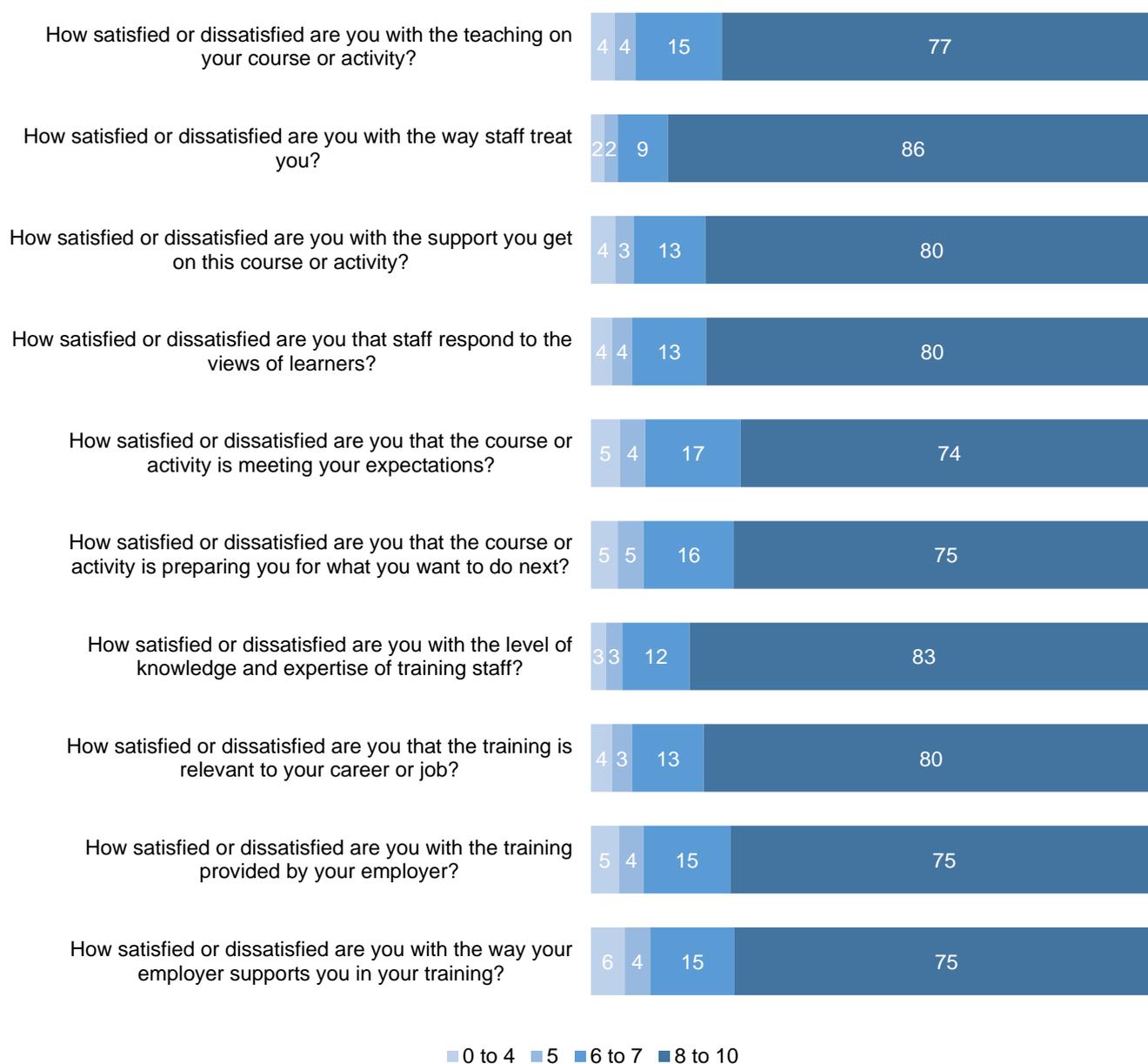
| % Scoring 8 to 10 | 2017 to 18 | 2018 to 19 | % Point Change |
|---|------------|------------|----------------|
| How satisfied or dissatisfied are you with the teaching on your course or activity? | 74.8 | 74.6 | -0.2 |
| How satisfied or dissatisfied are you with the way staff treat you? | 81.4 | 81.2 | -0.2 |
| How satisfied or dissatisfied are you with the support you get on this course or activity? | 75.4 | 75.8 | 0.4 |
| How satisfied or dissatisfied are you that staff respond to the views of learners? | 73.3 | 74.1 | 0.8 |
| How satisfied or dissatisfied are you that the course or activity is meeting your expectations? | 70.4 | 71.3 | 0.9 |

Apprentices

The question asking learners about the way they were treated by staff had the highest percentage of apprentices giving a score 8 to 10 with 86% of respondents giving a score in this range. Four other questions received satisfaction ratings in the 8 to 10 range from 80% or higher of apprentices. These asked learners about their level of satisfaction with: the support they received on the course or activity; the way staff respond to the views of learners; the knowledge and expertise of teaching/training staff and the relevance of the training to their job or career.

The question asking learners about their level of satisfaction with how the course or activity was meeting their expectations was the only question that received a score of 8 to 10 from less than three-quarters of apprentices.

Figure 5: Apprentices results for individual questions



Education & Training

Generally, satisfaction rating for Education & Training were lower than Apprenticeships, with no question scoring over 80% for satisfaction rating. This is most likely due to the majority of participants in the survey being in the 16-18 age category. Learners aged 16-18 are more likely to be engaged on longer programmes of study with more guided learning hours and therefore tend to be better represented in learning providers' survey samples.

The aspect that was given the highest satisfaction rating by learners in education and training related to the way they were treated by staff, with 79% giving a score of 8 to 10. Also highly rated were the teaching and support received by learners, each with 74% of respondents giving scores in the 8 to 10 range.

The lowest satisfaction rates given by learners were for how the course was meeting their expectations, how it is preparing them for the next stage and their overall satisfaction with the learning provider. Each of these aspects received a score of 8 to 10 from 70% of respondents.

Figure 6: Education & Training results for individual questions



Differences by subject area

Overall, there were marked differences in the levels of respondents' satisfaction with the learning provider when comparing main subject areas. Learners taking subjects in Languages, Literature & Culture were the most likely to recommend their learning provider, with 94.7% of respondents indicating that they were "likely" or "very likely" to do so. The recommendation rate also exceeded 90% in three other subject areas: Education & Training, Preparation for Life & Work and History, Philosophy & Theology.

The learners that were least likely to recommend their learning provider were those studying Information and Communication Technologies with less than three out of four learners indicating that they were "likely" or "very likely" to recommend their provider. There were seven other subject areas where less than 80% of learners would recommend their course or programme to friends or family. These were: Science and Mathematics; Agriculture, Horticulture & Animal Care; Engineering & Manufacturing Technologies; Construction; Leisure, Travel & Tourism; Business, Admin & Law and 2+ A levels.

Figure 7: Overall - Likelihood to recommend by subject area

| How likely is it that you would recommend the learning provider to friends or family? | Base | % Recommend |
|---|--------|-------------|
| 1. Health, Public Services and Care | 41,417 | 84.1% |
| 2. Science & Mathematics | 5,995 | 76.2% |
| 3. Agriculture, Horticulture & Animal Care | 10,398 | 78.9% |
| 4. Engineering & Manufacturing Technologies | 29,824 | 76.1% |
| 5. Construction, Planning & the Built Environment | 18,297 | 76.1% |
| 6. Information and Communication Technology | 14,907 | 73.3% |
| 7. Retail & Commercial Enterprise | 23,781 | 84.0% |
| 8. Leisure, Travel & Tourism | 13,555 | 79.0% |
| 9. Arts, Media & Publishing | 26,427 | 80.5% |
| 10. History, Philosophy & Theology | 329 | 92.1% |
| 11. Social Sciences | 566 | 80.2% |
| 12. Languages, Literature & Culture | 4,335 | 94.7% |
| 13. Education & Training | 3,630 | 91.4% |
| 14. Preparation for Life & Work | 37,781 | 92.6% |
| 15. Business, Admin & Law | 34,254 | 78.4% |
| Not Assigned to a Subject Area | 27,215 | 81.2% |
| Learners on 2+ A-Levels | 8,622 | 74.9% |

Figure 8: Apprentices - Likelihood to recommend by subject area

The apprentices that were training in subjects relating to Health, Public Services and Care were the most likely to recommend their learning provider to friends or family (89.7%). The recommendation rate was also very high for Retail & Commercial Enterprise subjects (87.7%).

There were only two subject areas where less than three-quarters of apprentices would be likely to recommend their learning provider and these were Information and Communication Technology (70.2%) and Arts, Media & Publishing (72.1%).

| How likely is it that you would recommend the learning provider to friends or family? | Base | % Recommend |
|---|--------|-------------|
| 1. Health, Public Services and Care | 16,384 | 89.7% |
| 2. Science & Mathematics | 101 | 80.2% |
| 3. Agriculture, Horticulture & Animal Care | 2,156 | 86.4% |
| 4. Engineering & Manufacturing Technologies | 16,653 | 77.8% |
| 5. Construction, Planning & the Built Environment | 4,156 | 76.4% |
| 6. Information and Communication Technology | 4,015 | 70.2% |
| 7. Retail & Commercial Enterprise | 9,630 | 87.7% |
| 8. Leisure, Travel & Tourism | 1,518 | 81.4% |
| 9. Arts, Media & Publishing | 183 | 72.1% |
| 13. Education & Training | 1,315 | 86.3% |
| 15. Business, Admin & Law | 25,301 | 80.0% |
| Not Assigned to a Subject Area | 138 | 85.5% |

Figure 9: Education and Training- Likelihood to recommend by subject area

The subject area where education and training learners were the most likely to recommend their provider was Languages, Literature & Culture with 94.7% of respondents indicating that they were “likely” or “very likely” to do so. Education & Training (94.3%), Preparation for Life & Work (92.6%) and History, Philosophy & Theology (92.1%) also received provider recommendation rates higher than 90%.

The education and training learners that were least likely to recommend their learning provider were those studying Information and Communication Technologies (74.5%); Engineering & Manufacturing Technologies (73.8%) and Business, Admin & Law (73.7%) each with provider recommendation rates at approximately 74%.

| How likely is it that you would recommend the learning provider to friends or family? | Base | % Recommend |
|--|-------------|--------------------|
| 1. Health, Public Services and Care | 25,033 | 80.5% |
| 2. Science & Mathematics | 5,894 | 76.1% |
| 3. Agriculture, Horticulture & Animal Care | 8,242 | 76.9% |
| 4. Engineering & Manufacturing Technologies | 13,171 | 73.8% |
| 5. Construction, Planning & the Built Environment | 14,141 | 75.9% |
| 6. Information and Communication Technology | 10,892 | 74.5% |
| 7. Retail & Commercial Enterprise | 14,151 | 81.4% |
| 8. Leisure, Travel & Tourism | 12,037 | 78.7% |
| 9. Arts, Media & Publishing | 26,244 | 80.6% |
| 10. History, Philosophy & Theology | 329 | 92.1% |
| 11. Social Sciences | 566 | 80.2% |
| 12. Languages, Literature & Culture | 4,335 | 94.7% |
| 13. Education & Training | 2,315 | 94.3% |
| 14. Preparation for Life & Work | 37,781 | 92.6% |
| 15. Business, Admin & Law | 8,953 | 73.7% |
| Not Assigned to a Subject Area | 27,077 | 81.2% |
| Learners on 2+ A-Levels | 8,622 | 74.9% |

Differences by learner characteristics

Female learners were more likely than male learners to recommend their learning provider. 85.4% of female learners said that they would be “likely” or “very likely” to recommend their learning provider to friends and family compared to 77.7% of males. The recommendation rate among female learners fell slightly compared to 2017 to 2018 when it stood at 85.7%, although the recommendation rates among males was unchanged.

The majority of respondents were in the 16-18 age group. Older learners were more likely to recommend their learning provider to friends or family than younger learners. Well over 90% of those aged 25 and over would be likely to recommend their learning provider compared to 81.7% of those aged 19-24. Learners in the 16-18 age group gave the least positive response with 76.4% likely to recommend their learning provider

Figure 10: Overall - Likelihood to recommend by age band and gender

| How likely is it that you would recommend the learning provider to friends or family? | Base | % Recommend |
|---|---------|-------------|
| Female | 154,699 | 85.4% |
| Male | 138,012 | 77.7% |
| 16-18 | 157,722 | 76.4% |
| 19-24 | 46,296 | 81.7% |
| 25-34 | 33,191 | 89.2% |
| 35-44 | 25,623 | 92.0% |
| 45-54 | 16,253 | 91.8% |
| 55-64 | 8,503 | 93.7% |
| 65+ | 5,123 | 95.4% |

Figure 11: Apprentices - Likelihood to recommend by age band and gender

The recommendation rates given by female and male apprentices were very similar to those given by females and males in education and training. However, the analysis of recommendation rates by age shows a marked difference when apprentices and education and training learners are compared. Apprentices aged 16-18 are more likely than those aged 19-25 to recommend their training providers whereas this pattern is reversed for learners in education and training. Also, the relatively higher recommendation rates among those aged 25 and over in education and training is not evident among learners taking apprenticeships.

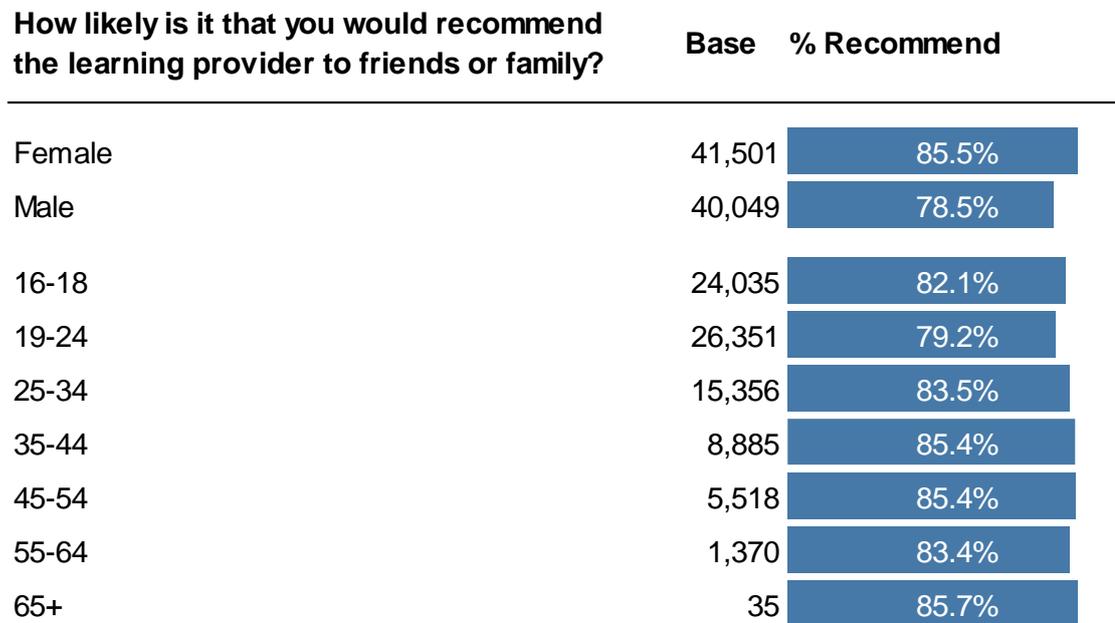
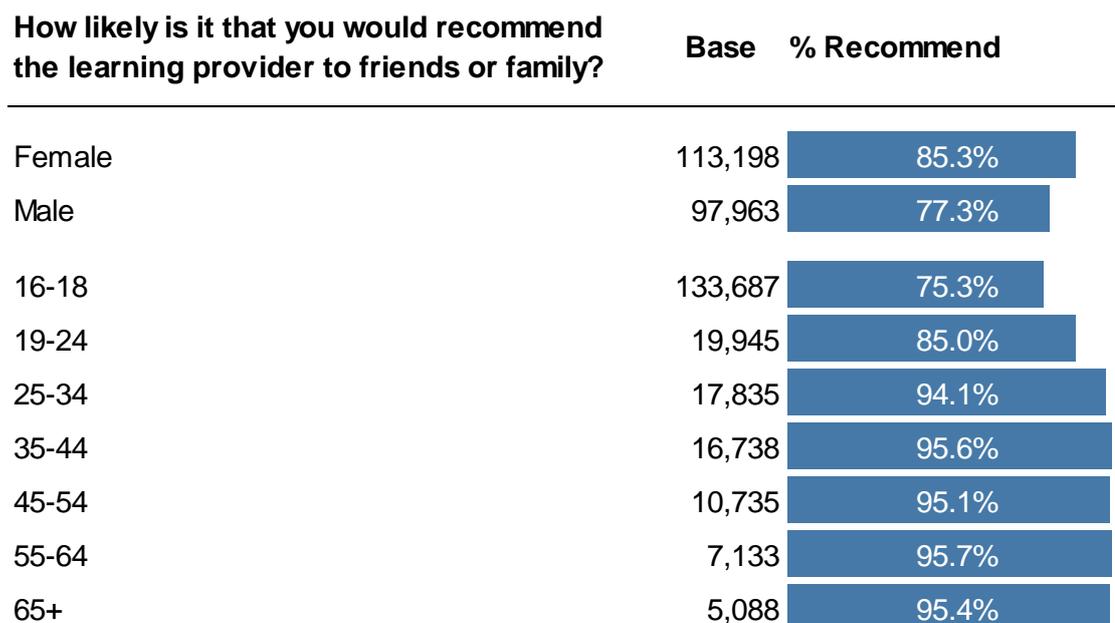


Figure 12: Education and Training - Likelihood to recommend by age band and gender



Differences by provider type

Overall, satisfaction with the learning provider was highest among learners attending Other Public Funded providers which includes Local Authorities and Community Learning providers. 93.2% of these respondents were “likely” or “very likely” to recommend their learning provider. General FE and Tertiary College received the lowest recommendation rates reflecting the higher proportion of 16-18 year olds at these organisations who were generally less likely to recommend their learning provider.

Figure 13: Overall - Likelihood to recommend by provider type

| How likely is it that you would recommend the learning provider to friends or family? | Base | % Recommend |
|---|---------|-------------|
| General FE and Tertiary College | 166,980 | 78.1% |
| Specialist College | 10,829 | 80.8% |
| Private Sector Public Funded | 77,624 | 84.1% |
| Other Public Funded | 37,278 | 93.2% |

Figure 14: Apprentices - Likelihood to recommend by provider type

| How likely is it that you would recommend the learning provider to friends or family? | Base | % Recommend |
|---|--------|-------------|
| General FE and Tertiary College | 12,178 | 78.5% |
| Specialist College | 646 | 80.8% |
| Private Sector Public Funded | 63,842 | 82.9% |
| Other Public Funded | 4,884 | 80.0% |

Figure 15: Education and Training - Likelihood to recommend by provider type

| How likely is it that you would recommend the learning provider to friends or family? | Base | % Recommend |
|---|---------|-------------|
| General FE and Tertiary College | 154,802 | 78.1% |
| Specialist College | 10,183 | 80.8% |
| Private Sector Public Funded | 13,782 | 89.7% |
| Other Public Funded | 32,394 | 95.1% |

Education and training learners at Private Sector Public Funded and Other Public Funded organisations were by far the most likely to recommend their learning provider although this pattern was not evident among apprentices. This may be due to these providers catering to predominantly the 25+ Age groups, where the recommendation rate is far higher.

Community Learning

Learners taking Community Learning courses or activities generally gave extremely positive responses to the survey questions and 95.9% said they would be “likely” or “very likely” to recommend their learning provider to friends or family.

Figure 16: Likelihood to recommend

| How likely is it that you would recommend the learning provider to friends or family? | Base | % Recommend |
|--|-------------|--------------------|
| Learners on Community Learning Only | 14,321 | 95.9% |
| Other Education and Training Learners | 196,840 | 80.6% |

3. Technical Information

Quality and methodology information is available on the Data Explained Tab of the Transparency Spreadsheet, published with the data outputs on .GOV.UK. This provides further information on the data sources, their coverage and quality and explains the methodology used in producing the data, including how it is validated and processed.

The Learner Satisfaction Survey 2018 to 2019 measures learners' satisfaction with learning funded by the Department for Education from 26 November 2018 to 3 May 2019. The survey applied to all general further education colleges, tertiary colleges, land-based colleges, art and design colleges and most independent learning providers that deliver provision. The exceptions were sixth-form colleges; employers in receipt of an Apprenticeship Direct Grant; and colleges and other training providers funded to deliver training exclusively to their own employees. A total of 1,735,478 learners were eligible to take part in the survey and 1,606 colleges and training providers were in-scope.

The survey was predominantly online, with a small percentage of paper copies for whom access to the internet was impossible. A total of 345,174 learners took part in the survey with 296,346 matched to the Individualised Learner Record (ILR). This report is based on those responses matched to the ILR which allows analysis by subject area and funding stream. Respondents were broadly representative of the population as shown in the table below. Learners aged 16-18 are more likely to be engaged on longer programmes of study with more guided learning hours and therefore tend to be better represented in learning providers' survey samples.

Sample sizes and other factors for certain provision can potentially make them less representative. Community learning programmes usually last between 6 to 12 weeks, so there is often limited time for learners to respond to the survey during their learning period. Further, many providers delivering community learning do so in settings that do not have internet access. So learner responses may be hampered as providers will need to order paper based copies of the survey, print and then distribute these copies to their community learning venues to allow responses to be captured. Hence, the survey response for community learning equates to 5% of the learning type population.

The base figures shown in this report are the number of learners giving a response to an individual question. As learners are not required to answer every question, some questions will have a lower base than the total number of survey respondents.

Figure 17: Comparison of survey respondents matched to the ILR with the learner population

| Number of Responses / Learners | Population | | Survey | |
|---------------------------------|------------|------|---------|------|
| | N | % | N | % |
| Total | 1,735,478 | 100% | 296,346 | 100% |
| Apprentices | 510,925 | 29% | 82,674 | 28% |
| Education & Training | 1,224,553 | 71% | 213,672 | 72% |
| Community Learning Only | 181,827 | 10% | 14,491 | 5% |
| Female | 949,143 | 55% | 156,098 | 53% |
| Male | 786,335 | 45% | 140,248 | 47% |
| 16-18 | 616,618 | 36% | 159,693 | 54% |
| 19+ | 1,118,860 | 64% | 136,653 | 46% |
| 16-18 Female | 273,053 | 16% | 71,827 | 24% |
| 16-18 Male | 343,565 | 20% | 87,866 | 30% |
| 19+ Female | 676,090 | 39% | 84,271 | 28% |
| 19+ Male | 442,770 | 26% | 52,382 | 18% |
| General FE and Tertiary College | 992,979 | 57% | 169,094 | 57% |
| Other Public Funded | 248,663 | 14% | 37,708 | 13% |
| Private Sector Public Funded | 402,750 | 23% | 78,634 | 27% |
| Specialist College | 91,086 | 5% | 10,910 | 4% |
| <u>Apprentices</u> | | | | |
| Intermediate | 182,149 | 36% | 26,425 | 32% |
| Advanced | 245,031 | 48% | 43,462 | 53% |
| Higher | 83,745 | 16% | 12,787 | 15% |
| <u>Education & Training</u> | | | | |
| Level 1 or below | 466,716 | 38% | 58,574 | 27% |
| Level 2 | 400,527 | 33% | 70,964 | 33% |
| Level 3+ | 357,310 | 29% | 84,134 | 39% |
| East of England | 162,991 | 9% | 27,771 | 9% |
| East Midlands | 151,201 | 9% | 25,571 | 9% |
| London | 272,690 | 16% | 37,109 | 13% |
| North East | 99,904 | 6% | 22,288 | 8% |
| North West | 250,308 | 14% | 45,403 | 15% |
| South East | 234,642 | 14% | 45,195 | 15% |
| South West | 167,670 | 10% | 27,031 | 9% |
| West Midlands | 198,218 | 11% | 37,213 | 11% |
| Yorkshire and the Humber | 183,977 | 11% | 26,379 | 9% |
| Other / Unknown | 13,877 | 1% | 2,386 | 1% |

| Number of Responses / Learners | Population | | Survey | |
|--|------------|-----|--------|-----|
| | N | % | N | % |
| <u>Apprentices</u> | | | | |
| Health, Public Services and Care | 112,387 | 22% | 16,614 | 20% |
| Science & Mathematics | 339 | 0% | 101 | 0% |
| Agriculture, Horticulture & Animal Care | 10,317 | 2% | 2,175 | 3% |
| Engineering & Manufacturing Technologies | 108,379 | 21% | 16,872 | 20% |
| Construction, Planning & the Built Environment | 37,486 | 7% | 4,213 | 5% |
| Information and Communication Technology | 24,962 | 5% | 4,045 | 5% |
| Retail & Commercial Enterprise | 58,353 | 11% | 9,749 | 12% |
| Leisure, Travel & Tourism | 10,019 | 2% | 1,604 | 2% |
| Arts, Media & Publishing | 1,253 | 0% | 187 | 0% |
| Education & Training | 7,583 | 1% | 1,331 | 2% |
| Business, Admin & Law | 138,739 | 27% | 25,644 | 31% |
| Not Assigned to a Subject Area | 1,108 | 0% | 139 | 0% |
| <u>Education & Training</u> | | | | |
| Health, Public Services and Care | 168,178 | 14% | 25,238 | 12% |
| Science & Mathematics | 34,830 | 3% | 5,954 | 3% |
| Agriculture, Horticulture & Animal Care | 31,667 | 3% | 8,298 | 4% |
| Engineering & Manufacturing Technologies | 52,055 | 4% | 13,369 | 6% |
| Construction, Planning & the Built Environment | 59,902 | 5% | 14,368 | 7% |
| Information and Communication Technology | 45,284 | 4% | 11,081 | 5% |
| Retail & Commercial Enterprise | 61,955 | 5% | 14,258 | 7% |
| Leisure, Travel & Tourism | 69,245 | 6% | 12,158 | 6% |
| Arts, Media & Publishing | 148,607 | 12% | 26,543 | 12% |
| History, Philosophy & Theology | 7,418 | 1% | 334 | 0% |
| Social Sciences | 4,256 | 0% | 572 | 0% |
| Languages, Literature & Culture | 46,388 | 4% | 4,373 | 2% |
| Education & Training | 17,619 | 1% | 2,319 | 1% |
| Preparation for Life & Work | 285,899 | 23% | 38,395 | 18% |
| Business, Admin & Law | 64,618 | 5% | 9,048 | 4% |
| Not Assigned to a Subject Area | 126,632 | 10% | 27,364 | 13% |
| Learners on 2+ A-Levels | 38,015 | 3% | 8,695 | 4% |

Note: The population figures represent the learner characteristic breakdowns during the period of the Learner Satisfaction Survey i.e. from 26 November 2018 to 3 May 2019.

4. Get in touch

Media enquiries

Press Office News Desk, Department for Education, Sanctuary Buildings, Great Smith Street, London SW1P 3BT.

Tel: 020 7783 8300

Other enquiries/feedback

Andy Cooke, Data Insight and Statistics Division, Department for Education, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.

Email: Andy.Cooke@education.gov.uk



Department for Education

© Crown copyright 2019

This publication (not including logos) is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

To view this licence:

visit www.nationalarchives.gov.uk/doc/open-government-licence/version/3

email psi@nationalarchives.gsi.gov.uk

write to Information Policy Team, The National Archives, Kew, London, TW9 4DU

About this publication:

enquiries Andy Cooke, Data Insight and Statistics Division, Department for Education, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.

Email: Andy.Cooke@education.gov.uk

download <https://www.gov.uk/government/collections/fe-choices>

Reference: FE Choices Learner Satisfaction Survey 2018 to 2019



Follow us on Twitter:
[@educationgovuk](https://twitter.com/educationgovuk)



Like us on Facebook:
facebook.com/educationgovuk