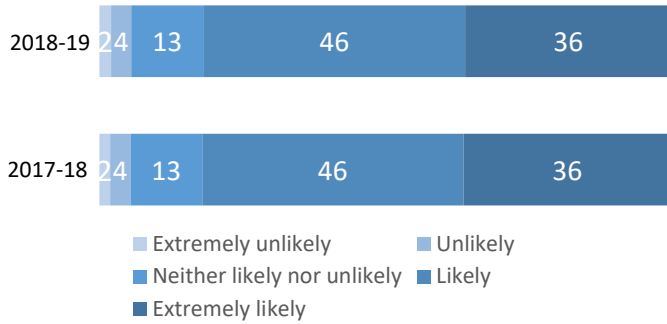




More than 8 in 10 learners would recommend their learning provider to friends or family

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

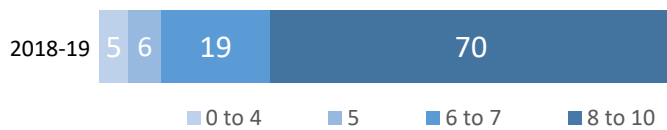


82%¹ of learners in 2018-19 were “likely” or “extremely likely” to recommend their learning provider to friends or family with 6% of learners unlikely to do so.

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

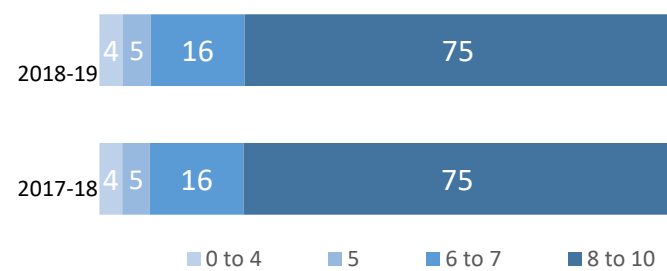


89%¹ of Education and Training Learners were highly satisfied with their learning provider giving a score of at least 6 out of 10.

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.

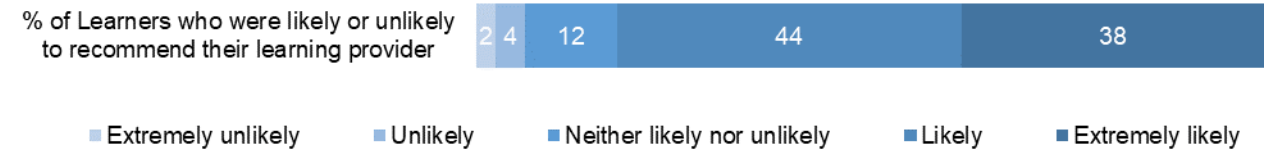
Feedback

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.

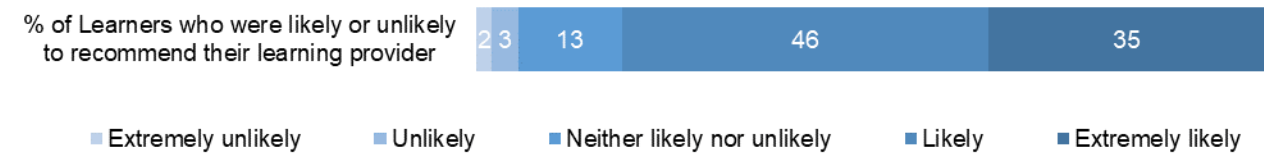
Figure 1: Apprentices - Likelihood to recommend



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

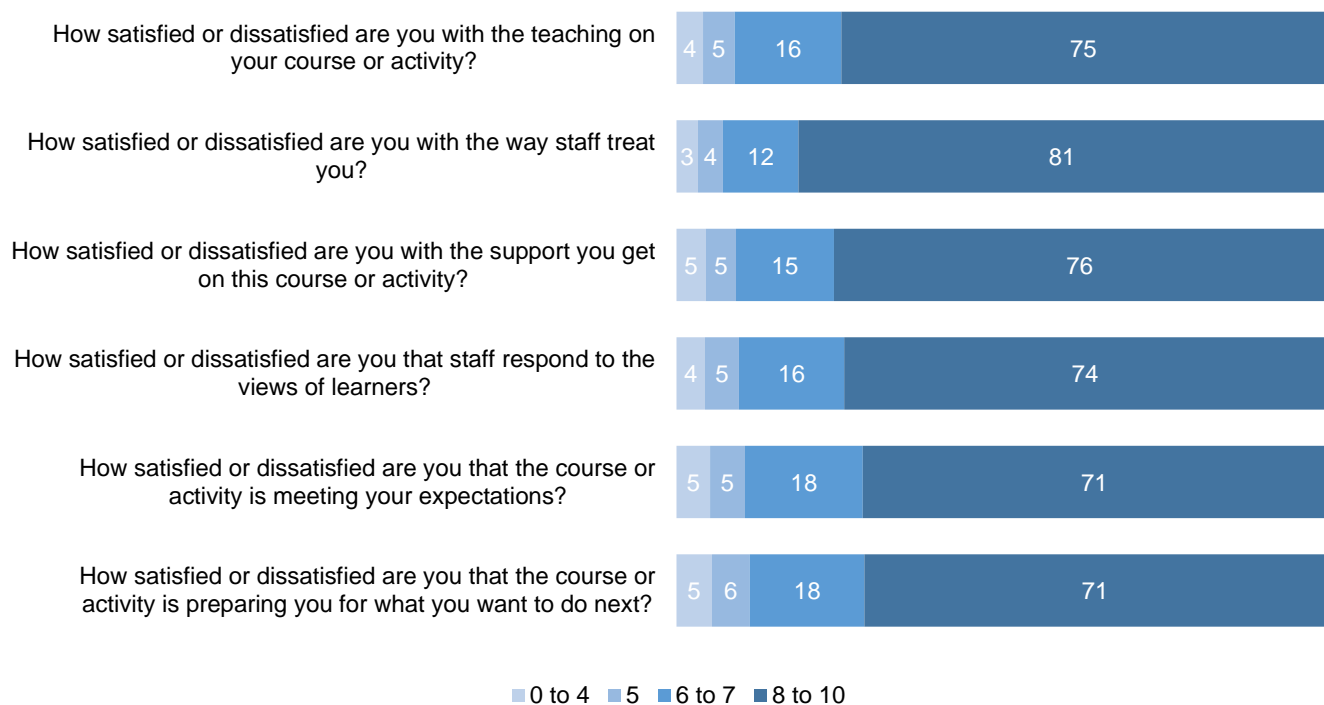
Overall

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

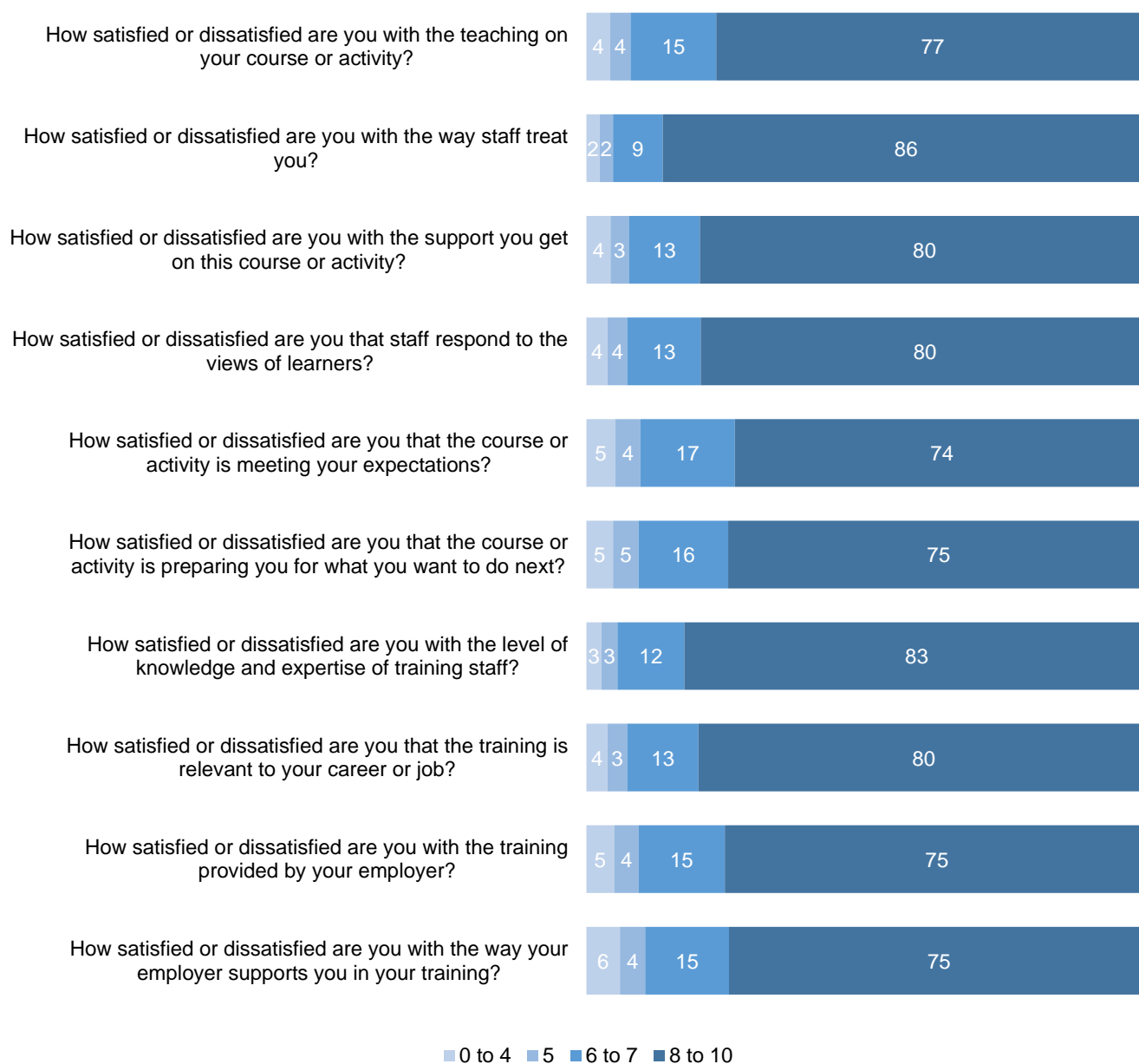
% Scoring 8 to 10	2017 to 18	2018 to 19	% Point Change
How satisfied or dissatisfied are you with the teaching on your course or activity?	74.8	74.6	-0.2
How satisfied or dissatisfied are you with the way staff treat you?	81.4	81.2	-0.2
How satisfied or dissatisfied are you with the support you get on 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



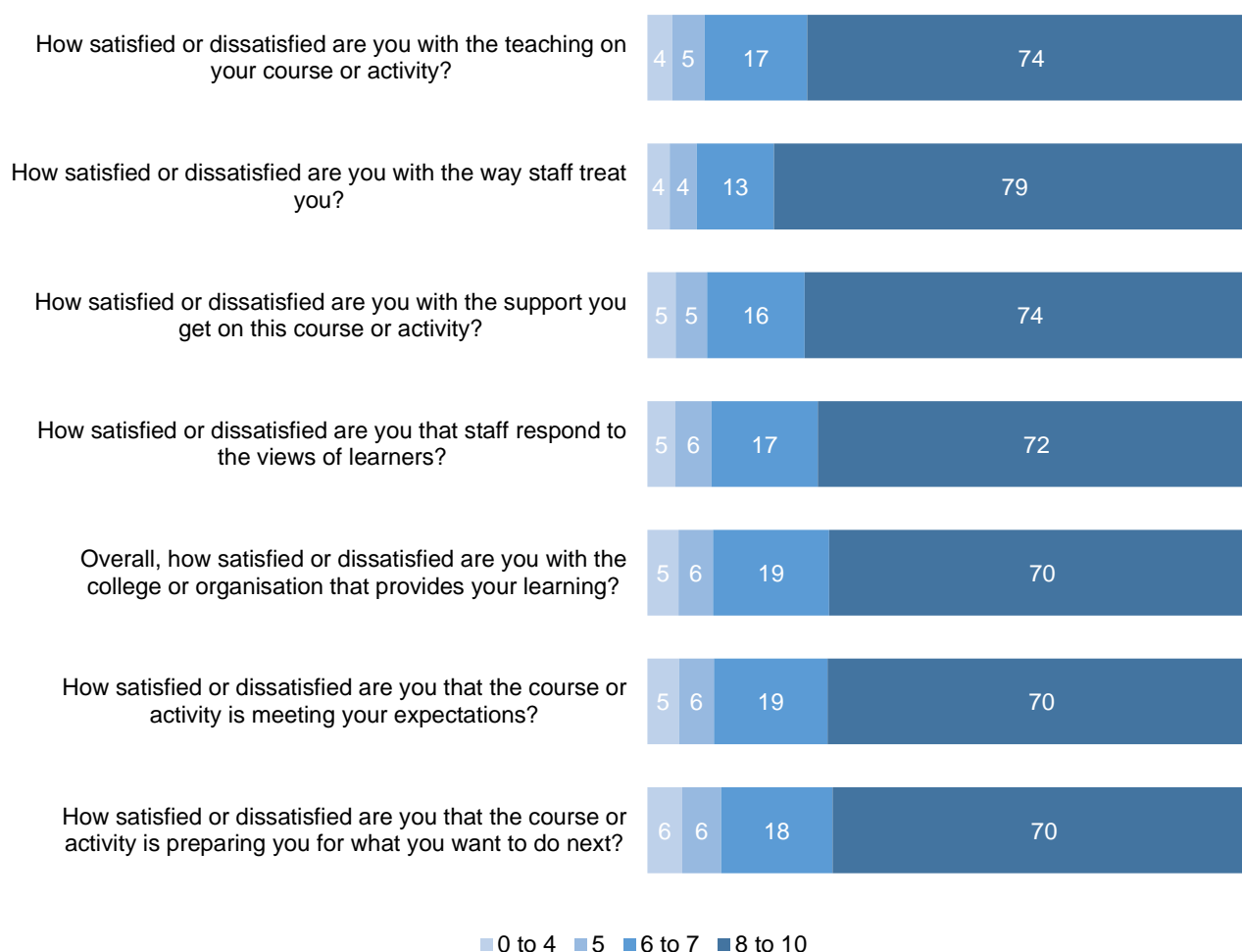
Education & Training

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.

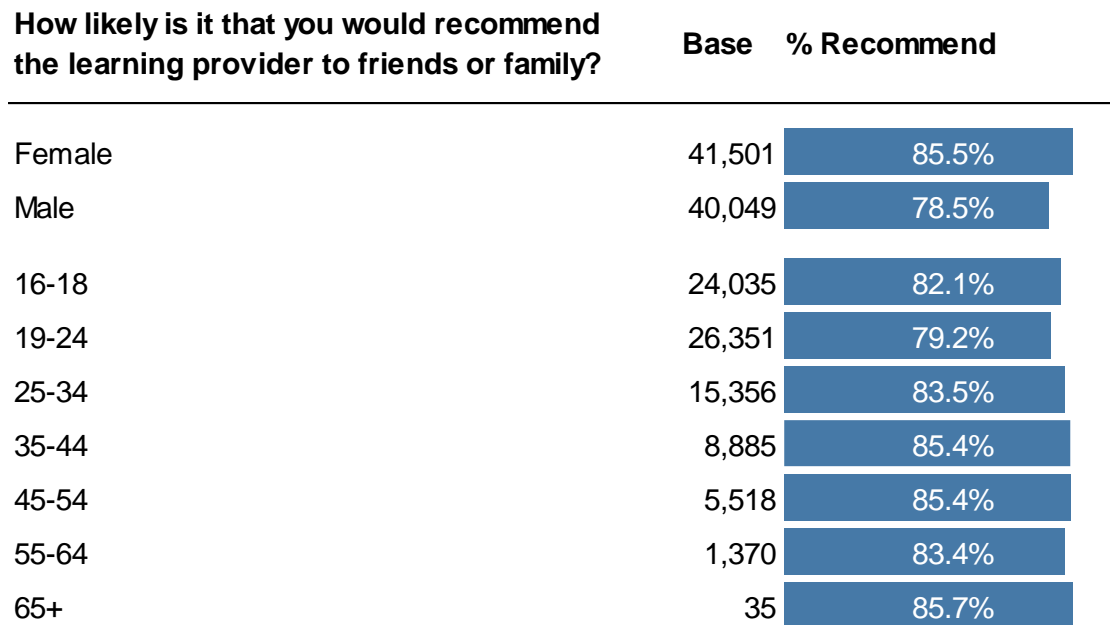
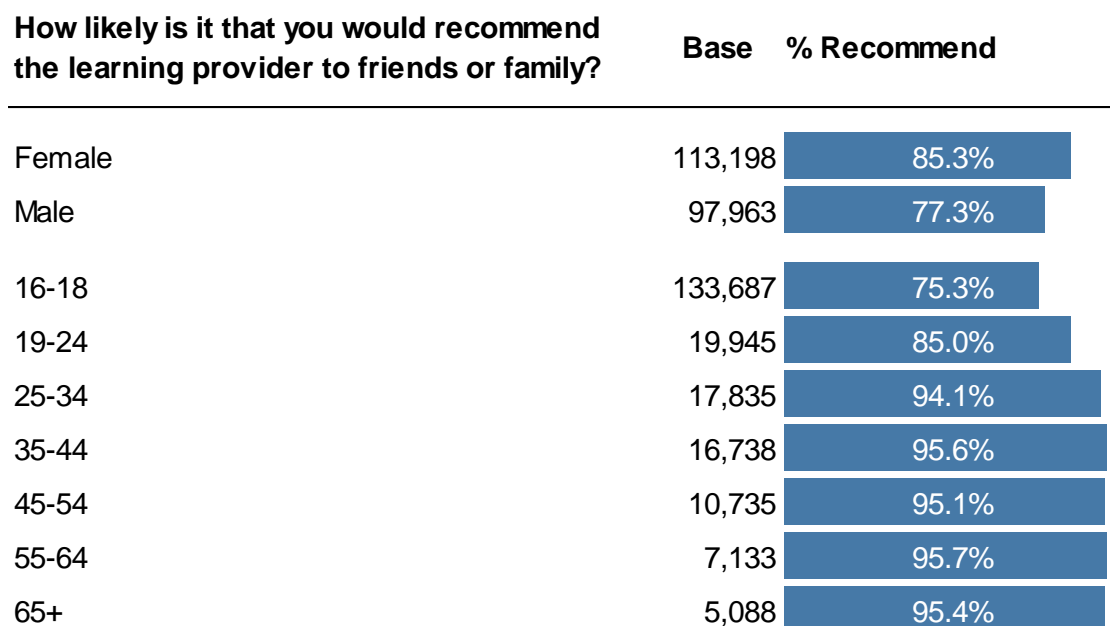


Figure 12: Education and Training - Likelihood to recommend by age band and gender



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

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Department for Education

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

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