



Skills Funding
Agency

Learner Satisfaction Survey 2011/12 National Results April 2013

Introduction

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Learner Satisfaction 2011/12

- The Learner Satisfaction Survey 2011/12 (Version 4) took place between November 2011 and May 2012.
- The survey was open to all Skills Funding Agency or Education Funding Agency funded learners excluding those learners aged under 16, on Offenders' Learning and Skills Service (OLASS) or on Community Learning provision. This included around 2 million eligible learners.
- 402,428 learners submitted a valid response.
- 95% of survey responses were submitted online and the remainder on paper questionnaires.

Learner Satisfaction 2011/12

- 365,514 valid responses 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 National Results 2011/12 .
- The overall response rate was 18.6%* and the overall confidence interval was 0.1%.

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

Response Rate Detail

Learner Group	Number of Responses	Response Rate
16-18 Female	94,066	29%
16-18 Male	107,773	29%

Learner Group	Number of Responses	Response Rate
Female	193,415	18%
Male	172,099	19%

Learner Group	Number of Responses	Response Rate
16-18	201,839	29%
19+	163,675	13%

Learner Group	Number of Responses	Response Rate
19+ Female	99,349	14%
19+ Male	64,326	12%

Learner Group	Number of Responses	Response Rate
Entry Level	30,238	14%
Level 1	45,988	18%
Level 2	128,687	16%
Level 3+	160,601	23%

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

Response Rate

Learner Group	Number of Responses	Response Rate
General FE College incl Tertiary	1,266,177	18%
Special & Specialist Designated Colleges	97,609	15%
Other Public Funded e.g. LA's and HE	145,001	24%
Private Sector Public Funded	456,529	19%

Learner Group	Number of Responses	Response Rate
East	40,065	22%
East Midlands	30,893	18%
London	51,206	17%
North East	24,632	20%
North West	51,360	18%
South East	46,727	19%
South West	35,362	19%
West Midlands	45,982	20%
Yorkshire and the Humber	34,544	17%

Response Rate	% of Providers
Less than 10%	25%
10% - 20%	17%
20% - 30%	17%
30% - 40%	12%
40% - 50%	11%
50% - 60%	6%
60% - 70%	6%
70% - 80%	4%
80% - 90%	1%
90% - 100%	1%
	100%

*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 un-weighted and are based on responses received.

Learner Group	Survey Respondents %	All Learners %
16-18 Female	47%	46%
16-18 Male	53%	54%
16-18	100%	100%

Learner Group	Survey Respondents %	All Learners %
19+ Female	61%	58%
19+ Male	39%	42%
19+	100%	100%

Learner Group	Survey Respondents %	All Learners %
16-18	55%	36%
19+	45%	64%
	100%	100%

Learner Group	Survey Respondents %	All Learners %
Entry Level	8%	12%
Level 1	13%	13%
Level 2	35%	40%
Level 3+	44%	35%
	100%	100%

Learner Group	Survey Respondents %	All Learners %
Female	53%	54%
Male	47%	46%
	100%	100%

Spread of Responses

Learner Group	Survey Respondents %	All Learners %
General FE College incl Tertiary	64%	63%
Special & Specialist Designated Colleges	5%	4%
Other Public Funded e.g. LA's and HE	7%	9%
Private Sector Public Funded	23%	24%

Learner Group	Survey Respondents %	All Learners %
East	9%	11%
East Midlands	9%	9%
London	16%	14%
North East	6%	7%
North West	15%	14%
South East	13%	13%
South West	10%	10%
West Midlands	12%	13%
Yorkshire and the Humber	11%	10%

Learner Satisfaction 2011/12

- The Learner Satisfaction survey has nine questions.
- 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 bad' and 10 is 'very good'.

Learner Satisfaction 2011/12

The questions* to the Learner Satisfaction Survey are:

- How good or bad was the information you were given when you were choosing your course/training programme?
- How good or bad was the help staff gave you in the first few weeks?
- How good or bad is the teaching on your course/programme?
- How good or bad is the respect staff show to you?
- How good or bad is the advice you have been given about what you can do after this course/training programme?
- How good or bad is the support you get on this course/training programme?
- How good or bad is the college/learning provider/training staff at listening to the views of learners/apprentices/employees?
- How good or bad is the college/ learning provider/company at acting on the views of learners/apprentices/employees?
- Overall, how good or bad do you think the college/ learning provider/training programme is?

*The question wording is tailored to the learner's environment.

Learner Satisfaction 2011/12

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 grades
- Local Enterprise Partnership (LEP) area
- Sector Subject Area (SSA) – (Tier 1) (Question 9 only)
- Apprenticeship Framework by SSA Tier 2 (Question 9 only)

Learner Satisfaction 2011/12

- 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.
- Subject Level 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

Subject Area	Base	Mean Score	% of Respondents Scoring 8 or More
Q1. How good or bad was the information you were given when you were choosing your course?	365,514	8.1	68%
Q2. How good or bad was the help staff gave you in the first few weeks?	365,514	8.4	75%
Q3. How good or bad is the teaching on your course?	365,514	8.4	76%
Q4. How good or bad is the respect staff show to you?	365,514	8.7	81%
Q5. How good or bad is the advice you have been given about what you can do after this course?	365,514	7.8	65%
Q6. How good or bad is the support you get on this course?	365,514	8.4	76%
Q7. How good or bad are the college staff at listening to the views of learners?	365,514	8.1	69%
Q8. How good or bad is the college at acting on the views of learners?	365,514	7.9	65%
Q9. Overall, how good or bad do you think the provider is?	365,514	8.3	73%

Summary of Results

- 73% of respondents gave a score of 8 or higher when asked how good or bad they thought their provider was.
- 76% of respondents gave a score of 8 or higher when asked how good or bad the teaching on their course was.
- The lowest satisfaction score given by respondents was for the quality of advice about what to do after their course has finished (65% gave a score of 8 or higher).

Results Analysis

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

Question: How good or bad was the information you were given when you were choosing your course?

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Key Findings 1

- Satisfaction with the information given when choosing a course was highest in older people. For the 60+ age group 80% of respondents gave a score of 8 or higher compared to only 63% of respondents aged 16-18.
- Learners studying at Entry Level gave the highest satisfaction rating whereas Level 3 learners gave the lowest rating. Learners studying at Level 2 were more satisfied than Level 1 learners.
- Respondents who were on Apprenticeships or workplace learning were more satisfied than other learners with the information they were given when choosing their course/programme.

Key Findings 2

- Learners who were studying at providers who were graded by OFSTED as 'Outstanding' or 'Good' had the highest satisfaction score.
- Learners who lived in the Cornwall and the Isles of Scilly LEP Area had the highest satisfaction rating, 76% scoring 8+ compared to learners living in the Northamptonshire LEP Area where only 62% of respondents scored 8 or higher.

Age Band and Sex

How good or bad was the information you were given when you were choosing your course?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	201,839	7.8	63%
19-24	61,131	8.2	72%
25-34	40,378	8.4	75%
35-44	31,656	8.5	76%
45-59	25,686	8.5	77%
60+	4,824	8.7	80%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	193,415	8.1	69%
Male	172,099	8.0	68%

Learners Highest Level

How good or bad was the information you were given when you were choosing your course?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Entry Level	30,238	8.6	77%
Level 1	45,988	8.1	69%
Level 2	128,687	8.2	71%
Level 3+	160,601	7.9	65%

Learner Deprivation

How good or bad was the information you were given when you were choosing your course?

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,283	8.2	71%
Band 2	46,115	8.1	70%
Band 3	42,964	8.1	69%
Band 4	38,946	8.1	69%
Band 5	36,070	8.0	68%
Band 6	33,642	8.0	67%
Band 7	31,115	8.0	67%
Band 8	29,303	8.0	67%
Band 9	27,791	8.0	66%
Band 10 (Least Deprived)	23,542	7.9	66%

Funding Stream

How good or bad was the information you were given when you were choosing your course?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	31,622	8.2	72%
16-18 Classroom Learning	173,408	7.8	62%
19+ Apprenticeships	46,206	8.5	77%
Adult Workplaced Learning	14,858	8.8	83%
19+ Classroom Learning	97,253	8.3	72%

Provider Type & Size

How good or bad was the information you were given when you were choosing your course?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	229,722	7.9	64%
Other Public Funded e.g. LA's and HE	34,548	8.4	75%
Private Sector Public Funded	86,997	8.5	77%
Special & Specialist Designated Colleges	14,247	7.8	63%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	75,224	7.9	64%
	Medium (4,000-7,000)	100,819	7.9	64%
	Small (<4,000)	53,679	7.9	64%
Other Public Funded i.e LA's and HE	Large (2,000+ learners)	13,156	8.4	74%
	Medium (500-2,000)	18,857	8.5	76%
	Small (<500)	2,535	8.3	72%
Private Sector Public Funded	Large (2,000+ learners)	25,342	8.5	78%
	Medium (500-2,000)	36,079	8.4	77%
	Small (<500)	25,576	8.4	77%
Special & Specialist Designated Colleges	Large (2,500+ learners)	5,371	7.9	66%
	Medium (1,000-2,500)	7,566	7.6	58%
	Small (<1,000)	1,310	8.4	76%

OFSTED Grades

How good or bad was the information you were given when you were choosing your course?

OFSTED Grades (2011/12)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,676	8.4	77%
Good	28,785	8.1	70%
Satisfactory	25,761	7.9	63%
Requires Improvement	*		
Inadequate	4,881	7.8	64%

OFSTED Grades (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	*		
Good	17,389	8.2	71%
Satisfactory	*		
Requires Improvement	4,148	8.1	70%
Inadequate	1,170	8.0	66%

* Low number of responses

LEP Areas (1)

How good or bad was the information you were given when you were choosing your course?

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Greater Cambridge & Peterborough	EE	10,460	7.9	65%
Hertfordshire	EE	6,274	7.9	64%
New Anglia	EE	11,717	7.8	63%
Greater Lincolnshire	EM	7,828	8.2	71%
Leicester and Leicestershire	EM	7,239	8.1	69%
Northamptonshire	EM	5,591	7.8	62%
South East Midlands	EM	10,946	7.9	65%
London	GL	51,457	7.9	65%
North Eastern	NE	17,031	8.3	74%
Tees Valley	NE	7,662	8.2	72%
Cheshire and Warrington	NW	6,243	8.2	71%
Cumbria	NW	4,249	8.2	70%
Greater Manchester	NW	18,274	8.2	71%
Lancashire	NW	8,945	8.3	73%
Liverpool City Region	NW	13,783	8.3	74%
Buckinghamshire Thames Valley	SE	2,626	7.9	64%
Coast to Capital	SE	12,448	7.9	65%
Enterprise M3	SE	7,296	8.0	68%
Oxfordshire LEP	SE	2,108	8.1	70%
Solent	SE	10,879	8.1	69%
South East	SE	24,042	7.9	65%
Thames Valley Berkshire	SE	4,092	8.0	66%

LEP Areas (2)

How good or bad was the information you were given when you were choosing your course?

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Cornwall and the Isles of Scilly	SW	2,913	8.4	76%
Dorset	SW	4,837	7.9	63%
Gloucestershire	SW	3,822	7.9	66%
Heart of the South West	SW	13,813	8.0	67%
Swindon and Wiltshire	SW	3,294	8.2	70%
West of England	SW	6,834	7.9	64%
Worcestershire	SW	3,971	7.9	65%
Black Country	WM	9,542	8.2	72%
Coventry and Warwickshire	WM	7,614	8.2	71%
Greater Birmingham and Solihull	WM	17,313	8.0	68%
Stoke-on-Trent and Staffordshire	WM	7,912	8.1	70%
The Marches	WM	5,437	7.8	63%
Humber	YH	7,955	8.3	73%
Leeds City Region	YH	17,300	8.2	72%
Sheffield City Region	YH	12,263	8.3	74%
York and North Yorkshire	YH	7,310	8.1	69%

Learner Satisfaction 2011/12:

How good or bad was the information you were given when you were choosing your course?

Question: How good or bad was the help staff gave you in the first few weeks?

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Key Findings 1

- Satisfaction with the help staff gave in the first few weeks varied by age group. For the youngest age group (16-18) 70% of respondents gave a score of 8 or more, compared to groups for learners aged 25 and over where over 80% scored 8 or more.
- Respondents who lived in areas of highest deprivation gave a higher satisfaction score compared to those in least deprived areas. 77% of respondents living in the most deprived band scored 8 or higher compared to 71% in the least deprived band.

Key Findings 2

- 69% of respondents attending Special Colleges and Specialist Designated Colleges (SDCs) gave a score of 8 or more compared to 83% of respondents attending other public funded providers and 71% attending General FE Colleges.
- 77% of respondents gave a score of 8 or more when attending providers who have been given OFSTED grade of 'Good' or 'Requires Improvement' in 2012/13.

Age Band and Sex

How good or bad was the help staff gave you in the first few weeks?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	201,839	8.1	70%
19-24	61,131	8.5	77%
25-34	40,378	8.7	81%
35-44	31,656	8.8	83%
45-59	25,686	8.8	84%
60+	4,824	9.1	89%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	193,415	8.4	75%
Male	172,099	8.3	74%

Learners Highest Level

How good or bad was the help staff gave you in the first few weeks?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Entry Level	30,238	8.9	83%
Level 1	45,988	8.5	77%
Level 2	128,687	8.5	77%
Level 3+	160,601	8.1	70%

Learner Deprivation

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,283	8.5	77%
Band 2	46,115	8.4	76%
Band 3	42,964	8.4	75%
Band 4	38,946	8.4	75%
Band 5	36,070	8.3	75%
Band 6	33,642	8.3	74%
Band 7	31,115	8.3	73%
Band 8	29,303	8.3	73%
Band 9	27,791	8.3	73%
Band 10 (Least Deprived)	23,542	8.2	71%

Learner Satisfaction 2011/12:

How good or bad was the help staff gave you in the first few weeks?

Funding Stream

How good or bad was the help staff gave you in the first few weeks?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	31,622	8.5	78%
16-18 Classroom Learning	173,408	8.1	68%
19+ Apprenticeships	46,206	8.7	82%
Adult Workplaced Learning	14,858	8.9	87%
19+ Classroom Learning	97,253	8.6	79%

Provider Type & Size

How good or bad was the help staff gave you in the first few weeks?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	229,722	8.2	71%
Other Public Funded e.g. LA's and HE	34,548	8.8	83%
Private Sector Public Funded	86,997	8.7	82%
Special & Specialist Designated Colleges	14,247	8.1	69%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	75,224	8.2	71%
	Medium (4,000-7,000)	100,819	8.2	71%
	Small (<4,000)	53,679	8.2	71%
Other Public Funded i.e LA's and HE	Large (2,000+ learners)	13,156	8.8	82%
	Medium (500-2,000)	18,857	8.9	84%
	Small (<500)	2,535	8.6	79%
Private Sector Public Funded	Large (2,000+ learners)	25,342	8.7	83%
	Medium (500-2,000)	36,079	8.7	82%
	Small (<500)	25,576	8.7	82%
Special & Specialist Designated Colleges	Large (2,500+ learners)	5,371	8.2	72%
	Medium (1,000-2,500)	7,566	7.9	65%
	Small (<1,000)	1,310	8.7	82%

OFSTED Grades

How good or bad was the help staff gave you in the first few weeks?

OFSTED Grades (2011/12)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,676	8.7	82%
Good	28,785	8.4	76%
Satisfactory	25,761	8.2	70%
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Inadequate	4,881	8.2	72%

OFSTED Grades (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	*		
Good	17,389	8.5	77%
Satisfactory	*		
Requires Improvement	4,148	8.5	77%
Inadequate	1,170	8.3	73%

* Low number of responses

LEP Areas (1)

How good or bad was the help staff gave you in the first few weeks?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Greater Cambridge & Peterborough EE	10,460	8.2	71%
Hertfordshire EE	6,274	8.1	70%
New Anglia EE	11,717	8.1	71%
Greater Lincolnshire EM	7,828	8.5	78%
Leicester and Leicestershire EM	7,239	8.4	76%
Northamptonshire EM	5,591	8.1	69%
South East Midlands EM	10,946	8.2	71%
London GL	51,457	8.1	70%
North Eastern NE	17,031	8.6	81%
Tees Valley NE	7,662	8.5	78%
Cheshire and Warrington NW	6,243	8.5	78%
Cumbria NW	4,249	8.6	79%
Greater Manchester NW	18,274	8.5	77%
Lancashire NW	8,945	8.6	80%
Liverpool City Region NW	13,783	8.6	79%
Buckinghamshire Thames Valley SE	2,626	8.1	69%
Coast to Capital SE	12,448	8.2	71%
Enterprise M3 SE	7,296	8.3	73%
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Solent SE	10,879	8.4	75%
South East SE	24,042	8.2	72%
Thames Valley Berkshire SE	4,092	8.2	72%

LEP Areas (2)

How good or bad was the help staff gave you in the first few weeks?

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Cornwall and the Isles of Scilly	SW	2,913	8.8	84%
Dorset	SW	4,837	8.2	71%
Gloucestershire	SW	3,822	8.3	74%
Heart of the South West	SW	13,813	8.3	74%
Swindon and Wiltshire	SW	3,294	8.4	76%
West of England	SW	6,834	8.2	71%
Worcestershire	SW	3,971	8.2	71%
Black Country	WM	9,542	8.5	77%
Coventry and Warwickshire	WM	7,614	8.5	77%
Greater Birmingham and Solihull	WM	17,313	8.3	73%
Stoke-on-Trent and Staffordshire	WM	7,912	8.4	76%
The Marches	WM	5,437	8.2	72%
Humber	YH	7,955	8.6	80%
Leeds City Region	YH	17,300	8.6	79%
Sheffield City Region	YH	12,263	8.7	81%
York and North Yorkshire	YH	7,310	8.4	76%

Question: How good or bad is the
teaching on your course?

04

Key Findings 1

- Over 90% of respondents aged 60+ gave a score of 8 or more when rating the teaching on their course. This compares to only 69% of 16-18 year olds.
- Female respondents gave a slightly higher satisfaction score to males rating the teaching on their course.
- As with previous questions Level 3 learners were least happy and only 69% of respondents gave a score of 8 or more.

Key Findings 2

- Respondents living in more deprived areas were more satisfied than those living in less deprived areas.
- 89% of respondents on workplace learning gave a score of 8 or more. The mean score for this group was 9.1 out of 10.

Age Band and Sex

How good or bad is the teaching on your course?

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Learner Deprivation

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Provider Type & Size

How good or bad is the teaching on your course?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
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Private Sector Public Funded	86,997	8.8	84%
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Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
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	Medium (4,000-7,000)	100,819	8.2	71%
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Other Public Funded i.e LA's and HE	Large (2,000+ learners)	13,156	9.1	89%
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	Small (<500)	25,576	8.7	82%
Special & Specialist Designated Colleges	Large (2,500+ learners)	5,371	8.2	71%
	Medium (1,000-2,500)	7,566	7.8	62%
	Small (<1,000)	1,310	8.7	81%

OFSTED Grades

How good or bad is the teaching on your course?

OFSTED Grades (2011/12)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,676	8.7	83%
Good	28,785	8.6	78%
Satisfactory	25,761	8.2	71%
Requires Improvement	*		
Inadequate	4,881	8.3	74%

OFSTED Grades (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	*		
Good	17,389	8.6	80%
Satisfactory	*		
Requires Improvement	4,148	8.5	78%
Inadequate	1,170	8.2	71%

* Low number of responses

LEP Areas (1)

How good or bad is the teaching on your course?

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Greater Cambridge & Peterborough	EE	10,460	8.2	71%
Hertfordshire	EE	6,274	8.2	72%
New Anglia	EE	11,717	8.1	70%
Greater Lincolnshire	EM	7,828	8.5	78%
Leicester and Leicestershire	EM	7,239	8.5	77%
Northamptonshire	EM	5,591	8.0	67%
South East Midlands	EM	10,946	8.2	72%
London	GL	51,457	8.3	74%
North Eastern	NE	17,031	8.7	81%
Tees Valley	NE	7,662	8.5	78%
Cheshire and Warrington	NW	6,243	8.5	77%
Cumbria	NW	4,249	8.6	80%
Greater Manchester	NW	18,274	8.5	78%
Lancashire	NW	8,945	8.6	80%
Liverpool City Region	NW	13,783	8.6	79%
Buckinghamshire Thames Valley	SE	2,626	8.2	71%
Coast to Capital	SE	12,448	8.3	73%
Enterprise M3	SE	7,296	8.3	74%
Oxfordshire LEP	SE	2,108	8.5	77%
Solent	SE	10,879	8.4	76%
South East	SE	24,042	8.3	73%
Thames Valley Berkshire	SE	4,092	8.4	75%

LEP Areas (2)

How good or bad is the teaching on your course?

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Cornwall and the Isles of Scilly	SW	2,913	8.8	86%
Dorset	SW	4,837	8.3	72%
Gloucestershire	SW	3,822	8.3	74%
Heart of the South West	SW	13,813	8.3	74%
Swindon and Wiltshire	SW	3,294	8.4	76%
West of England	SW	6,834	8.2	71%
Worcestershire	SW	3,971	8.1	70%
Black Country	WM	9,542	8.5	78%
Coventry and Warwickshire	WM	7,614	8.5	76%
Greater Birmingham and Solihull	WM	17,313	8.4	76%
Stoke-on-Trent and Staffordshire	WM	7,912	8.4	76%
The Marches	WM	5,437	8.2	71%
Humber	YH	7,955	8.6	79%
Leeds City Region	YH	17,300	8.6	79%
Sheffield City Region	YH	12,263	8.7	83%
York and North Yorkshire	YH	7,310	8.4	74%

Question: How good or bad is the
respect staff show to you?

05

Key Findings 1

- Overall responses to ‘How good or bad is the respect staff show to you?’ had the highest satisfaction rating with 81% of all responses scoring 8 or higher.
- Over 90% of respondents aged 25 and over gave a score of 8 or higher when responding to the satisfaction respect staff showed.
- Learners studying with the highest level at Level 1 or Level 2 were more satisfied than those studying at Level 3.

Key Findings 2

- The lowest level of satisfaction in relation to respect from staff was from respondents on 16-18 classroom based learning, were only 72% gave a score of 8 or more. This compares to over 90% for 19+ apprenticeships and workplace learning.

Age Band and Sex

How good or bad is the respect staff show to you?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	201,839	8.3	74%
19-24	61,131	8.9	85%
25-34	40,378	9.2	91%
35-44	31,656	9.3	92%
45-59	25,686	9.4	93%
60+	4,824	9.6	96%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	193,415	8.8	82%
Male	172,099	8.6	80%

Learners Highest Level

How good or bad is the respect staff show to you?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Entry Level	30,238	9.2	89%
Level 1	45,988	8.8	83%
Level 2	128,687	8.8	84%
Level 3+	160,601	8.4	76%

Learner Deprivation

How good or bad is the respect staff show to you?

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,283	8.8	83%
Band 2	46,115	8.8	82%
Band 3	42,964	8.7	81%
Band 4	38,946	8.7	81%
Band 5	36,070	8.7	81%
Band 6	33,642	8.6	80%
Band 7	31,115	8.6	79%
Band 8	29,303	8.6	79%
Band 9	27,791	8.6	79%
Band 10 (Least Deprived)	23,542	8.5	78%

Funding Stream

How good or bad is the respect staff show to you?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	31,622	8.8	84%
16-18 Classroom Learning	173,408	8.2	72%
19+ Apprenticeships	46,206	9.3	92%
Adult Workplaced Learning	14,858	9.4	94%
19+ Classroom Learning	97,253	9.1	87%

Provider Type & Size

How good or bad is the respect staff show to you?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	229,722	8.5	76%
Other Public Funded e.g. LA's and HE	34,548	9.3	91%
Private Sector Public Funded	86,997	9.2	90%
Special & Specialist Designated Colleges	14,247	8.2	71%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	75,224	8.5	77%
	Medium (4,000-7,000)	100,819	8.4	76%
	Small (<4,000)	53,679	8.4	76%
Other Public Funded i.e LA's and HE	Large (2,000+ learners)	13,156	9.3	92%
	Medium (500-2,000)	18,857	9.3	91%
	Small (<500)	2,535	9.1	87%
Private Sector Public Funded	Large (2,000+ learners)	25,342	9.3	92%
	Medium (500-2,000)	36,079	9.2	90%
	Small (<500)	25,576	9.1	89%
Special & Specialist Designated Colleges	Large (2,500+ learners)	5,371	8.2	72%
	Medium (1,000-2,500)	7,566	8.0	67%
	Small (<1,000)	1,310	8.9	85%

OFSTED Grades

How good or bad is the respect staff show to you?

OFSTED Grades (2011/12)	Base	Mean Score	% of Respondents Scoring 8 or More
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* Low number of responses

LEP Areas (1)

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Leicester and Leicestershire	EM	7,239	8.7	82%
Northamptonshire	EM	5,591	8.3	73%
South East Midlands	EM	10,946	8.5	77%
London	GL	51,457	8.6	78%
North Eastern	NE	17,031	9.0	86%
Tees Valley	NE	7,662	8.8	82%
Cheshire and Warrington	NW	6,243	8.8	83%
Cumbria	NW	4,249	8.9	85%
Greater Manchester	NW	18,274	8.8	82%
Lancashire	NW	8,945	8.8	84%
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Enterprise M3	SE	7,296	8.6	78%
Oxfordshire LEP	SE	2,108	8.8	83%
Solent	SE	10,879	8.7	81%
South East	SE	24,042	8.6	79%
Thames Valley Berkshire	SE	4,092	8.7	80%

LEP Areas (2)

How good or bad is the respect staff show to you?

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Cornwall and the Isles of Scilly	SW	2,913	9.1	90%
Dorset	SW	4,837	8.6	79%
Gloucestershire	SW	3,822	8.5	78%
Heart of the South West	SW	13,813	8.6	80%
Swindon and Wiltshire	SW	3,294	8.7	81%
West of England	SW	6,834	8.6	78%
Worcestershire	SW	3,971	8.5	76%
Black Country	WM	9,542	8.8	83%
Coventry and Warwickshire	WM	7,614	8.8	82%
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The Marches	WM	5,437	8.5	77%
Humber	YH	7,955	8.8	82%
Leeds City Region	YH	17,300	8.8	84%
Sheffield City Region	YH	12,263	9.0	87%
York and North Yorkshire	YH	7,310	8.6	79%

Question: How good or bad is the advice you have been given about what you can do after this course?

06

Key Findings 1

- Satisfaction with the advice given about what to do after the course was overall much lower than the other questions. This was even more evident when looking at the 16-18 age group where only 58% of respondents gave a score of 8 or more which resulted in a mean score of 7.5.
- The satisfaction ratings were highest at the lower levels (75% scored 8+ at Entry Level) compared to the higher levels (59% scored 8+ at Level 3).
- There are differences in satisfaction between the deprivation bands, with highest rating in the most deprived band (69% scored 8+ in the most deprived band compared to 59% in the least deprived band).

Key Findings 2

- Respondents in Cornwall and the Isles of Scilly gave the highest level of satisfaction with the advice given (72% scored 8+) whereas respondents in Northamptonshire were the least satisfied (57% scored 8+).

Age Band and Sex

How good or bad is the advice you have been given about what you can do after this course?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	201,839	7.5	58%
19-24	61,131	8.0	68%
25-34	40,378	8.3	74%
35-44	31,656	8.4	76%
45-59	25,686	8.4	77%
60+	4,824	8.6	80%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	193,415	7.9	65%
Male	172,099	7.8	64%

Learners Highest Level

How good or bad is the advice you have been given about what you can do after this course?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Entry Level	30,238	8.4	75%
Level 1	45,988	8.0	68%
Level 2	128,687	8.0	68%
Level 3+	160,601	7.6	59%

Learner Satisfaction 2011/12:

How good or bad is the advice you have been given about what you can do after this course?

Learner Deprivation

How good or bad is the advice you have been given about what you can do after this course?

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,283	8.1	69%
Band 2	46,115	8.0	68%
Band 3	42,964	7.9	66%
Band 4	38,946	7.9	65%
Band 5	36,070	7.8	64%
Band 6	33,642	7.8	63%
Band 7	31,115	7.7	62%
Band 8	29,303	7.7	62%
Band 9	27,791	7.6	60%
Band 10 (Least Deprived)	23,542	7.6	59%

Funding Stream

How good or bad is the advice you have been given about what you can do after this course?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	31,622	7.9	66%
16-18 Classroom Learning	173,408	7.5	57%
19+ Apprenticeships	46,206	8.4	76%
Adult Workplaced Learning	14,858	8.8	84%
19+ Classroom Learning	97,253	8.1	70%

Provider Type & Size

How good or bad is the advice you have been given about what you can do after this course?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	229,722	7.7	61%
Other Public Funded e.g. LA's and HE	34,548	8.2	72%
Private Sector Public Funded	86,997	8.3	74%
Special & Specialist Designated Colleges	14,247	7.4	55%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	75,224	7.6	60%
	Medium (4,000-7,000)	100,819	7.7	61%
	Small (<4,000)	53,679	7.6	60%
Other Public Funded i.e LA's and HE	Large (2,000+ learners)	13,156	8.2	72%
	Medium (500-2,000)	18,857	8.3	73%
	Small (<500)	2,535	8.1	69%
Private Sector Public Funded	Large (2,000+ learners)	25,342	8.4	75%
	Medium (500-2,000)	36,079	8.3	74%
	Small (<500)	25,576	8.2	72%
Special & Specialist Designated Colleges	Large (2,500+ learners)	5,371	7.5	57%
	Medium (1,000-2,500)	7,566	7.1	50%
	Small (<1,000)	1,310	8.2	71%

OFSTED Grades

How good or bad is the advice you have been given about what you can do after this course?

OFSTED Grades (2011/12)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,676	8.3	75%
Good	28,785	7.9	66%
Satisfactory	25,761	7.6	60%
Requires Improvement	*		
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* Low number of responses

LEP Areas (1)

How good or bad is the advice you have been given about what you can do after this course?

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Greater Cambridge & Peterborough	EE	10,460	7.7	61%
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Northamptonshire	EM	5,591	7.5	57%
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Tees Valley	NE	7,662	8.1	70%
Cheshire and Warrington	NW	6,243	8.0	69%
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Oxfordshire LEP	SE	2,108	7.9	66%
Solent	SE	10,879	7.7	62%
South East	SE	24,042	7.7	61%
Thames Valley Berkshire	SE	4,092	7.7	63%

LEP Areas (2)

How good or bad is the advice you have been given about what you can do after this course?

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Cornwall and the Isles of Scilly	SW	2,913	8.3	72%
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Heart of the South West	SW	13,813	7.6	60%
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West of England	SW	6,834	7.6	59%
Worcestershire	SW	3,971	7.6	60%
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Humber	YH	7,955	8.0	68%
Leeds City Region	YH	17,300	8.0	69%
Sheffield City Region	YH	12,263	8.2	71%
York and North Yorkshire	YH	7,310	7.8	63%

Question: How good or bad is the support you get on this course?

07

Key Findings

- 77% of female respondents scored 8 or more when asked “How good or bad is the support you get on this course?” compared to 74% of males.
- 86% of respondents who attended either ‘Private Sector Public Funded’ or ‘Other Public Funded’ Providers scored 8 or more, compared to 71% for General FE Colleges and 68% for Special Colleges & SDC.

Age Band and Sex

How good or bad is the support you get on this course?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	201,839	8.1	69%
19-24	61,131	8.6	80%
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60+	4,824	9.3	92%

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Private Sector Public Funded	86,997	8.9	86%
Special & Specialist Designated Colleges	14,247	8.0	68%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
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	Medium (4,000-7,000)	100,819	8.2	71%
	Small (<4,000)	53,679	8.2	72%
Other Public Funded i.e LA's and HE	Large (2,000+ learners)	13,156	9.1	87%
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	Medium (500-2,000)	36,079	8.9	85%
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Special & Specialist Designated Colleges	Large (2,500+ learners)	5,371	8.2	72%
	Medium (1,000-2,500)	7,566	7.8	62%
	Small (<1,000)	1,310	8.7	82%

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LEP Areas (2)

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Sheffield City Region	YH	12,263	8.8	83%
York and North Yorkshire	YH	7,310	8.4	75%

Question: How good or bad are the staff at listening to the views of learners?

08

Key Findings 1

- 67% of male respondents gave a score of 8 or more when responding to the question 'How good or bad are the college staff at listening to the views of learners?', compared to 71% of females.
- As with the other questions in the survey the youngest age group (16-18) has the lowest level of satisfaction (60% scored 8 or higher) while the older age groups have a much higher level of satisfaction.
- Learners studying at Level 2 have a higher satisfaction score (74%) compared to learners at Level 1 (71%).

Key Findings 2

- Learners who were studying at providers who were graded by OFSTED as 'Outstanding' or 'Good' had the highest satisfaction score.

Age Band and Sex

How good or bad are the staff at listening to the views of learners?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	201,839	7.6	60%
19-24	61,131	8.3	74%
25-34	40,378	8.7	82%
35-44	31,656	8.8	84%
45-59	25,686	8.9	85%
60+	4,824	9.0	87%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	193,415	8.2	71%
Male	172,099	7.9	67%

Learners Highest Level

How good or bad are the staff at listening to the views of learners?

Highest Level of Learning	Base	Mean Score	% of Respondents Scoring 8 or More
Entry Level	30,238	8.7	82%
Level 1	45,988	8.2	71%
Level 2	128,687	8.3	74%
Level 3+	160,601	7.7	62%

Learner Deprivation

How good or bad are the staff at listening to the views of learners?

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,283	8.2	73%
Band 2	46,115	8.2	71%
Band 3	42,964	8.1	70%
Band 4	38,946	8.1	70%
Band 5	36,070	8.1	69%
Band 6	33,642	8.0	68%
Band 7	31,115	8.0	67%
Band 8	29,303	8.0	67%
Band 9	27,791	7.9	66%
Band 10 (Least Deprived)	23,542	7.8	64%

Funding Stream

How good or bad are the staff at listening to the views of learners?

Funding Stream	Base	Mean Score	% of Respondents Scoring 8 or More
16-18 Apprenticeships	31,622	8.5	78%
16-18 Classroom Learning	173,408	7.5	57%
19+ Apprenticeships	46,206	9.0	88%
Adult Workplaced Learning	14,858	9.2	92%
19+ Classroom Learning	97,253	8.4	75%

Provider Type & Size

How good or bad are the staff at listening to the views of learners?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	229,722	7.7	62%
Other Public Funded e.g. LA's and HE	34,548	8.7	82%
Private Sector Public Funded	86,997	8.9	85%
Special & Specialist Designated Colleges	14,247	7.5	57%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	75,224	7.7	62%
	Medium (4,000-7,000)	100,819	7.7	62%
	Small (<4,000)	53,679	7.7	61%
Other Public Funded i.e LA's and HE	Large (2,000+ learners)	13,156	8.7	81%
	Medium (500-2,000)	18,857	8.8	83%
	Small (<500)	2,535	8.5	76%
Private Sector Public Funded	Large (2,000+ learners)	25,342	9.0	88%
	Medium (500-2,000)	36,079	8.9	85%
	Small (<500)	25,576	8.7	83%
Special & Specialist Designated Colleges	Large (2,500+ learners)	5,371	7.6	59%
	Medium (1,000-2,500)	7,566	7.2	52%
	Small (<1,000)	1,310	8.5	76%

OFSTED Grades

How good or bad are the staff at listening to the views of learners?

OFSTED Grades (2011/12)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,676	8.6	79%
Good	28,785	8.2	72%
Satisfactory	25,761	7.8	63%
Requires Improvement	*		
Inadequate	4,881	7.8	64%

OFSTED Grades (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	*		
Good	17,389	8.3	74%
Satisfactory	*		
Requires Improvement	4,148	8.3	73%
Inadequate	1,170	8.0	69%

* Low number of responses

LEP Areas (1)

How good or bad are the staff at listening to the views of learners?

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Greater Cambridge & Peterborough	EE 10,460	7.8	63%
Hertfordshire	EE 6,274	7.8	63%
New Anglia	EE 11,717	7.8	63%
Greater Lincolnshire	EM 7,828	8.1	70%
Leicester and Leicestershire	EM 7,239	8.1	69%
Northamptonshire	EM 5,591	7.6	59%
South East Midlands	EM 10,946	7.8	64%
London	GL 51,457	7.9	66%
North Eastern	NE 17,031	8.4	76%
Tees Valley	NE 7,662	8.2	72%
Cheshire and Warrington	NW 6,243	8.2	72%
Cumbria	NW 4,249	8.3	73%
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Lancashire	NW 8,945	8.3	74%
Liverpool City Region	NW 13,783	8.3	74%
Buckinghamshire Thames Valley	SE 2,626	7.8	63%
Coast to Capital	SE 12,448	7.9	65%
Enterprise M3	SE 7,296	8.0	66%
Oxfordshire LEP	SE 2,108	8.3	72%
Solent	SE 10,879	8.1	69%
South East	SE 24,042	7.9	66%
Thames Valley Berkshire	SE 4,092	8.0	67%

LEP Areas (2)

How good or bad are the staff at listening to the views of learners?

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Cornwall and the Isles of Scilly	SW	2,913	8.6	80%
Dorset	SW	4,837	8.0	66%
Gloucestershire	SW	3,822	7.9	65%
Heart of the South West	SW	13,813	8.0	68%
Swindon and Wiltshire	SW	3,294	8.2	72%
West of England	SW	6,834	7.9	65%
Worcestershire	SW	3,971	7.8	62%
Black Country	WM	9,542	8.2	71%
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The Marches	WM	5,437	7.9	65%
Humber	YH	7,955	8.2	71%
Leeds City Region	YH	17,300	8.3	75%
Sheffield City Region	YH	12,263	8.5	77%
York and North Yorkshire	YH	7,310	8.0	68%

Question: How good or bad is the provider at acting on the views of learners?

09

Key Findings 1

- The pattern of responses closely follows the previous question (How good or bad are the college staff at listening to the views of learners?). However the level of satisfaction for 'acting on the views of learners' is slightly lower.
- Satisfaction increased with age group. 56% of 16-18 year olds gave a response of 8 or higher for this question, compared to 70% of 19-24 year olds, 79% of 25-34 year olds and rising to 83% of those aged 60 and over.
- Again females have a higher satisfaction score than males for this question.

Key Findings 2

- Respondents attending providers which have been graded by OFSTED as 'Outstanding' or 'Good' have a much higher satisfaction rating than the overall average for this question.

Age Band and Sex

How good or bad is the provider at acting on the views of learners?

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	201,839	7.5	56%
19-24	61,131	8.1	70%
25-34	40,378	8.6	79%
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How good or bad is the provider at acting on the views of learners?

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Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
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	Small (<500)	25,576	8.6	80%
Special & Specialist Designated Colleges	Large (2,500+ learners)	5,371	7.4	55%
	Medium (1,000-2,500)	7,566	7.0	47%
	Small (<1,000)	1,310	8.2	72%

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How good or bad is the provider at acting on the views of learners?

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LEP Areas (2)

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York and North Yorkshire	YH	7,310	7.8	64%

Question: Overall, how good or bad
do you think the provider is?

10

Key Findings 1

- Overall satisfaction with the provider is highest among older learners, whilst satisfaction amongst the youngest aged group (16-18) is lower.
- Female learners are more satisfied with their provider than male learners.
- Respondents studying with a highest level at Entry Level are significantly more satisfied (84% of respondents scored 8 or higher) than those studying at Level 3+ (68%).
- Satisfaction appears to be highest in areas of higher deprivation.

Key Findings 2

- Respondents on Apprenticeships and Workplace Learning are more satisfied than those who are classroom based. This is also evident in that 'Private Sector Public Funded' providers have a higher satisfaction rating since these providers tend to have Apprenticeship and workplace provision.
- The satisfaction rating of providers which have been given the top OFSTED grades are higher than respondents attending providers with an Inadequate grade.

Key Findings 3

- There are wide differences in satisfaction levels between apprenticeship frameworks with 'Retailing & Wholesaling' having the highest satisfaction (92% of respondents score 8 or more) whilst the lowest satisfaction was in Engineering (72%).

Age Band and Sex

Overall, how good or bad do you think the provider is?

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Provider Type & Size

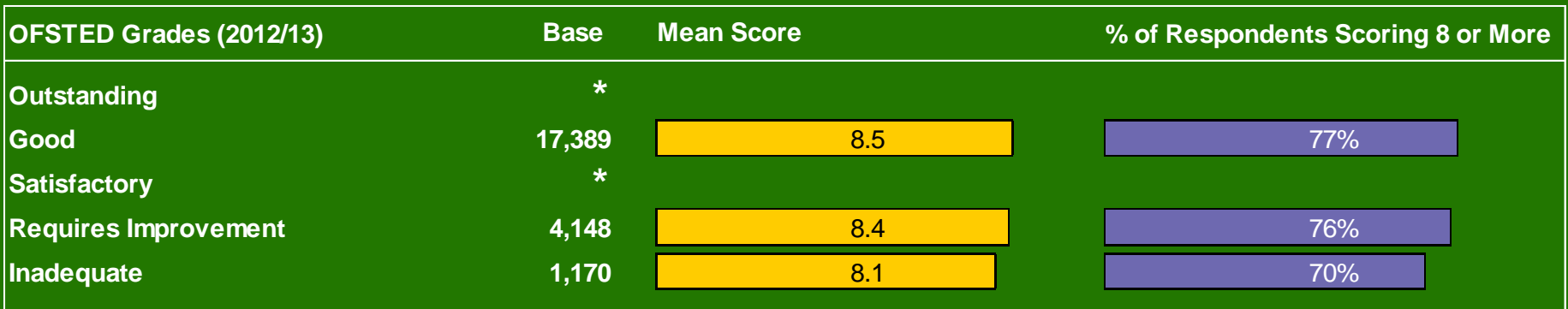
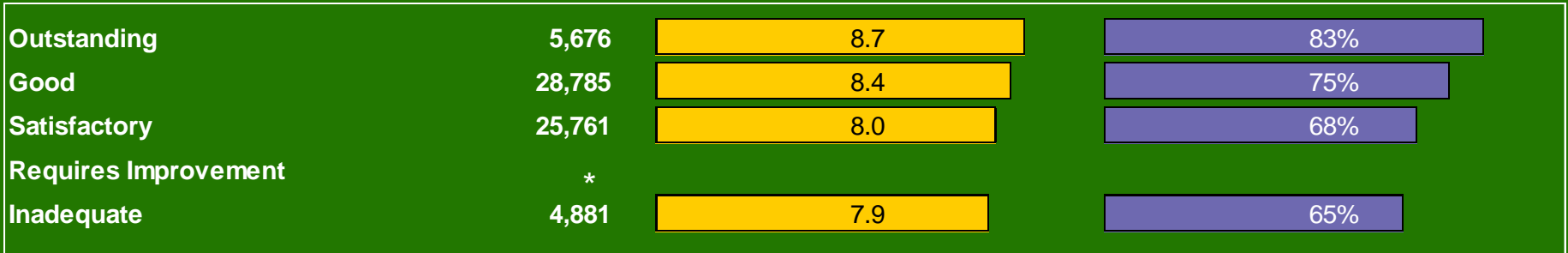
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Special & Specialist Designated Colleges	Large (2,500+ learners)	5,371	8.1	71%
	Medium (1,000-2,500)	7,566	7.8	63%
	Small (<1,000)	1,310	8.8	85%

OFSTED Grades

Overall, how good or bad do you think the provider is?



* Low number of responses

LEP Areas (1)

Overall, how good or bad do you think the provider is?

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Oxfordshire LEP	SE	2,108	8.5	77%
Solent	SE	10,879	8.4	77%
South East	SE	24,042	8.2	70%
Thames Valley Berkshire	SE	4,092	8.3	74%

LEP Areas (2)

Overall, how good or bad do you think the provider is?

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Cornwall and the Isles of Scilly	SW	2,913	8.8	86%
Dorset	SW	4,837	8.2	72%
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Leeds City Region	YH	17,300	8.5	78%
Sheffield City Region	YH	12,263	8.6	80%
York and North Yorkshire	YH	7,310	8.3	73%

Subject (all learners)

Overall, how good or bad do you think the provider is?

Subject Area	Base	Mean Score	% of Respondents Scoring 8 or More
Health, Public Services and Care	47,354	8.3	73%
Science & Mathematics	5,898	7.8	64%
Agriculture, Horticulture & Animal Care	13,249	7.9	66%
Engineering & Manufacturing Technologies	33,718	8.1	71%
Construction, Planning & the Built Environment	21,766	8.1	70%
ICT	18,930	8.3	73%
Retail & Commercial Enterprise	37,826	8.4	75%
Leisure, Travel & Tourism	17,420	8.0	67%
Arts, Media & Publishing	28,850	8.1	69%
History, Philosophy & Theology	1,271	8.4	76%
Social Sciences	316	8.4	76%
Languages, Literature & Culture	3,424	8.5	80%
Education & Training	4,655	8.5	79%
Preparation for Life & Work	44,308	8.9	84%
Business, Admin & Law	36,148	8.6	79%
Learner on 2+ A-Levels	12,599	7.7	60%

Apprenticeship Frameworks

Overall, how good or bad do you think the provider is?

Framework	Base	Mean Score	% of Respondents Scoring 8 or More
Health and Social Care	8,474	9.1	90%
Public Services	395	8.3	81%
Child Development and Well Being	4,934	8.9	86%
Horticulture and Forestry	422	8.8	82%
Animal Care and Veterinary Science	1,303	8.7	82%
Engineering	4,746	8.1	72%
Manufacturing Technologies	4,026	8.4	76%
Transportation Operations and Maintenance	4,024	8.6	83%
Building and Construction	6,095	8.3	74%
ICT Practitioners	1,435	8.5	79%
ICT for Users	1,151	8.8	84%
Retailing and Wholesaling	1,683	9.2	92%
Warehousing and Distribution	829	9.2	91%
Service Enterprises	6,665	9.0	86%
Hospitality and Catering	2,901	9.2	92%
Sport, Leisure and Recreation	2,393	8.8	85%
Direct Learning Support	840	8.5	78%
Accounting and Finance	1,644	8.4	76%
Administration	12,876	8.9	86%
Business Management	5,474	9.1	90%
Marketing and Sales	2,045	9.1	88%