



Skills Funding  
Agency

# Learner Satisfaction Survey 2014 to 2015 National Results July 2015

# Introduction

01

# Learner Satisfaction 2014 to 2015

- The Learner Satisfaction Survey 2014 to 2015 (Version 7) took place between November 2014 and March 2015.
- The survey was open to all Skills Funding Agency, Education Funding Agency funded learners or those with a 24+ Advanced Learner Loan. Those learners aged under 16, on Offenders' Learning and Skills Service (OLASS) or on Community Learning provision were excluded. Approximately 1.8 million learners were eligible to take part in the survey.
- 348,148 learners submitted a valid response.
- 95.6% of survey responses were submitted online and the remainder on paper questionnaires.

# Learner Satisfaction 2014 to 2015

- There were 326,273 valid responses. These 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 2014 to 2015.

# Response Rate

- The overall response rate was 17.9%\* and the overall confidence interval was 0.1%.

| Learner Group | Number of Responses | Response Rate |
|---------------|---------------------|---------------|
| Entry Level   | 25,187              | 12%           |
| Level 1       | 35,252              | 16%           |
| Level 2       | 121,287             | 16%           |
| Level 3+      | 144,547             | 22%           |

| Learner Group | Number of Responses | Response Rate |
|---------------|---------------------|---------------|
| Female        | 170,832             | 17%           |
| Male          | 155,441             | 19%           |

| Learner Group | Number of Responses | Response Rate |
|---------------|---------------------|---------------|
| 16-18         | 185,391             | 27%           |
| 19+           | 140,882             | 12%           |

| Learner Group | Number of Responses | Response Rate |
|---------------|---------------------|---------------|
| 16-18 Female  | 85,856              | 28%           |
| 16-18 Male    | 99,535              | 27%           |

| Learner Group | Number of Responses | Response Rate |
|---------------|---------------------|---------------|
| 19+ Female    | 84,976              | 13%           |
| 19+ Male      | 55,906              | 12%           |

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

# Response Rate

| Provider Type                            | Number of Responses | Response Rate |
|--|---------------------|---------------|
| General FE College incl Tertiary         | 200,690             | 17%           |
| Other Public Funded e.g. LAs and HE      | 30,545              | 23%           |
| Private Sector Public Funded             | 83,519              | 20%           |
| Special & Specialist Designated Colleges | 11,519              | 12%           |

| Region                   | Number of Responses | Response Rate |
|--------------------------|---------------------|---------------|
| East of England          | 30,713              | 19%           |
| East Midlands            | 29,374              | 20%           |
| Greater London           | 43,868              | 17%           |
| North East               | 23,684              | 21%           |
| North West               | 43,141              | 17%           |
| South East               | 40,555              | 19%           |
| South West               | 30,509              | 18%           |
| West Midlands            | 38,293              | 18%           |
| Yorkshire and the Humber | 27,340              | 15%           |

| Response Rate in Each Provider | % of Providers |
|--------------------------------|----------------|
| Less than 10%                  | 27%            |
| 10% - 20%                      | 18%            |
| 20% - 30%                      | 18%            |
| 30% - 40%                      | 14%            |
| 40% - 50%                      | 9%             |
| 50% - 60%                      | 6%             |
| 60% - 70%                      | 5%             |
| 70% - 80%                      | 2%             |
| 80% - 90%                      | 1%             |
| 90% - 100%                     | 0%             |

\*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 % |
|---------------|----------------------|----------------|
| Entry Level   | 8%                   | 11%            |
| Level 1       | 11%                  | 12%            |
| Level 2       | 37%                  | 41%            |
| Level 3+      | 44%                  | 36%            |
|               | <b>100%</b>          | <b>100%</b>    |

| Learner Group | Survey Respondents % | All Learners % |
|---------------|----------------------|----------------|
| Female        | 52%                  | 54%            |
| Male          | 48%                  | 46%            |
|               | <b>100%</b>          | <b>100%</b>    |

| Learner Group | Survey Respondents % | All Learners % |
|---------------|----------------------|----------------|
| 16-18         | 57%                  | 37%            |
| 19+           | 43%                  | 63%            |
|               | <b>100%</b>          | <b>100%</b>    |

| Learner Group | Survey Respondents % | All Learners % |
|---------------|----------------------|----------------|
| 16-18 Female  | 46%                  | 46%            |
| 16-18 Male    | 54%                  | 54%            |
| <b>16-18</b>  | <b>100%</b>          | <b>100%</b>    |

| Learner Group | Survey Respondents % | All Learners % |
|---------------|----------------------|----------------|
| 19+ Female    | 60%                  | 59%            |
| 19+ Male      | 40%                  | 41%            |
| <b>19+</b>    | <b>100%</b>          | <b>100%</b>    |

# Spread of Responses

| Learner Group                            | Survey Respondents % | All Learners % |
|--|----------------------|----------------|
| General FE College incl Tertiary         | 62%                  | 64%            |
| Other Public Funded e.g. LAs and HE      | 9%                   | 7%             |
| Private Sector Public Funded             | 26%                  | 23%            |
| Special & Specialist Designated Colleges | 4%                   | 5%             |
|  | 100%                 | 100%           |

| Region                   | Survey Respondents % | All Learners % |
|--------------------------|----------------------|----------------|
| East of England          | 9%                   | 9%             |
| East Midlands            | 9%                   | 8%             |
| Greater London           | 13%                  | 14%            |
| North East               | 7%                   | 6%             |
| North West               | 13%                  | 14%            |
| South East               | 12%                  | 12%            |
| South West               | 9%                   | 9%             |
| West Midlands            | 12%                  | 11%            |
| Yorkshire and the Humber | 8%                   | 10%            |



# Learner Satisfaction 2014 to 2015

- The Learner Satisfaction survey has nine scoring questions where learners are asked to rate various aspects of their course, learning programme or training programme on a scale of 0 to 10 where 0 is 'very bad' and 10 is 'very good'.
- Learners were also asked two further questions. Responses to these questions were not included in the overall score.

These two further questions were:

- 'How good or bad has the course been at meeting your expectations?'. Learners could respond on a scale of 0 to 10 where 0 is 'very bad' and 10 is 'very good'.
- 'How likely is it that you would recommend the learning provider to friends or family?'. Learners could respond with the options of 'Extremely Likely', 'Likely', 'Neither Likely nor Unlikely', 'Unlikely', or 'Extremely Unlikely'.

# Learner Satisfaction 2014 to 2015

The questions on the Learner Satisfaction Survey are:

- How good or bad was the information you were given when you were choosing your course?
- How good or bad was the help staff gave you in the first few weeks?
- How good or bad is the teaching on the course?
- 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 the course?
- How good or bad is the support you get on this course?
- How good or bad are the staff at listening to the views of learners?
- How good or bad is the provider at acting on the views of learners?
- Overall, how good or bad do you think the provider is?
- How good or bad has the course been at meeting your expectations?
- How likely is it that you would recommend the learning provider to friends or family?

# Learner Satisfaction 2014 to 2015

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

- Age band and sex
- Highest level of study
- Deprivation
- Funding stream
- Provider type and size
- Ofsted grade
- Local Enterprise Partnership (LEP) area
- Sector Subject Area (SSA Tier 1) - Question 9 & 11 only
- Apprenticeship Framework by SSA Tier 2 - Question 9 & 11 only.

# Learner Satisfaction 2014 to 2015

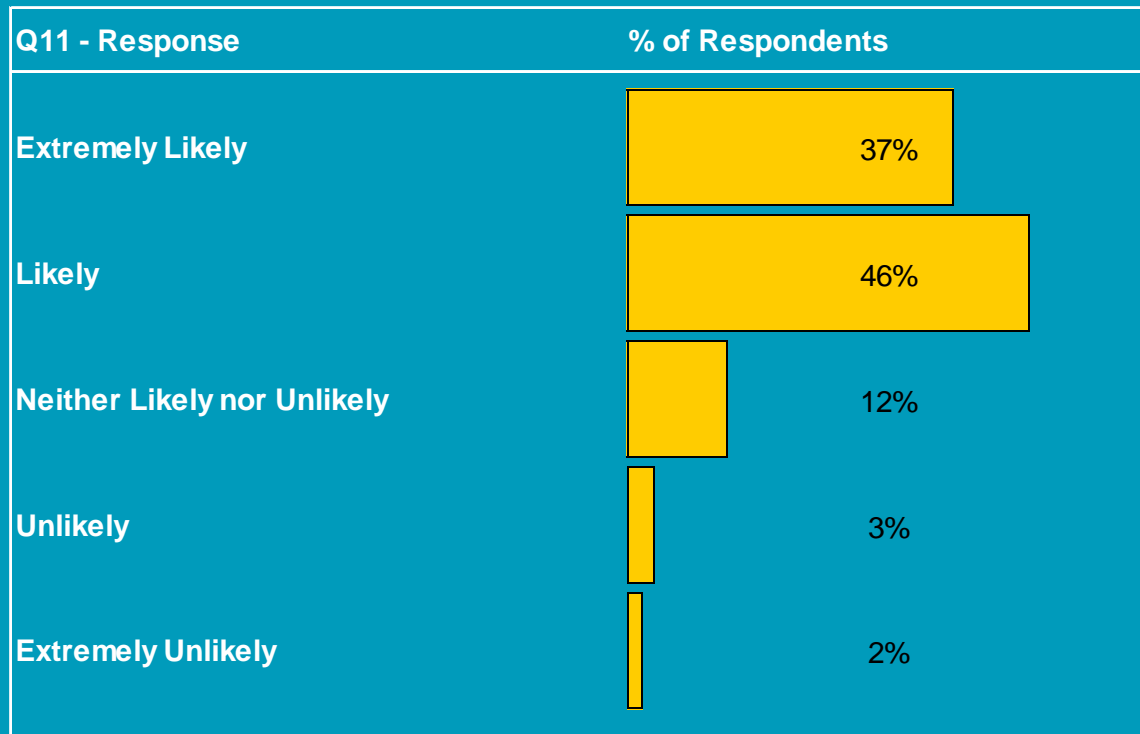
- Charts and tables in the report are based on survey responses which have been linked to the ILR.
- The charts in the report show the average (mean) scores and the percentage of learners who gave a score of 8 or higher.
- Subject scores are based on learners who are studying for at least 80% of their time in a particular subject area or the main framework aim for learners on an apprenticeship.
- All differences highlighted between groups in Key Findings are statistically significant (at the 95% Confidence Level).

# Summary of Results (1)

| Subject Area   | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--|---------|------------|------------------------------------|
| Q1. How good or bad was the information you were given when you were choosing your course?     | 326,273 | 8.2        | 71%                                |
| Q2. How good or bad was the help staff gave you in the first few weeks?                        | 326,273 | 8.4        | 76%                                |
| Q3. How good or bad is the teaching on your course?  | 326,273 | 8.5        | 76%                                |
| Q4. How good or bad is the respect staff show to you?  | 326,273 | 8.8        | 82%                                |
| Q5. How good or bad is the advice you have been given about what you can do after this course? | 326,273 | 8.0        | 67%                                |
| Q6. How good or bad is the support you get on this course?                                     | 326,273 | 8.5        | 77%                                |
| Q7. How good or bad are the college staff at listening to the views of learners?               | 326,273 | 8.2        | 71%                                |
| Q8. How good or bad is the college at acting on the views of learners?                         | 326,273 | 8.0        | 67%                                |
| Q9. Overall, how good or bad do you think the provider is?                                     | 326,273 | 8.3        | 74%                                |
| Q10. How good or bad has the course been at meeting your expectations?                         | 326,273 | 8.2        | 72%                                |

# Summary of Results (2)

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



# Summary of Results

- 74% 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 (67% gave a score of 8 or higher).
- 83% of respondents were 'Extremely Likely' or 'Likely' to recommend the learning provider to friends or family.

# Results Analysis

The following sections shows the results from each of the 11 survey questions in detail.



Question 1: How good or bad was the information you were given when you were choosing your course?

02

# Key Findings 1

- Older learners tended to be more satisfied with the information given when choosing a course. 84% of those respondents aged 60 and over gave a score of 8 or higher compared to only 66% of respondents aged 16-18.
- The lower the Level at which learners were studying, the more likely they were to be satisfied. Learners studying at Entry Level gave the highest satisfaction rating whereas Level 3 learners gave the lowest rating.
- Adult workplace learners were the most satisfied with the information they were given when choosing their course/programme and 16-18 classroom learners were the least satisfied.

# Key Findings 2

- Learners who lived in the Liverpool City Region LEP area had the highest satisfaction rating with 78% scoring 8 or higher. In contrast, only 63% of learners living in the Gloucestershire LEP Area 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    | 185,391 | 7.9        | 66%                                |
| 19-24    | 57,508  | 8.4        | 74%                                |
| 25-34    | 35,152  | 8.6        | 79%                                |
| 35-44    | 24,392  | 8.7        | 80%                                |
| 45-59    | 20,486  | 8.7        | 81%                                |
| 60+      | 3,344   | 8.8        | 84%                                |

| Sex    | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------|---------|------------|------------------------------------|
| Female | 170,832 | 8.2        | 71%                                |
| Male   | 155,441 | 8.1        | 70%                                |

# Learner's 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               | 25,187  | 8.8        | 81%                                |
| Level 1                   | 35,252  | 8.3        | 72%                                |
| Level 2                   | 121,287 | 8.3        | 73%                                |
| Level 3+                  | 144,547 | 8.0        | 67%                                |

# 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)   | 46,383 | 8.4        | 74%                                |
| Band 2                   | 41,507 | 8.3        | 72%                                |
| Band 3                   | 37,688 | 8.2        | 72%                                |
| Band 4                   | 34,174 | 8.2        | 71%                                |
| Band 5                   | 31,512 | 8.2        | 70%                                |
| Band 6                   | 28,792 | 8.1        | 70%                                |
| Band 7                   | 25,813 | 8.1        | 69%                                |
| Band 8                   | 24,511 | 8.1        | 69%                                |
| Band 9                   | 22,743 | 8.1        | 68%                                |
| Band 10 (Least Deprived) | 20,090 | 8.0        | 67%                                |

# 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    | 31,287  | 8.3        | 75%                                |
| 16-18 Classroom Learning | 160,544 | 7.9        | 64%                                |
| 19+ Apprenticeships      | 51,811  | 8.6        | 80%                                |
| Adult Workplace Learning | 2,634   | 9.0        | 88%                                |
| 19+ Classroom Learning   | 83,238  | 8.5        | 76%                                |

# 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         | 200,690 | 8.0        | 66%                                |
| Other Public Funded e.g. LAs and HE      | 30,545  | 8.6        | 79%                                |
| Private Sector Public Funded             | 83,519  | 8.6        | 79%                                |
| Special & Specialist Designated Colleges | 11,519  | 8.0        | 66%                                |

| Provider Type                            | Size                    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--|-------------------------|--------|------------|------------------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 8.0        | 66%                                |
|  | Medium (4,000-7,000)    | 79,058 | 8.0        | 66%                                |
|  | Small (<4,000)          | 58,937 | 8.0        | 67%                                |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 8.6        | 78%                                |
|  | Medium (500-2,000)      | 16,150 | 8.6        | 79%                                |
|  | Small (<500)            | 3,500  | 8.7        | 81%                                |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 8.6        | 80%                                |
|  | Medium (500-2,000)      | 39,477 | 8.6        | 79%                                |
|  | Small (<500)            | 22,489 | 8.6        | 80%                                |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 8.1        | 70%                                |
|  | Medium (1,000-2,500)    | 5,475  | 7.7        | 62%                                |
|  | Small (<1,000)          | 858    | 8.3        | 74%                                |



# OFSTED Grade

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

| OFSTED Grade (Awarded from 2012/13) | Base    | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|---------|------------|------------------------------------|
| Outstanding                         | 13,167  | 8.2        | 72%                                |
| Good                                | 128,681 | 8.2        | 70%                                |
| Requires Improvement                | 52,991  | 8.0        | 67%                                |
| Inadequate                          | 5,260   | 8.2        | 70%                                |

# 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 7,741  | 8.0        | 66%                                |
| Hertfordshire                    | EE 5,055  | 8.1        | 68%                                |
| New Anglia                       | EE 7,777  | 8.1        | 70%                                |
| D2N2                             | EM 13,847 | 8.2        | 71%                                |
| Greater Lincolnshire             | EM 7,633  | 8.2        | 73%                                |
| Leicester and Leicestershire     | EM 5,618  | 8.1        | 68%                                |
| Northamptonshire                 | EM 4,809  | 7.9        | 64%                                |
| South East Midlands              | EM 8,701  | 8.0        | 65%                                |
| London                           | GL 43,868 | 8.1        | 69%                                |
| North Eastern                    | NE 16,874 | 8.4        | 75%                                |
| Tees Valley                      | NE 6,810  | 8.4        | 74%                                |
| Cheshire and Warrington          | NW 5,410  | 8.2        | 71%                                |
| Cumbria                          | NW 3,984  | 8.2        | 71%                                |
| Greater Manchester               | NW 13,463 | 8.3        | 73%                                |
| Lancashire                       | NW 11,100 | 8.4        | 75%                                |
| Liverpool City Region            | NW 9,184  | 8.6        | 78%                                |
| Buckinghamshire Thames Valley    | SE 2,650  | 8.0        | 66%                                |
| Coast to Capital                 | SE 10,757 | 8.1        | 68%                                |
| Enterprise M3                    | SE 6,317  | 8.1        | 69%                                |
| Oxfordshire                      | SE 2,155  | 8.1        | 69%                                |
| Solent                           | SE 7,885  | 8.1        | 68%                                |
| South East                       | SE 21,224 | 8.1        | 70%                                |
| Thames Valley Berkshire          | SE 4,047  | 8.1        | 69%                                |

# 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 | 2,304  | 8.2        | 73%                                |
| Dorset                           | SW | 4,874  | 7.9        | 65%                                |
| Gloucestershire                  | SW | 2,496  | 7.8        | 63%                                |
| Heart of the South West          | SW | 10,685 | 8.0        | 67%                                |
| Swindon and Wiltshire            | SW | 4,131  | 8.0        | 66%                                |
| West of England                  | SW | 6,019  | 7.9        | 66%                                |
| Worcestershire                   | SW | 2,028  | 8.2        | 71%                                |
| Black Country                    | WM | 9,348  | 8.4        | 75%                                |
| Coventry and Warwickshire        | WM | 5,914  | 8.3        | 72%                                |
| Greater Birmingham and Solihull  | WM | 14,438 | 8.3        | 72%                                |
| Stoke-on-Trent and Staffordshire | WM | 5,820  | 8.3        | 74%                                |
| The Marches                      | WM | 4,125  | 8.2        | 71%                                |
| Humber                           | YH | 6,410  | 8.3        | 73%                                |
| Leeds City Region                | YH | 14,117 | 8.3        | 74%                                |
| Sheffield City Region            | YH | 9,736  | 8.5        | 76%                                |
| York and North Yorkshire         | YH | 5,336  | 8.2        | 72%                                |

Question 2: How good or bad was the help staff gave you in the first few weeks?

03

# Key Findings 1

- The older the respondents were, the more likely they were to be satisfied with the help staff gave in the first few weeks of their course. 71% of respondents aged 16-18 gave a score of 8 or more, rising to 90% for those aged 60 and over.
- There was a close correlation between the level of deprivation and satisfaction. Respondents who lived in areas of higher deprivation tended to give higher satisfaction scores in comparison to those in less deprived areas.

# Key Findings 2

- 85% of respondents attending Other Public Funded providers and 83% of those attending Private Sector Public Funded gave a score of 8 or higher. This compares with 72% of respondents attending Special Colleges and Specialist Designated Colleges (SDCs) and General FE Colleges.

# 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    | 185,391 | 8.2        | 71%                                |
| 19-24    | 57,508  | 8.5        | 78%                                |
| 25-34    | 35,152  | 8.8        | 84%                                |
| 35-44    | 24,392  | 8.9        | 85%                                |
| 45-59    | 20,486  | 9.0        | 86%                                |
| 60+      | 3,344   | 9.1        | 90%                                |

| Sex    | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------|---------|------------|------------------------------------|
| Female | 170,832 | 8.4        | 76%                                |
| Male   | 155,441 | 8.4        | 76%                                |

# Learner's 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               | 25,187  | 9.0        | 86%                                |
| Level 1                   | 35,252  | 8.6        | 79%                                |
| Level 2                   | 121,287 | 8.5        | 77%                                |
| Level 3+                  | 144,547 | 8.2        | 72%                                |



# Learner Deprivation

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

| Deprivation              | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|--------|------------|------------------------------------|
| Band 1 (Most Deprived)   | 46,383 | 8.6        | 79%                                |
| Band 2                   | 41,507 | 8.5        | 77%                                |
| Band 3                   | 37,688 | 8.5        | 76%                                |
| Band 4                   | 34,174 | 8.4        | 76%                                |
| Band 5                   | 31,512 | 8.4        | 76%                                |
| Band 6                   | 28,792 | 8.4        | 75%                                |
| Band 7                   | 25,813 | 8.4        | 75%                                |
| Band 8                   | 24,511 | 8.3        | 74%                                |
| Band 9                   | 22,743 | 8.3        | 73%                                |
| Band 10 (Least Deprived) | 20,090 | 8.2        | 72%                                |

# 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    | 31,287  | 8.5        | 78%                                |
| 16-18 Classroom Learning | 160,544 | 8.1        | 70%                                |
| 19+ Apprenticeships      | 51,811  | 8.7        | 82%                                |
| Adult Workplace Learning | 2,634   | 9.1        | 90%                                |
| 19+ Classroom Learning   | 83,238  | 8.8        | 82%                                |

# 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         | 200,690 | 8.2        | 72%                                |
| Other Public Funded e.g. LAs and HE      | 30,545  | 8.9        | 85%                                |
| Private Sector Public Funded             | 83,519  | 8.7        | 83%                                |
| Special & Specialist Designated Colleges | 11,519  | 8.2        | 72%                                |

| Provider Type                            | Size                    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--|-------------------------|--------|------------|------------------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 8.2        | 71%                                |
|  | Medium (4,000-7,000)    | 79,058 | 8.2        | 71%                                |
|  | Small (<4,000)          | 58,937 | 8.2        | 72%                                |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 8.8        | 83%                                |
|  | Medium (500-2,000)      | 16,150 | 9.0        | 86%                                |
|  | Small (<500)            | 3,500  | 9.1        | 87%                                |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 8.7        | 82%                                |
|  | Medium (500-2,000)      | 39,477 | 8.8        | 83%                                |
|  | Small (<500)            | 22,489 | 8.7        | 83%                                |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 8.4        | 76%                                |
|  | Medium (1,000-2,500)    | 5,475  | 8.0        | 67%                                |
|  | Small (<1,000)          | 858    | 8.6        | 82%                                |

# OFSTED Grade

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

| OFSTED Grade (Awarded from 2012/13) | Base    | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|---------|------------|------------------------------------|
| Outstanding                         | 13,167  | 8.4        | 76%                                |
| Good                                | 128,681 | 8.4        | 76%                                |
| Requires Improvement                | 52,991  | 8.2        | 72%                                |
| Inadequate                          | 5,260   | 8.5        | 75%                                |

# 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 7,741  | 8.2        | 72%                                |
| Hertfordshire                    | EE 5,055  | 8.3        | 73%                                |
| New Anglia                       | EE 7,777  | 8.4        | 75%                                |
| D2N2                             | EM 13,847 | 8.5        | 78%                                |
| Greater Lincolnshire             | EM 7,633  | 8.5        | 78%                                |
| Leicester and Leicestershire     | EM 5,618  | 8.3        | 74%                                |
| Northamptonshire                 | EM 4,809  | 8.1        | 69%                                |
| South East Midlands              | EM 8,701  | 8.2        | 71%                                |
| London                           | GL 43,868 | 8.2        | 72%                                |
| North Eastern                    | NE 16,874 | 8.6        | 80%                                |
| Tees Valley                      | NE 6,810  | 8.6        | 80%                                |
| Cheshire and Warrington          | NW 5,410  | 8.5        | 76%                                |
| Cumbria                          | NW 3,984  | 8.4        | 77%                                |
| Greater Manchester               | NW 13,463 | 8.6        | 78%                                |
| Lancashire                       | NW 11,100 | 8.7        | 80%                                |
| Liverpool City Region            | NW 9,184  | 8.8        | 83%                                |
| Buckinghamshire Thames Valley    | SE 2,650  | 8.2        | 71%                                |
| Coast to Capital                 | SE 10,757 | 8.2        | 72%                                |
| Enterprise M3                    | SE 6,317  | 8.3        | 74%                                |
| Oxfordshire                      | SE 2,155  | 8.4        | 74%                                |
| Solent                           | SE 7,885  | 8.3        | 75%                                |
| South East                       | SE 21,224 | 8.4        | 75%                                |
| Thames Valley Berkshire          | SE 4,047  | 8.4        | 75%                                |

# 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 | 2,304  | 8.5        | 78%                                |
| Dorset                           | SW | 4,874  | 8.2        | 71%                                |
| Gloucestershire                  | SW | 2,496  | 8.0        | 68%                                |
| Heart of the South West          | SW | 10,685 | 8.3        | 74%                                |
| Swindon and Wiltshire            | SW | 4,131  | 8.1        | 70%                                |
| West of England                  | SW | 6,019  | 8.2        | 71%                                |
| Worcestershire                   | SW | 2,028  | 8.4        | 75%                                |
| Black Country                    | WM | 9,348  | 8.6        | 80%                                |
| Coventry and Warwickshire        | WM | 5,914  | 8.5        | 77%                                |
| Greater Birmingham and Solihull  | WM | 14,438 | 8.5        | 76%                                |
| Stoke-on-Trent and Staffordshire | WM | 5,820  | 8.6        | 79%                                |
| The Marches                      | WM | 4,125  | 8.4        | 77%                                |
| Humber                           | YH | 6,410  | 8.5        | 78%                                |
| Leeds City Region                | YH | 14,117 | 8.6        | 79%                                |
| Sheffield City Region            | YH | 9,736  | 8.7        | 82%                                |
| York and North Yorkshire         | YH | 5,336  | 8.5        | 78%                                |

Question 3: How good or bad is the teaching on your course?

04

# Key Findings 1

- 92% 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.
- Level 3 learners were least satisfied with the teaching on their course and only 69% of respondents gave a score of 8 or more.



# Key Findings 2

- Respondents living in more deprived areas were more satisfied with the teaching on their course than those living in less deprived areas.
- 93% of respondents on workplace learning gave a score of 8 or more in response to the survey question. The mean score for this group was 9.3 out of 10.

# Age Band and Sex

How good or bad is the teaching on your course?

| Age Band | Base    | Mean Score | % of Respondents Scoring 8 or More |
|----------|---------|------------|------------------------------------|
| 16-18    | 185,391 | 8.1        | 69%                                |
| 19-24    | 57,508  | 8.6        | 79%                                |
| 25-34    | 35,152  | 9.1        | 88%                                |
| 35-44    | 24,392  | 9.2        | 90%                                |
| 45-59    | 20,486  | 9.2        | 90%                                |
| 60+      | 3,344   | 9.3        | 92%                                |

| Sex    | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------|---------|------------|------------------------------------|
| Female | 170,832 | 8.5        | 77%                                |
| Male   | 155,441 | 8.4        | 75%                                |

# Learner's Highest Level

How good or bad is the teaching on your course?

| Highest Level of Learning | Base    | Mean Score | % of Respondents Scoring 8 or More |
|---------------------------|---------|------------|------------------------------------|
| Entry Level               | 25,187  | 9.3        | 90%                                |
| Level 1                   | 35,252  | 8.8        | 83%                                |
| Level 2                   | 121,287 | 8.6        | 80%                                |
| Level 3+                  | 144,547 | 8.1        | 69%                                |

# Learner Deprivation

How good or bad is the teaching on your course?

| Deprivation              | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|--------|------------|------------------------------------|
| Band 1 (Most Deprived)   | 46,383 | 8.7        | 80%                                |
| Band 2                   | 41,507 | 8.6        | 78%                                |
| Band 3                   | 37,688 | 8.5        | 78%                                |
| Band 4                   | 34,174 | 8.5        | 76%                                |
| Band 5                   | 31,512 | 8.4        | 76%                                |
| Band 6                   | 28,792 | 8.4        | 75%                                |
| Band 7                   | 25,813 | 8.4        | 75%                                |
| Band 8                   | 24,511 | 8.3        | 73%                                |
| Band 9                   | 22,743 | 8.3        | 73%                                |
| Band 10 (Least Deprived) | 20,090 | 8.2        | 70%                                |

# Funding Stream

How good or bad is the teaching on your course?

| Funding Stream           | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|---------|------------|------------------------------------|
| 16-18 Apprenticeships    | 31,287  | 8.5        | 78%                                |
| 16-18 Classroom Learning | 160,544 | 8.0        | 68%                                |
| 19+ Apprenticeships      | 51,811  | 8.9        | 85%                                |
| Adult Workplace Learning | 2,634   | 9.3        | 93%                                |
| 19+ Classroom Learning   | 83,238  | 9.0        | 85%                                |

# Provider Type & Size

How good or bad is the teaching on your course?

| Provider Type                            | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--|---------|------------|------------------------------------|
| General FE College incl Tertiary         | 200,690 | 8.2        | 71%                                |
| Other Public Funded e.g. LAs and HE      | 30,545  | 9.2        | 89%                                |
| Private Sector Public Funded             | 83,519  | 8.9        | 84%                                |
| Special & Specialist Designated Colleges | 11,519  | 8.0        | 68%                                |

| Provider Type                            | Size                    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--|-------------------------|--------|------------|------------------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 8.2        | 71%                                |
|  | Medium (4,000-7,000)    | 79,058 | 8.2        | 71%                                |
|  | Small (<4,000)          | 58,937 | 8.2        | 71%                                |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 9.1        | 87%                                |
|  | Medium (500-2,000)      | 16,150 | 9.2        | 90%                                |
|  | Small (<500)            | 3,500  | 9.2        | 90%                                |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 9.0        | 86%                                |
|  | Medium (500-2,000)      | 39,477 | 8.9        | 84%                                |
|  | Small (<500)            | 22,489 | 8.8        | 82%                                |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 8.3        | 73%                                |
|  | Medium (1,000-2,500)    | 5,475  | 7.7        | 61%                                |
|  | Small (<1,000)          | 858    | 8.4        | 79%                                |

# OFSTED Grade

How good or bad is the teaching on your course?

| OFSTED Grade (Awarded from 2012/13) | Base    | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|---------|------------|------------------------------------|
| Outstanding                         | 13,167  | 8.4        | 76%                                |
| Good                                | 128,681 | 8.4        | 76%                                |
| Requires Improvement                | 52,991  | 8.3        | 72%                                |
| Inadequate                          | 5,260   | 8.6        | 77%                                |

# 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 7,741  | 8.3        | 72%                                |
| Hertfordshire                    | EE 5,055  | 8.3        | 74%                                |
| New Anglia                       | EE 7,777  | 8.4        | 74%                                |
| D2N2                             | EM 13,847 | 8.5        | 77%                                |
| Greater Lincolnshire             | EM 7,633  | 8.4        | 76%                                |
| Leicester and Leicestershire     | EM 5,618  | 8.4        | 76%                                |
| Northamptonshire                 | EM 4,809  | 8.0        | 67%                                |
| South East Midlands              | EM 8,701  | 8.2        | 70%                                |
| London                           | GL 43,868 | 8.4        | 74%                                |
| North Eastern                    | NE 16,874 | 8.7        | 80%                                |
| Tees Valley                      | NE 6,810  | 8.6        | 79%                                |
| Cheshire and Warrington          | NW 5,410  | 8.4        | 76%                                |
| Cumbria                          | NW 3,984  | 8.4        | 76%                                |
| Greater Manchester               | NW 13,463 | 8.6        | 79%                                |
| Lancashire                       | NW 11,100 | 8.6        | 79%                                |
| Liverpool City Region            | NW 9,184  | 8.8        | 83%                                |
| Buckinghamshire Thames Valley    | SE 2,650  | 8.2        | 71%                                |
| Coast to Capital                 | SE 10,757 | 8.4        | 74%                                |
| Enterprise M3                    | SE 6,317  | 8.3        | 73%                                |
| Oxfordshire                      | SE 2,155  | 8.4        | 74%                                |
| Solent                           | SE 7,885  | 8.3        | 74%                                |
| South East                       | SE 21,224 | 8.4        | 75%                                |
| Thames Valley Berkshire          | SE 4,047  | 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 | 2,304  | 8.6        | 79%                                |
| Dorset                           | SW | 4,874  | 8.2        | 72%                                |
| Gloucestershire                  | SW | 2,496  | 8.1        | 68%                                |
| Heart of the South West          | SW | 10,685 | 8.3        | 73%                                |
| Swindon and Wiltshire            | SW | 4,131  | 8.1        | 70%                                |
| West of England                  | SW | 6,019  | 8.2        | 71%                                |
| Worcestershire                   | SW | 2,028  | 8.4        | 75%                                |
| Black Country                    | WM | 9,348  | 8.6        | 79%                                |
| Coventry and Warwickshire        | WM | 5,914  | 8.5        | 77%                                |
| Greater Birmingham and Solihull  | WM | 14,438 | 8.5        | 77%                                |
| Stoke-on-Trent and Staffordshire | WM | 5,820  | 8.6        | 78%                                |
| The Marches                      | WM | 4,125  | 8.4        | 75%                                |
| Humber                           | YH | 6,410  | 8.5        | 77%                                |
| Leeds City Region                | YH | 14,117 | 8.6        | 79%                                |
| Sheffield City Region            | YH | 9,736  | 8.8        | 82%                                |
| York and North Yorkshire         | YH | 5,336  | 8.4        | 76%                                |

Question 4: 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 82% of all responses scoring 8 or higher.
- Over 90% of respondents aged 25 and over gave a score of 8 or higher when giving their satisfaction rating of the respect shown by staff.
- 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, where only 74% 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    | 185,391 | 8.4        | 76%                                |
| 19-24    | 57,508  | 9.0        | 87%                                |
| 25-34    | 35,152  | 9.4        | 92%                                |
| 35-44    | 24,392  | 9.4        | 94%                                |
| 45-59    | 20,486  | 9.5        | 95%                                |
| 60+      | 3,344   | 9.6        | 96%                                |

| Sex    | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------|---------|------------|------------------------------------|
| Female | 170,832 | 8.8        | 83%                                |
| Male   | 155,441 | 8.7        | 81%                                |

# Learner's 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               | 25,187  | 9.3        | 91%                                |
| Level 1                   | 35,252  | 8.9        | 85%                                |
| Level 2                   | 121,287 | 8.9        | 84%                                |
| Level 3+                  | 144,547 | 8.5        | 78%                                |

# 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)   | 46,383 | 8.9        | 85%                                |
| Band 2                   | 41,507 | 8.8        | 83%                                |
| Band 3                   | 37,688 | 8.8        | 83%                                |
| Band 4                   | 34,174 | 8.8        | 82%                                |
| Band 5                   | 31,512 | 8.8        | 82%                                |
| Band 6                   | 28,792 | 8.7        | 82%                                |
| Band 7                   | 25,813 | 8.7        | 81%                                |
| Band 8                   | 24,511 | 8.7        | 80%                                |
| Band 9                   | 22,743 | 8.6        | 80%                                |
| Band 10 (Least Deprived) | 20,090 | 8.6        | 79%                                |

# 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    | 31,287  | 8.9        | 86%                                |
| 16-18 Classroom Learning | 160,544 | 8.3        | 74%                                |
| 19+ Apprenticeships      | 51,811  | 9.4        | 93%                                |
| Adult Workplace Learning | 2,634   | 9.5        | 96%                                |
| 19+ Classroom Learning   | 83,238  | 9.2        | 89%                                |



# 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         | 200,690 | 8.5        | 77%                                |
| Other Public Funded e.g. LAs and HE      | 30,545  | 9.4        | 92%                                |
| Private Sector Public Funded             | 83,519  | 9.3        | 91%                                |
| Special & Specialist Designated Colleges | 11,519  | 8.3        | 75%                                |

| Provider Type                            | Size                    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--|-------------------------|--------|------------|------------------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 8.5        | 77%                                |
|  | Medium (4,000-7,000)    | 79,058 | 8.5        | 77%                                |
|  | Small (<4,000)          | 58,937 | 8.5        | 77%                                |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 9.3        | 91%                                |
|  | Medium (500-2,000)      | 16,150 | 9.4        | 93%                                |
|  | Small (<500)            | 3,500  | 9.4        | 92%                                |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 9.4        | 94%                                |
|  | Medium (500-2,000)      | 39,477 | 9.3        | 91%                                |
|  | Small (<500)            | 22,489 | 9.1        | 89%                                |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 8.6        | 78%                                |
|  | Medium (1,000-2,500)    | 5,475  | 8.0        | 69%                                |
|  | Small (<1,000)          | 858    | 8.8        | 84%                                |

# OFSTED Grade

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

| OFSTED Grade (Awarded from 2012/13) | Base    | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|---------|------------|------------------------------------|
| Outstanding                         | 13,167  | 8.8        | 83%                                |
| Good                                | 128,681 | 8.8        | 82%                                |
| Requires Improvement                | 52,991  | 8.6        | 79%                                |
| Inadequate                          | 5,260   | 8.8        | 81%                                |

# LEP Areas (1)

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

| LEP Area                            | Base   | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|--------|------------|------------------------------------|
| Greater Cambridge & Peterborough EE | 7,741  | 8.6        | 79%                                |
| Hertfordshire EE                    | 5,055  | 8.7        | 80%                                |
| New Anglia EE                       | 7,777  | 8.7        | 82%                                |
| D2N2 EM                             | 13,847 | 8.8        | 84%                                |
| Greater Lincolnshire EM             | 7,633  | 8.7        | 82%                                |
| Leicester and Leicestershire EM     | 5,618  | 8.7        | 81%                                |
| Northamptonshire EM                 | 4,809  | 8.5        | 76%                                |
| South East Midlands EM              | 8,701  | 8.5        | 78%                                |
| London GL                           | 43,868 | 8.7        | 80%                                |
| North Eastern NE                    | 16,874 | 9.0        | 86%                                |
| Tees Valley NE                      | 6,810  | 8.9        | 86%                                |
| Cheshire and Warrington NW          | 5,410  | 8.7        | 82%                                |
| Cumbria NW                          | 3,984  | 8.8        | 83%                                |
| Greater Manchester NW               | 13,463 | 8.9        | 84%                                |
| Lancashire NW                       | 11,100 | 8.9        | 84%                                |
| Liverpool City Region NW            | 9,184  | 9.1        | 88%                                |
| Buckinghamshire Thames Valley SE    | 2,650  | 8.6        | 79%                                |
| Coast to Capital SE                 | 10,757 | 8.6        | 80%                                |
| Enterprise M3 SE                    | 6,317  | 8.6        | 79%                                |
| Oxfordshire SE                      | 2,155  | 8.7        | 81%                                |
| Solent SE                           | 7,885  | 8.7        | 81%                                |
| South East SE                       | 21,224 | 8.7        | 81%                                |
| Thames Valley Berkshire SE          | 4,047  | 8.7        | 82%                                |

# 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 2,304  | 8.9        | 84%                                |
| Dorset                           | SW 4,874  | 8.7        | 81%                                |
| Gloucestershire                  | SW 2,496  | 8.5        | 77%                                |
| Heart of the South West          | SW 10,685 | 8.7        | 81%                                |
| Swindon and Wiltshire            | SW 4,131  | 8.5        | 77%                                |
| West of England                  | SW 6,019  | 8.6        | 78%                                |
| Worcestershire                   | SW 2,028  | 8.8        | 82%                                |
| Black Country                    | WM 9,348  | 8.9        | 84%                                |
| Coventry and Warwickshire        | WM 5,914  | 8.8        | 83%                                |
| Greater Birmingham and Solihull  | WM 14,438 | 8.8        | 83%                                |
| Stoke-on-Trent and Staffordshire | WM 5,820  | 8.9        | 85%                                |
| The Marches                      | WM 4,125  | 8.7        | 81%                                |
| Humber                           | YH 6,410  | 8.8        | 83%                                |
| Leeds City Region                | YH 14,117 | 8.9        | 85%                                |
| Sheffield City Region            | YH 9,736  | 9.1        | 88%                                |
| York and North Yorkshire         | YH 5,336  | 8.8        | 83%                                |

Question 5: 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 60% of respondents gave a score of 8 or more which resulted in a mean score of 7.7.
- The satisfaction ratings were highest at the lower levels (81% scored 8+ at Entry Level) compared to the higher levels (62% scored 8+ at Level 3).
- There are differences in satisfaction between the deprivation bands, with the highest rating in the most deprived band (72% scored 8+ in the most deprived band compared to 61% in the least deprived band).

# Key Findings 2

- Respondents in Liverpool City Region LEP area had the highest level of satisfaction with the advice given by their college or training provider (76% scored 8+) whereas respondents in the Gloucestershire LEP area were the least satisfied (56% 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    | 185,391 | 7.7        | 60%                                |
| 19-24    | 57,508  | 8.2        | 71%                                |
| 25-34    | 35,152  | 8.6        | 79%                                |
| 35-44    | 24,392  | 8.7        | 81%                                |
| 45-59    | 20,486  | 8.7        | 82%                                |
| 60+      | 3,344   | 8.8        | 83%                                |

| Sex    | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------|---------|------------|------------------------------------|
| Female | 170,832 | 8.0        | 68%                                |
| Male   | 155,441 | 8.0        | 67%                                |



# Learner's 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               | 25,187  | 8.7        | 81%                                |
| Level 1                   | 35,252  | 8.3        | 72%                                |
| Level 2                   | 121,287 | 8.1        | 70%                                |
| Level 3+                  | 144,547 | 7.7        | 62%                                |

# 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)   | 46,383 | 8.3        | 72%                                |
| Band 2                   | 41,507 | 8.1        | 70%                                |
| Band 3                   | 37,688 | 8.1        | 69%                                |
| Band 4                   | 34,174 | 8.0        | 67%                                |
| Band 5                   | 31,512 | 7.9        | 66%                                |
| Band 6                   | 28,792 | 7.9        | 65%                                |
| Band 7                   | 25,813 | 7.9        | 65%                                |
| Band 8                   | 24,511 | 7.8        | 64%                                |
| Band 9                   | 22,743 | 7.8        | 63%                                |
| Band 10 (Least Deprived) | 20,090 | 7.7        | 61%                                |

# 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    | 31,287  | 8.0        | 67%                                |
| 16-18 Classroom Learning | 160,544 | 7.6        | 60%                                |
| 19+ Apprenticeships      | 51,811  | 8.5        | 77%                                |
| Adult Workplace Learning | 2,634   | 9.1        | 89%                                |
| 19+ Classroom Learning   | 83,238  | 8.4        | 76%                                |

# 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         | 200,690 | 7.8        | 63%                                |
| Other Public Funded e.g. LAs and HE      | 30,545  | 8.5        | 77%                                |
| Private Sector Public Funded             | 83,519  | 8.4        | 76%                                |
| Special & Specialist Designated Colleges | 11,519  | 7.5        | 57%                                |

| Provider Type                            | Size                    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--|-------------------------|--------|------------|------------------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 7.8        | 63%                                |
|  | Medium (4,000-7,000)    | 79,058 | 7.8        | 62%                                |
|  | Small (<4,000)          | 58,937 | 7.8        | 63%                                |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 8.4        | 74%                                |
|  | Medium (500-2,000)      | 16,150 | 8.5        | 78%                                |
|  | Small (<500)            | 3,500  | 8.7        | 79%                                |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 8.5        | 77%                                |
|  | Medium (500-2,000)      | 39,477 | 8.5        | 77%                                |
|  | Small (<500)            | 22,489 | 8.4        | 74%                                |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 7.7        | 61%                                |
|  | Medium (1,000-2,500)    | 5,475  | 7.2        | 52%                                |
|  | Small (<1,000)          | 858    | 8.0        | 65%                                |

# OFSTED Grade

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

| OFSTED Grade (Awarded from 2012/13) | Base    | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|---------|------------|------------------------------------|
| Outstanding                         | 13,167  | 8.0        | 67%                                |
| Good                                | 128,681 | 8.0        | 67%                                |
| Requires Improvement                | 52,991  | 7.9        | 65%                                |
| Inadequate                          | 5,260   | 8.2        | 70%                                |

# LEP Areas (1)

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 |
|----------------------------------|-----------|------------|------------------------------------|
| Greater Cambridge & Peterborough | EE 7,741  | 7.8        | 64%                                |
| Hertfordshire                    | EE 5,055  | 7.9        | 65%                                |
| New Anglia                       | EE 7,777  | 7.9        | 65%                                |
| D2N2                             | EM 13,847 | 8.0        | 67%                                |
| Greater Lincolnshire             | EM 7,633  | 8.0        | 68%                                |
| Leicester and Leicestershire     | EM 5,618  | 7.9        | 65%                                |
| Northamptonshire                 | EM 4,809  | 7.6        | 60%                                |
| South East Midlands              | EM 8,701  | 7.8        | 63%                                |
| London                           | GL 43,868 | 8.0        | 67%                                |
| North Eastern                    | NE 16,874 | 8.3        | 72%                                |
| Tees Valley                      | NE 6,810  | 8.2        | 72%                                |
| Cheshire and Warrington          | NW 5,410  | 7.9        | 65%                                |
| Cumbria                          | NW 3,984  | 8.0        | 65%                                |
| Greater Manchester               | NW 13,463 | 8.2        | 70%                                |
| Lancashire                       | NW 11,100 | 8.2        | 71%                                |
| Liverpool City Region            | NW 9,184  | 8.4        | 76%                                |
| Buckinghamshire Thames Valley    | SE 2,650  | 7.7        | 60%                                |
| Coast to Capital                 | SE 10,757 | 7.8        | 63%                                |
| Enterprise M3                    | SE 6,317  | 7.8        | 62%                                |
| Oxfordshire                      | SE 2,155  | 7.8        | 63%                                |
| Solent                           | SE 7,885  | 7.8        | 63%                                |
| South East                       | SE 21,224 | 7.9        | 65%                                |
| Thames Valley Berkshire          | SE 4,047  | 7.8        | 64%                                |

# 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 | 2,304  | 8.0        | 66%                                |
| Dorset                           | SW | 4,874  | 7.7        | 61%                                |
| Gloucestershire                  | SW | 2,496  | 7.5        | 56%                                |
| Heart of the South West          | SW | 10,685 | 7.8        | 62%                                |
| Swindon and Wiltshire            | SW | 4,131  | 7.8        | 63%                                |
| West of England                  | SW | 6,019  | 7.7        | 61%                                |
| Worcestershire                   | SW | 2,028  | 7.9        | 63%                                |
| Black Country                    | WM | 9,348  | 8.2        | 72%                                |
| Coventry and Warwickshire        | WM | 5,914  | 8.1        | 69%                                |
| Greater Birmingham and Solihull  | WM | 14,438 | 8.1        | 69%                                |
| Stoke-on-Trent and Staffordshire | WM | 5,820  | 8.1        | 69%                                |
| The Marches                      | WM | 4,125  | 7.9        | 65%                                |
| Humber                           | YH | 6,410  | 8.1        | 68%                                |
| Leeds City Region                | YH | 14,117 | 8.1        | 70%                                |
| Sheffield City Region            | YH | 9,736  | 8.3        | 74%                                |
| York and North Yorkshire         | YH | 5,336  | 8.0        | 67%                                |

Question 6: How good or bad is the support you get on this course?

07



# Key Findings

- 78% of female respondents scored 8 or more when asked “How good or bad is the support you get on this course?” compared to 76% of male learners.
- 88% of respondents who attended ‘Other Public Funded’ providers and 86% who attended ‘Private Sector Public Funded’ providers scored 8 or more, compared to 72% for General FE Colleges and 69% for Special Colleges & SDCs.

# 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    | 185,391 | 8.1        | 70%                                |
| 19-24    | 57,508  | 8.7        | 81%                                |
| 25-34    | 35,152  | 9.1        | 88%                                |
| 35-44    | 24,392  | 9.2        | 90%                                |
| 45-59    | 20,486  | 9.2        | 91%                                |
| 60+      | 3,344   | 9.4        | 92%                                |

| Sex    | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------|---------|------------|------------------------------------|
| Female | 170,832 | 8.6        | 78%                                |
| Male   | 155,441 | 8.4        | 76%                                |

# Learner's Highest Level

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

| Highest Level of Learning | Base    | Mean Score | % of Respondents Scoring 8 or More |
|---------------------------|---------|------------|------------------------------------|
| Entry Level               | 25,187  | 9.2        | 89%                                |
| Level 1                   | 35,252  | 8.8        | 82%                                |
| Level 2                   | 121,287 | 8.6        | 80%                                |
| Level 3+                  | 144,547 | 8.2        | 71%                                |

# Learner Deprivation

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

| Deprivation              | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|--------|------------|------------------------------------|
| Band 1 (Most Deprived)   | 46,383 | 8.7        | 81%                                |
| Band 2                   | 41,507 | 8.6        | 79%                                |
| Band 3                   | 37,688 | 8.6        | 78%                                |
| Band 4                   | 34,174 | 8.5        | 77%                                |
| Band 5                   | 31,512 | 8.5        | 76%                                |
| Band 6                   | 28,792 | 8.4        | 76%                                |
| Band 7                   | 25,813 | 8.4        | 75%                                |
| Band 8                   | 24,511 | 8.3        | 74%                                |
| Band 9                   | 22,743 | 8.3        | 74%                                |
| Band 10 (Least Deprived) | 20,090 | 8.2        | 72%                                |

# Funding Stream

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

| Funding Stream           | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|---------|------------|------------------------------------|
| 16-18 Apprenticeships    | 31,287  | 8.6        | 80%                                |
| 16-18 Classroom Learning | 160,544 | 8.1        | 69%                                |
| 19+ Apprenticeships      | 51,811  | 9.0        | 87%                                |
| Adult Workplace Learning | 2,634   | 9.4        | 94%                                |
| 19+ Classroom Learning   | 83,238  | 8.9        | 85%                                |

# Provider Type & Size

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

| Provider Type                            | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--|---------|------------|------------------------------------|
| General FE College incl Tertiary         | 200,690 | 8.2        | 72%                                |
| Other Public Funded e.g. LAs and HE      | 30,545  | 9.1        | 88%                                |
| Private Sector Public Funded             | 83,519  | 9.0        | 86%                                |
| Special & Specialist Designated Colleges | 11,519  | 8.1        | 69%                                |

| Provider Type                            | Size                    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--|-------------------------|--------|------------|------------------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 8.2        | 72%                                |
|  | Medium (4,000-7,000)    | 79,058 | 8.2        | 71%                                |
|  | Small (<4,000)          | 58,937 | 8.2        | 72%                                |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 9.0        | 87%                                |
|  | Medium (500-2,000)      | 16,150 | 9.2        | 89%                                |
|  | Small (<500)            | 3,500  | 9.2        | 90%                                |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 9.1        | 88%                                |
|  | Medium (500-2,000)      | 39,477 | 9.0        | 86%                                |
|  | Small (<500)            | 22,489 | 8.9        | 85%                                |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 8.4        | 75%                                |
|  | Medium (1,000-2,500)    | 5,475  | 7.8        | 63%                                |
|  | Small (<1,000)          | 858    | 8.5        | 77%                                |

# OFSTED Grade

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

| OFSTED Grade (Awarded from 2012/13) | Base    | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|---------|------------|------------------------------------|
| Outstanding                         | 13,167  | 8.5        | 77%                                |
| Good                                | 128,681 | 8.5        | 77%                                |
| Requires Improvement                | 52,991  | 8.3        | 73%                                |
| Inadequate                          | 5,260   | 8.5        | 78%                                |

# LEP Areas (1)

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

| LEP Area                         |    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|----------------------------------|----|--------|------------|------------------------------------|
| Greater Cambridge & Peterborough | EE | 7,741  | 8.3        | 72%                                |
| Hertfordshire                    | EE | 5,055  | 8.3        | 74%                                |
| New Anglia                       | EE | 7,777  | 8.4        | 75%                                |
| D2N2                             | EM | 13,847 | 8.6        | 78%                                |
| Greater Lincolnshire             | EM | 7,633  | 8.5        | 77%                                |
| Leicester and Leicestershire     | EM | 5,618  | 8.5        | 78%                                |
| Northamptonshire                 | EM | 4,809  | 8.1        | 70%                                |
| South East Midlands              | EM | 8,701  | 8.2        | 72%                                |
| London                           | GL | 43,868 | 8.4        | 74%                                |
| North Eastern                    | NE | 16,874 | 8.7        | 81%                                |
| Tees Valley                      | NE | 6,810  | 8.7        | 81%                                |
| Cheshire and Warrington          | NW | 5,410  | 8.5        | 76%                                |
| Cumbria                          | NW | 3,984  | 8.5        | 77%                                |
| Greater Manchester               | NW | 13,463 | 8.7        | 80%                                |
| Lancashire                       | NW | 11,100 | 8.7        | 81%                                |
| Liverpool City Region            | NW | 9,184  | 8.9        | 84%                                |
| Buckinghamshire Thames Valley    | SE | 2,650  | 8.3        | 73%                                |
| Coast to Capital                 | SE | 10,757 | 8.3        | 73%                                |
| Enterprise M3                    | SE | 6,317  | 8.3        | 74%                                |
| Oxfordshire                      | SE | 2,155  | 8.4        | 75%                                |
| Solent                           | SE | 7,885  | 8.4        | 75%                                |
| South East                       | SE | 21,224 | 8.4        | 75%                                |
| Thames Valley Berkshire          | SE | 4,047  | 8.4        | 75%                                |



# LEP Areas (2)

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

| LEP Area                         |    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|----------------------------------|----|--------|------------|------------------------------------|
| Cornwall and the Isles of Scilly | SW | 2,304  | 8.6        | 78%                                |
| Dorset                           | SW | 4,874  | 8.3        | 72%                                |
| Gloucestershire                  | SW | 2,496  | 8.1        | 68%                                |
| Heart of the South West          | SW | 10,685 | 8.4        | 75%                                |
| Swindon and Wiltshire            | SW | 4,131  | 8.2        | 71%                                |
| West of England                  | SW | 6,019  | 8.2        | 72%                                |
| Worcestershire                   | SW | 2,028  | 8.5        | 77%                                |
| Black Country                    | WM | 9,348  | 8.7        | 80%                                |
| Coventry and Warwickshire        | WM | 5,914  | 8.5        | 77%                                |
| Greater Birmingham and Solihull  | WM | 14,438 | 8.6        | 78%                                |
| Stoke-on-Trent and Staffordshire | WM | 5,820  | 8.6        | 80%                                |
| The Marches                      | WM | 4,125  | 8.4        | 76%                                |
| Humber                           | YH | 6,410  | 8.5        | 78%                                |
| Leeds City Region                | YH | 14,117 | 8.7        | 80%                                |
| Sheffield City Region            | YH | 9,736  | 8.8        | 83%                                |
| York and North Yorkshire         | YH | 5,336  | 8.5        | 77%                                |

Question 7: How good or bad are the staff at listening to the views of learners?

08

# Key Findings 1

- 69% of male respondents gave a score of 8 or more when responding to the question 'How good or bad are the college/training provider staff at listening to the views of learners?', compared to 72% of female respondents.
- As with the other questions in the survey the youngest age group (16-18) has the lowest level of satisfaction (62% scored 8 or higher) while the older age groups have a much higher level of satisfaction.
- Learners studying at Level 3 have a lower satisfaction score (64% scored 8 or higher) compared to learners at Level 2 and below.

# 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    | 185,391 | 7.7        | 62%                                |
| 19-24    | 57,508  | 8.5        | 77%                                |
| 25-34    | 35,152  | 8.9        | 85%                                |
| 35-44    | 24,392  | 9.0        | 88%                                |
| 45-59    | 20,486  | 9.1        | 89%                                |
| 60+      | 3,344   | 9.1        | 88%                                |

| Sex    | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------|---------|------------|------------------------------------|
| Female | 170,832 | 8.3        | 72%                                |
| Male   | 155,441 | 8.1        | 69%                                |

# Learner's 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               | 25,187  | 9.0        | 86%                                |
| Level 1                   | 35,252  | 8.4        | 75%                                |
| Level 2                   | 121,287 | 8.4        | 75%                                |
| Level 3+                  | 144,547 | 7.8        | 64%                                |

# 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)   | 46,383 | 8.4        | 75%                                |
| Band 2                   | 41,507 | 8.3        | 73%                                |
| Band 3                   | 37,688 | 8.2        | 72%                                |
| Band 4                   | 34,174 | 8.2        | 71%                                |
| Band 5                   | 31,512 | 8.2        | 71%                                |
| Band 6                   | 28,792 | 8.1        | 70%                                |
| Band 7                   | 25,813 | 8.1        | 69%                                |
| Band 8                   | 24,511 | 8.0        | 68%                                |
| Band 9                   | 22,743 | 8.0        | 67%                                |
| Band 10 (Least Deprived) | 20,090 | 7.9        | 65%                                |

# 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    | 31,287  | 8.6        | 80%                                |
| 16-18 Classroom Learning | 160,544 | 7.6        | 59%                                |
| 19+ Apprenticeships      | 51,811  | 9.1        | 89%                                |
| Adult Workplace Learning | 2,634   | 9.4        | 94%                                |
| 19+ Classroom Learning   | 83,238  | 8.6        | 79%                                |

# 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         | 200,690 | 7.8        | 63%                                |
| Other Public Funded e.g. LAs and HE      | 30,545  | 8.9        | 85%                                |
| Private Sector Public Funded             | 83,519  | 9.0        | 87%                                |
| Special & Specialist Designated Colleges | 11,519  | 7.6        | 61%                                |

| Provider Type                            | Size                    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--|-------------------------|--------|------------|------------------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 7.7        | 63%                                |
|  | Medium (4,000-7,000)    | 79,058 | 7.8        | 63%                                |
|  | Small (<4,000)          | 58,937 | 7.8        | 63%                                |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 8.8        | 83%                                |
|  | Medium (500-2,000)      | 16,150 | 9.0        | 86%                                |
|  | Small (<500)            | 3,500  | 9.1        | 88%                                |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 9.1        | 89%                                |
|  | Medium (500-2,000)      | 39,477 | 9.0        | 86%                                |
|  | Small (<500)            | 22,489 | 8.9        | 85%                                |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 7.9        | 67%                                |
|  | Medium (1,000-2,500)    | 5,475  | 7.3        | 54%                                |
|  | Small (<1,000)          | 858    | 8.4        | 75%                                |



# OFSTED Grade

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

| OFSTED Grade (Awarded from 2012/13) | Base    | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|---------|------------|------------------------------------|
| Outstanding                         | 13,167  | 8.2        | 72%                                |
| Good                                | 128,681 | 8.2        | 71%                                |
| Requires Improvement                | 52,991  | 7.9        | 65%                                |
| Inadequate                          | 5,260   | 8.1        | 69%                                |

# 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 | 7,741  | 7.9        | 65%                                |
| Hertfordshire                    | EE | 5,055  | 8.0        | 67%                                |
| New Anglia                       | EE | 7,777  | 8.1        | 69%                                |
| D2N2                             | EM | 13,847 | 8.2        | 72%                                |
| Greater Lincolnshire             | EM | 7,633  | 8.1        | 70%                                |
| Leicester and Leicestershire     | EM | 5,618  | 8.1        | 70%                                |
| Northamptonshire                 | EM | 4,809  | 7.7        | 63%                                |
| South East Midlands              | EM | 8,701  | 7.9        | 65%                                |
| London                           | GL | 43,868 | 8.0        | 68%                                |
| North Eastern                    | NE | 16,874 | 8.5        | 76%                                |
| Tees Valley                      | NE | 6,810  | 8.4        | 76%                                |
| Cheshire and Warrington          | NW | 5,410  | 8.2        | 71%                                |
| Cumbria                          | NW | 3,984  | 8.2        | 72%                                |
| Greater Manchester               | NW | 13,463 | 8.4        | 75%                                |
| Lancashire                       | NW | 11,100 | 8.4        | 74%                                |
| Liverpool City Region            | NW | 9,184  | 8.6        | 79%                                |
| Buckinghamshire Thames Valley    | SE | 2,650  | 7.8        | 64%                                |
| Coast to Capital                 | SE | 10,757 | 7.9        | 66%                                |
| Enterprise M3                    | SE | 6,317  | 8.0        | 67%                                |
| Oxfordshire                      | SE | 2,155  | 8.1        | 69%                                |
| Solent                           | SE | 7,885  | 8.0        | 68%                                |
| South East                       | SE | 21,224 | 8.1        | 69%                                |
| Thames Valley Berkshire          | SE | 4,047  | 8.2        | 71%                                |

# LEP Areas (2)

| LEP Area                         |    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|----------------------------------|----|--------|------------|------------------------------------|
| Cornwall and the Isles of Scilly | SW | 2,304  | 8.3        | 72%                                |
| Dorset                           | SW | 4,874  | 8.0        | 66%                                |
| Gloucestershire                  | SW | 2,496  | 7.8        | 63%                                |
| Heart of the South West          | SW | 10,685 | 8.0        | 68%                                |
| Swindon and Wiltshire            | SW | 4,131  | 7.8        | 64%                                |
| West of England                  | SW | 6,019  | 7.9        | 65%                                |
| Worcestershire                   | SW | 2,028  | 8.2        | 72%                                |
| Black Country                    | WM | 9,348  | 8.3        | 74%                                |
| Coventry and Warwickshire        | WM | 5,914  | 8.2        | 72%                                |
| Greater Birmingham and Solihull  | WM | 14,438 | 8.2        | 72%                                |
| Stoke-on-Trent and Staffordshire | WM | 5,820  | 8.3        | 74%                                |
| The Marches                      | WM | 4,125  | 8.2        | 71%                                |
| Humber                           | YH | 6,410  | 8.2        | 72%                                |
| Leeds City Region                | YH | 14,117 | 8.4        | 76%                                |
| Sheffield City Region            | YH | 9,736  | 8.6        | 80%                                |
| York and North Yorkshire         | YH | 5,336  | 8.2        | 73%                                |

Question 8: How good or bad is the provider at acting on the views of learners?

09

# Key Findings 1

- The pattern of responses to this question 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, at 67% (scoring 8 or more).
- Satisfaction increased with age group. 58% of 16-18 year olds gave a response of 8 or higher for this question, compared to 74% of 19-24 year olds, and over 80% for the older respondents.
- Again females have a higher satisfaction score than males 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    | 185,391 | 7.5        | 58%                                |
| 19-24    | 57,508  | 8.3        | 74%                                |
| 25-34    | 35,152  | 8.8        | 83%                                |
| 35-44    | 24,392  | 8.9        | 86%                                |
| 45-59    | 20,486  | 9.0        | 87%                                |
| 60+      | 3,344   | 8.9        | 87%                                |

| Sex    | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------|---------|------------|------------------------------------|
| Female | 170,832 | 8.1        | 69%                                |
| Male   | 155,441 | 7.9        | 66%                                |

# Learner's Highest Level

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

| Highest Level of Learning | Base    | Mean Score | % of Respondents Scoring 8 or More |
|---------------------------|---------|------------|------------------------------------|
| Entry Level               | 25,187  | 8.9        | 84%                                |
| Level 1                   | 35,252  | 8.3        | 73%                                |
| Level 2                   | 121,287 | 8.2        | 72%                                |
| Level 3+                  | 144,547 | 7.6        | 59%                                |

# Learner Deprivation

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

| Deprivation              | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|--------|------------|------------------------------------|
| Band 1 (Most Deprived)   | 46,383 | 8.3        | 73%                                |
| Band 2                   | 41,507 | 8.1        | 70%                                |
| Band 3                   | 37,688 | 8.1        | 69%                                |
| Band 4                   | 34,174 | 8.0        | 68%                                |
| Band 5                   | 31,512 | 8.0        | 67%                                |
| Band 6                   | 28,792 | 7.9        | 66%                                |
| Band 7                   | 25,813 | 7.9        | 65%                                |
| Band 8                   | 24,511 | 7.8        | 63%                                |
| Band 9                   | 22,743 | 7.8        | 63%                                |
| Band 10 (Least Deprived) | 20,090 | 7.7        | 61%                                |



# Funding Stream

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

| Funding Stream           | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|---------|------------|------------------------------------|
| 16-18 Apprenticeships    | 31,287  | 8.4        | 77%                                |
| 16-18 Classroom Learning | 160,544 | 7.4        | 55%                                |
| 19+ Apprenticeships      | 51,811  | 8.9        | 86%                                |
| Adult Workplace Learning | 2,634   | 9.3        | 94%                                |
| 19+ Classroom Learning   | 83,238  | 8.4        | 77%                                |

# Provider Type & Size

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

| Provider Type                            | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--|---------|------------|------------------------------------|
| General FE College incl Tertiary         | 200,690 | 7.6        | 59%                                |
| Other Public Funded e.g. LAs and HE      | 30,545  | 8.8        | 83%                                |
| Private Sector Public Funded             | 83,519  | 8.8        | 84%                                |
| Special & Specialist Designated Colleges | 11,519  | 7.4        | 56%                                |

| Provider Type                            | Size                    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--|-------------------------|--------|------------|------------------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 7.6        | 59%                                |
|  | Medium (4,000-7,000)    | 79,058 | 7.6        | 59%                                |
|  | Small (<4,000)          | 58,937 | 7.6        | 59%                                |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 8.7        | 80%                                |
|  | Medium (500-2,000)      | 16,150 | 8.8        | 84%                                |
|  | Small (<500)            | 3,500  | 9.0        | 86%                                |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 9.0        | 86%                                |
|  | Medium (500-2,000)      | 39,477 | 8.8        | 84%                                |
|  | Small (<500)            | 22,489 | 8.7        | 82%                                |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 7.7        | 62%                                |
|  | Medium (1,000-2,500)    | 5,475  | 7.1        | 49%                                |
|  | Small (<1,000)          | 858    | 8.0        | 69%                                |

# OFSTED Grade

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

| OFSTED Grade (Awarded from 2012/13) | Base    | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|---------|------------|------------------------------------|
| Outstanding                         | 13,167  | 8.0        | 69%                                |
| Good                                | 128,681 | 8.0        | 67%                                |
| Requires Improvement                | 52,991  | 7.7        | 62%                                |
| Inadequate                          | 5,260   | 8.0        | 66%                                |

# LEP Areas (1)

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

| LEP Area                         | Base      | Mean Score | % of Respondents Scoring 8 or More |
|----------------------------------|-----------|------------|------------------------------------|
| Greater Cambridge & Peterborough | EE 7,741  | 7.8        | 62%                                |
| Hertfordshire                    | EE 5,055  | 7.8        | 63%                                |
| New Anglia                       | EE 7,777  | 7.9        | 65%                                |
| D2N2                             | EM 13,847 | 8.0        | 68%                                |
| Greater Lincolnshire             | EM 7,633  | 8.0        | 67%                                |
| Leicester and Leicestershire     | EM 5,618  | 7.9        | 66%                                |
| Northamptonshire                 | EM 4,809  | 7.5        | 58%                                |
| South East Midlands              | EM 8,701  | 7.7        | 60%                                |
| London                           | GL 43,868 | 7.9        | 66%                                |
| North Eastern                    | NE 16,874 | 8.3        | 73%                                |
| Tees Valley                      | NE 6,810  | 8.3        | 73%                                |
| Cheshire and Warrington          | NW 5,410  | 8.0        | 68%                                |
| Cumbria                          | NW 3,984  | 8.0        | 68%                                |
| Greater Manchester               | NW 13,463 | 8.3        | 72%                                |
| Lancashire                       | NW 11,100 | 8.2        | 71%                                |
| Liverpool City Region            | NW 9,184  | 8.5        | 76%                                |
| Buckinghamshire Thames Valley    | SE 2,650  | 7.6        | 60%                                |
| Coast to Capital                 | SE 10,757 | 7.8        | 62%                                |
| Enterprise M3                    | SE 6,317  | 7.8        | 63%                                |
| Oxfordshire                      | SE 2,155  | 7.9        | 66%                                |
| Solent                           | SE 7,885  | 7.9        | 64%                                |
| South East                       | SE 21,224 | 7.9        | 65%                                |
| Thames Valley Berkshire          | SE 4,047  | 8.0        | 67%                                |

# LEP Areas (2)

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

| LEP Area                         | Base      | Mean Score | % of Respondents Scoring 8 or More |
|----------------------------------|-----------|------------|------------------------------------|
| Cornwall and the Isles of Scilly | SW 2,304  | 8.1        | 68%                                |
| Dorset                           | SW 4,874  | 7.8        | 62%                                |
| Gloucestershire                  | SW 2,496  | 7.6        | 58%                                |
| Heart of the South West          | SW 10,685 | 7.8        | 63%                                |
| Swindon and Wiltshire            | SW 4,131  | 7.6        | 59%                                |
| West of England                  | SW 6,019  | 7.7        | 61%                                |
| Worcestershire                   | SW 2,028  | 8.0        | 67%                                |
| Black Country                    | WM 9,348  | 8.2        | 71%                                |
| Coventry and Warwickshire        | WM 5,914  | 8.1        | 69%                                |
| Greater Birmingham and Solihull  | WM 14,438 | 8.1        | 69%                                |
| Stoke-on-Trent and Staffordshire | WM 5,820  | 8.1        | 71%                                |
| The Marches                      | WM 4,125  | 8.0        | 67%                                |
| Humber                           | YH 6,410  | 8.0        | 69%                                |
| Leeds City Region                | YH 14,117 | 8.3        | 73%                                |
| Sheffield City Region            | YH 9,736  | 8.4        | 77%                                |
| York and North Yorkshire         | YH 5,336  | 8.1        | 70%                                |

Question 9: 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 age group (16-18) is lowest at 67% (scoring 8 or more).
- Female learners are more satisfied with their provider than male learners.
- Respondents studying with a highest level at Entry Level are significantly more satisfied (88% of respondents scored 8 or higher) than those studying at Level 3+ (68%).
- Satisfaction is highest for respondents living in areas identified as having higher levels of 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 Ofsted grade.



# Key Findings 3

- There are wide differences in satisfaction levels between apprenticeship frameworks. For example, 'Retailing & Wholesaling' has the highest satisfaction (93% of respondents score 8 or more) whilst the lowest satisfaction was in 'ICT Practitioners' (71% of respondents score 8 or more).

# Age Band and Sex

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

| Age Band | Base    | Mean Score | % of Respondents Scoring 8 or More |
|----------|---------|------------|------------------------------------|
| 16-18    | 185,391 | 8.0        | 67%                                |
| 19-24    | 57,508  | 8.6        | 78%                                |
| 25-34    | 35,152  | 9.0        | 86%                                |
| 35-44    | 24,392  | 9.1        | 88%                                |
| 45-59    | 20,486  | 9.2        | 90%                                |
| 60+      | 3,344   | 9.2        | 90%                                |

| Sex    | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------|---------|------------|------------------------------------|
| Female | 170,832 | 8.4        | 76%                                |
| Male   | 155,441 | 8.2        | 72%                                |

# Learner's Highest Level

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

| Highest Level of Learning | Base    | Mean Score | % of Respondents Scoring 8 or More |
|---------------------------|---------|------------|------------------------------------|
| Entry Level               | 25,187  | 9.1        | 88%                                |
| Level 1                   | 35,252  | 8.5        | 78%                                |
| Level 2                   | 121,287 | 8.5        | 77%                                |
| Level 3+                  | 144,547 | 8.0        | 68%                                |

# Learner Deprivation

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

| Deprivation              | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|--------|------------|------------------------------------|
| Band 1 (Most Deprived)   | 46,383 | 8.5        | 78%                                |
| Band 2                   | 41,507 | 8.4        | 76%                                |
| Band 3                   | 37,688 | 8.4        | 75%                                |
| Band 4                   | 34,174 | 8.3        | 74%                                |
| Band 5                   | 31,512 | 8.3        | 74%                                |
| Band 6                   | 28,792 | 8.3        | 74%                                |
| Band 7                   | 25,813 | 8.3        | 73%                                |
| Band 8                   | 24,511 | 8.2        | 72%                                |
| Band 9                   | 22,743 | 8.2        | 72%                                |
| Band 10 (Least Deprived) | 20,090 | 8.1        | 70%                                |

# Funding Stream

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

| Funding Stream           | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|---------|------------|------------------------------------|
| 16-18 Apprenticeships    | 31,287  | 8.6        | 81%                                |
| 16-18 Classroom Learning | 160,544 | 7.9        | 65%                                |
| 19+ Apprenticeships      | 51,811  | 9.0        | 87%                                |
| Adult Workplace Learning | 2,634   | 9.4        | 94%                                |
| 19+ Classroom Learning   | 83,238  | 8.8        | 82%                                |

# Provider Type & Size

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

| Provider Type                            | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--|---------|------------|------------------------------------|
| General FE College incl Tertiary         | 200,690 | 8.0        | 67%                                |
| Other Public Funded e.g. LAs and HE      | 30,545  | 9.0        | 87%                                |
| Private Sector Public Funded             | 83,519  | 8.9        | 86%                                |
| Special & Specialist Designated Colleges | 11,519  | 8.1        | 69%                                |

| Provider Type                            | Size                    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--|-------------------------|--------|------------|------------------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 8.0        | 67%                                |
|  | Medium (4,000-7,000)    | 79,058 | 8.0        | 68%                                |
|  | Small (<4,000)          | 58,937 | 8.0        | 67%                                |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 8.9        | 85%                                |
|  | Medium (500-2,000)      | 16,150 | 9.1        | 88%                                |
|  | Small (<500)            | 3,500  | 9.2        | 90%                                |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 9.0        | 88%                                |
|  | Medium (500-2,000)      | 39,477 | 8.9        | 86%                                |
|  | Small (<500)            | 22,489 | 8.9        | 85%                                |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 8.3        | 73%                                |
|  | Medium (1,000-2,500)    | 5,475  | 7.8        | 63%                                |
|  | Small (<1,000)          | 858    | 8.8        | 84%                                |

# OFSTED Grade

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

| OFSTED Grade (Awarded from 2012/13) | Base    | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|---------|------------|------------------------------------|
| Outstanding                         | 13,167  | 8.5        | 77%                                |
| Good                                | 128,681 | 8.3        | 74%                                |
| Requires Improvement                | 52,991  | 8.0        | 68%                                |
| Inadequate                          | 5,260   | 8.2        | 70%                                |

# LEP Areas (1)

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

| LEP Area                         | Base      | Mean Score | % of Respondents Scoring 8 or More |
|----------------------------------|-----------|------------|------------------------------------|
| Greater Cambridge & Peterborough | EE 7,741  | 8.1        | 69%                                |
| Hertfordshire                    | EE 5,055  | 8.3        | 74%                                |
| New Anglia                       | EE 7,777  | 8.3        | 73%                                |
| D2N2                             | EM 13,847 | 8.4        | 75%                                |
| Greater Lincolnshire             | EM 7,633  | 8.3        | 73%                                |
| Leicester and Leicestershire     | EM 5,618  | 8.3        | 74%                                |
| Northamptonshire                 | EM 4,809  | 8.0        | 67%                                |
| South East Midlands              | EM 8,701  | 8.1        | 70%                                |
| London                           | GL 43,868 | 8.2        | 71%                                |
| North Eastern                    | NE 16,874 | 8.5        | 78%                                |
| Tees Valley                      | NE 6,810  | 8.5        | 77%                                |
| Cheshire and Warrington          | NW 5,410  | 8.4        | 76%                                |
| Cumbria                          | NW 3,984  | 8.4        | 76%                                |
| Greater Manchester               | NW 13,463 | 8.5        | 77%                                |
| Lancashire                       | NW 11,100 | 8.5        | 78%                                |
| Liverpool City Region            | NW 9,184  | 8.7        | 81%                                |
| Buckinghamshire Thames Valley    | SE 2,650  | 8.1        | 67%                                |
| Coast to Capital                 | SE 10,757 | 8.2        | 71%                                |
| Enterprise M3                    | SE 6,317  | 8.3        | 73%                                |
| Oxfordshire                      | SE 2,155  | 8.3        | 73%                                |
| Solent                           | SE 7,885  | 8.2        | 73%                                |
| South East                       | SE 21,224 | 8.2        | 72%                                |
| Thames Valley Berkshire          | SE 4,047  | 8.4        | 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 | 2,304  | 8.6        | 78%                                |
| Dorset                           | SW | 4,874  | 8.1        | 70%                                |
| Gloucestershire                  | SW | 2,496  | 8.1        | 69%                                |
| Heart of the South West          | SW | 10,685 | 8.3        | 74%                                |
| Swindon and Wiltshire            | SW | 4,131  | 7.9        | 66%                                |
| West of England                  | SW | 6,019  | 8.1        | 69%                                |
| Worcestershire                   | SW | 2,028  | 8.4        | 74%                                |
| Black Country                    | WM | 9,348  | 8.5        | 77%                                |
| Coventry and Warwickshire        | WM | 5,914  | 8.4        | 75%                                |
| Greater Birmingham and Solihull  | WM | 14,438 | 8.4        | 75%                                |
| Stoke-on-Trent and Staffordshire | WM | 5,820  | 8.4        | 77%                                |
| The Marches                      | WM | 4,125  | 8.3        | 74%                                |
| Humber                           | YH | 6,410  | 8.4        | 75%                                |
| Leeds City Region                | YH | 14,117 | 8.5        | 79%                                |
| Sheffield City Region            | YH | 9,736  | 8.7        | 81%                                |
| York and North Yorkshire         | YH | 5,336  | 8.4        | 75%                                |

# 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               | 42,883 | 8.4        | 75%                                |
| Science & Mathematics                          | 6,992  | 8.0        | 68%                                |
| Agriculture, Horticulture & Animal Care        | 10,423 | 8.0        | 68%                                |
| Engineering & Manufacturing Technologies       | 30,465 | 8.2        | 72%                                |
| Construction, Planning & the Built Environment | 17,712 | 8.1        | 70%                                |
| ICT  | 14,033 | 8.2        | 72%                                |
| Retail & Commercial Enterprise                 | 30,475 | 8.6        | 79%                                |
| Leisure, Travel & Tourism                      | 13,301 | 8.0        | 68%                                |
| Arts, Media & Publishing                       | 24,528 | 8.2        | 71%                                |
| History, Philosophy & Theology                 | 293    | 8.6        | 81%                                |
| Social Sciences                                | 498    | 8.2        | 72%                                |
| Languages, Literature & Culture                | 2,076  | 8.8        | 84%                                |
| Education & Training                           | 3,353  | 8.9        | 85%                                |
| Preparation for Life & Work                    | 30,614 | 8.9        | 84%                                |
| Business, Admin & Law                          | 32,981 | 8.6        | 79%                                |
| Learners on 2+ A levels                        | 13,851 | 7.7        | 61%                                |

# 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                    | 12,460 | 9.3        | 92%                                |
| Child Development and Well Being          | 4,101  | 9.0        | 88%                                |
| Horticulture and Forestry                 | 623    | 8.9        | 84%                                |
| Animal Care and Veterinary Science        | 1,202  | 8.9        | 86%                                |
| Engineering                               | 2,740  | 8.3        | 76%                                |
| Manufacturing Technologies                | 10,076 | 8.5        | 77%                                |
| Transportation Operations and Maintenance | 4,364  | 8.6        | 81%                                |
| Building and Construction                 | 3,442  | 8.3        | 75%                                |
| ICT Practitioners                         | 1,426  | 8.2        | 71%                                |
| ICT for Users                             | 734    | 8.8        | 85%                                |
| Retailing and Wholesaling                 | 1,658  | 9.3        | 93%                                |
| Warehousing and Distribution              | 1,286  | 9.2        | 92%                                |
| Service Enterprises                       | 6,239  | 9.2        | 91%                                |
| Hospitality and Catering                  | 2,596  | 9.2        | 90%                                |
| Sport, Leisure and Recreation             | 1,881  | 8.8        | 86%                                |
| Direct Learning Support                   | 971    | 8.9        | 85%                                |
| Accounting and Finance                    | 1,938  | 8.3        | 75%                                |
| Administration                            | 14,918 | 8.9        | 85%                                |
| Business Management                       | 5,185  | 9.1        | 90%                                |
| Marketing and Sales                       | 464    | 8.7        | 83%                                |

Question 10: How good or bad has  
the course been at meeting your  
expectations?

11

# Key Findings 1

- Older learners felt that their course had met their expectation to a greater extent than younger learners. 64% of 16-18 year olds gave a response of 8 or higher for this question, compared to 76% of 19-24 year olds, and over 84% for the older respondents.
- Females have a higher satisfaction score than males for this question.
- Entry Level learners had their expectations met to a greater extent than higher level learners. 85% of Entry Level learners gave a response of 8 or higher for this question, compared to 66% of Level 3+ learners.

# Age Band and Sex

How good or bad has the course been at meeting your expectations?

| Age Band | Base    | Mean Score | % of Respondents Scoring 8 or More |
|----------|---------|------------|------------------------------------|
| 16-18    | 185,391 | 7.8        | 64%                                |
| 19-24    | 57,508  | 8.4        | 76%                                |
| 25-34    | 35,152  | 8.8        | 84%                                |
| 35-44    | 24,392  | 9.0        | 87%                                |
| 45-59    | 20,486  | 9.0        | 87%                                |
| 60+      | 3,344   | 9.1        | 89%                                |

| Sex    | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------|---------|------------|------------------------------------|
| Female | 170,832 | 8.3        | 73%                                |
| Male   | 155,441 | 8.1        | 70%                                |

# Learner's Highest Level

How good or bad has the course been at meeting your expectations?

| Highest Level of Learning | Base    | Mean Score | % of Respondents Scoring 8 or More |
|---------------------------|---------|------------|------------------------------------|
| Entry Level               | 25,187  | 8.9        | 85%                                |
| Level 1                   | 35,252  | 8.4        | 76%                                |
| Level 2                   | 121,287 | 8.3        | 75%                                |
| Level 3+                  | 144,547 | 7.9        | 66%                                |

# Learner Deprivation

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

| Deprivation              | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|--------|------------|------------------------------------|
| Band 1 (Most Deprived)   | 46,383 | 8.4        | 76%                                |
| Band 2                   | 41,507 | 8.3        | 73%                                |
| Band 3                   | 37,688 | 8.3        | 73%                                |
| Band 4                   | 34,174 | 8.2        | 72%                                |
| Band 5                   | 31,512 | 8.2        | 71%                                |
| Band 6                   | 28,792 | 8.1        | 70%                                |
| Band 7                   | 25,813 | 8.1        | 70%                                |
| Band 8                   | 24,511 | 8.1        | 69%                                |
| Band 9                   | 22,743 | 8.1        | 69%                                |
| Band 10 (Least Deprived) | 20,090 | 8.0        | 67%                                |



# Funding Stream

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

| Funding Stream           | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--------------------------|---------|------------|------------------------------------|
| 16-18 Apprenticeships    | 31,287  | 8.4        | 76%                                |
| 16-18 Classroom Learning | 160,544 | 7.7        | 62%                                |
| 19+ Apprenticeships      | 51,811  | 8.7        | 83%                                |
| Adult Workplace Learning | 2,634   | 9.2        | 92%                                |
| 19+ Classroom Learning   | 83,238  | 8.7        | 81%                                |

# Provider Type & Size

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

| Provider Type                            | Base    | Mean Score | % of Respondents Scoring 8 or More |
|--|---------|------------|------------------------------------|
| General FE College incl Tertiary         | 200,690 | 7.9        | 66%                                |
| Other Public Funded e.g. LAs and HE      | 30,545  | 8.9        | 85%                                |
| Private Sector Public Funded             | 83,519  | 8.7        | 82%                                |
| Special & Specialist Designated Colleges | 11,519  | 7.8        | 64%                                |

| Provider Type                            | Size                    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|--|-------------------------|--------|------------|------------------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 7.9        | 66%                                |
|  | Medium (4,000-7,000)    | 79,058 | 7.9        | 66%                                |
|  | Small (<4,000)          | 58,937 | 7.9        | 66%                                |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 8.8        | 83%                                |
|  | Medium (500-2,000)      | 16,150 | 9.0        | 87%                                |
|  | Small (<500)            | 3,500  | 9.0        | 87%                                |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 8.8        | 83%                                |
|  | Medium (500-2,000)      | 39,477 | 8.7        | 82%                                |
|  | Small (<500)            | 22,489 | 8.6        | 81%                                |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 8.1        | 70%                                |
|  | Medium (1,000-2,500)    | 5,475  | 7.5        | 57%                                |
|  | Small (<1,000)          | 858    | 8.3        | 73%                                |

# OFSTED Grade

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

| OFSTED Grade (Awarded from 2012/13) | Base    | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|---------|------------|------------------------------------|
| Outstanding                         | 13,167  | 8.2        | 73%                                |
| Good                                | 128,681 | 8.2        | 71%                                |
| Requires Improvement                | 52,991  | 8.0        | 67%                                |
| Inadequate                          | 5,260   | 8.2        | 70%                                |

# LEP Areas (1)

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

| LEP Area                            | Base   | Mean Score | % of Respondents Scoring 8 or More |
|-------------------------------------|--------|------------|------------------------------------|
| Greater Cambridge & Peterborough EE | 7,741  | 8.1        | 68%                                |
| Hertfordshire EE                    | 5,055  | 8.1        | 70%                                |
| New Anglia EE                       | 7,777  | 8.1        | 70%                                |
| D2N2 EM                             | 13,847 | 8.3        | 73%                                |
| Greater Lincolnshire EM             | 7,633  | 8.2        | 72%                                |
| Leicester and Leicestershire EM     | 5,618  | 8.2        | 71%                                |
| Northamptonshire EM                 | 4,809  | 7.8        | 64%                                |
| South East Midlands EM              | 8,701  | 8.0        | 67%                                |
| London GL                           | 43,868 | 8.1        | 69%                                |
| North Eastern NE                    | 16,874 | 8.4        | 76%                                |
| Tees Valley NE                      | 6,810  | 8.4        | 76%                                |
| Cheshire and Warrington NW          | 5,410  | 8.2        | 73%                                |
| Cumbria NW                          | 3,984  | 8.2        | 73%                                |
| Greater Manchester NW               | 13,463 | 8.4        | 74%                                |
| Lancashire NW                       | 11,100 | 8.4        | 75%                                |
| Liverpool City Region NW            | 9,184  | 8.6        | 80%                                |
| Buckinghamshire Thames Valley SE    | 2,650  | 8.0        | 67%                                |
| Coast to Capital SE                 | 10,757 | 8.0        | 68%                                |
| Enterprise M3 SE                    | 6,317  | 8.0        | 69%                                |
| Oxfordshire SE                      | 2,155  | 8.2        | 70%                                |
| Solent SE                           | 7,885  | 8.1        | 69%                                |
| South East SE                       | 21,224 | 8.1        | 70%                                |
| Thames Valley Berkshire SE          | 4,047  | 8.2        | 71%                                |

# LEP Areas (2)

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

| LEP Area                         |    | Base   | Mean Score | % of Respondents Scoring 8 or More |
|----------------------------------|----|--------|------------|------------------------------------|
| Cornwall and the Isles of Scilly | SW | 2,304  | 8.4        | 75%                                |
| Dorset                           | SW | 4,874  | 8.0        | 65%                                |
| Gloucestershire                  | SW | 2,496  | 7.9        | 64%                                |
| Heart of the South West          | SW | 10,685 | 8.1        | 70%                                |
| Swindon and Wiltshire            | SW | 4,131  | 7.8        | 64%                                |
| West of England                  | SW | 6,019  | 7.9        | 66%                                |
| Worcestershire                   | SW | 2,028  | 8.2        | 71%                                |
| Black Country                    | WM | 9,348  | 8.4        | 75%                                |
| Coventry and Warwickshire        | WM | 5,914  | 8.2        | 73%                                |
| Greater Birmingham and Solihull  | WM | 14,438 | 8.3        | 73%                                |
| Stoke-on-Trent and Staffordshire | WM | 5,820  | 8.3        | 75%                                |
| The Marches                      | WM | 4,125  | 8.2        | 72%                                |
| Humber                           | YH | 6,410  | 8.2        | 73%                                |
| Leeds City Region                | YH | 14,117 | 8.4        | 76%                                |
| Sheffield City Region            | YH | 9,736  | 8.5        | 79%                                |
| York and North Yorkshire         | YH | 5,336  | 8.2        | 71%                                |

Question 11: How likely is it that you would recommend the college or learning provider to friends or family?

12

# Key Findings 1

- Older learners were more likely to recommend the college or learning provider to a friend compared with the youngest age group.
- Female learners were more likely to recommend the college or learning provider than male learners.
- Respondents studying with a highest level at Entry Level were significantly more likely to recommend (94% of respondents) than those studying at Level 3+ (80%).

# Age Band and Sex

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

| Age Band | Base    | % of Respondents Recommend |
|----------|---------|----------------------------|
| 16-18    | 185,391 | 79%                        |
| 19-24    | 57,508  | 85%                        |
| 25-34    | 35,152  | 92%                        |
| 35-44    | 24,392  | 94%                        |
| 45-59    | 20,486  | 93%                        |
| 60+      | 3,344   | 95%                        |

| Sex    | Base    | % of Respondents Recommend |
|--------|---------|----------------------------|
| Female | 170,832 | 86%                        |
| Male   | 155,441 | 80%                        |



# Learner's Highest Level

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

| Highest Level of Learning | Base    | % of Respondents Recommend |
|---------------------------|---------|----------------------------|
| Entry Level               | 25,187  | 94%                        |
| Level 1                   | 35,252  | 87%                        |
| Level 2                   | 121,287 | 85%                        |
| Level 3+                  | 144,547 | 80%                        |

# Learner Deprivation

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

| Deprivation              | Base   | % of Respondents Recommend |
|--------------------------|--------|----------------------------|
| Band 1 (Most Deprived)   | 46,383 | 86%                        |
| Band 2                   | 41,507 | 84%                        |
| Band 3                   | 37,688 | 84%                        |
| Band 4                   | 34,174 | 83%                        |
| Band 5                   | 31,512 | 83%                        |
| Band 6                   | 28,792 | 83%                        |
| Band 7                   | 25,813 | 82%                        |
| Band 8                   | 24,511 | 82%                        |
| Band 9                   | 22,743 | 82%                        |
| Band 10 (Least Deprived) | 20,090 | 81%                        |

# Funding Stream

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

| Funding Stream           | Base    | % of Respondents Recommend |
|--------------------------|---------|----------------------------|
| 16-18 Apprenticeships    | 31,287  | 85%                        |
| 16-18 Classroom Learning | 160,544 | 77%                        |
| 19+ Apprenticeships      | 51,811  | 89%                        |
| Adult Workplace Learning | 2,634   | 95%                        |
| 19+ Classroom Learning   | 83,238  | 91%                        |

# Provider Type & Size

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

| Provider Type                            | Base    | % of Respondents Recommend |
|--|---------|----------------------------|
| General FE College incl Tertiary         | 200,690 | 80%                        |
| Other Public Funded e.g. LAs and HE      | 30,545  | 94%                        |
| Private Sector Public Funded             | 83,519  | 89%                        |
| Special & Specialist Designated Colleges | 11,519  | 82%                        |

| Provider Type                            | Size                    | Base   | % of Respondents Recommend |
|--|-------------------------|--------|----------------------------|
| General FE College incl Tertiary         | Large (7,000+ learners) | 62,695 | 79%                        |
|  | Medium (4,000-7,000)    | 79,058 | 80%                        |
|  | Small (<4,000)          | 58,937 | 79%                        |
| Other Public Funded e.g. LAs and HE      | Large (2,000+ learners) | 10,895 | 93%                        |
|  | Medium (500-2,000)      | 16,150 | 94%                        |
|  | Small (<500)            | 3,500  | 94%                        |
| Private Sector Public Funded             | Large (2,000+ learners) | 21,553 | 90%                        |
|  | Medium (500-2,000)      | 39,477 | 89%                        |
|  | Small (<500)            | 22,489 | 89%                        |
| Special & Specialist Designated Colleges | Large (2,500+ learners) | 5,186  | 85%                        |
|  | Medium (1,000-2,500)    | 5,475  | 77%                        |
|  | Small (<1,000)          | 858    | 91%                        |

# OFSTED Grade

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

| OFSTED Grade (Awarded from 2012/13) | Base    | % of Respondents Recommend |
|-------------------------------------|---------|----------------------------|
| Outstanding                         | 13,167  | 86%                        |
| Good                                | 128,681 | 84%                        |
| Requires Improvement                | 52,991  | 79%                        |
| Inadequate                          | 5,260   | 82%                        |

# LEP Areas (1)

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

| LEP Area                         |    | Base   | % of Respondents Recommend |
|----------------------------------|----|--------|----------------------------|
| Greater Cambridge & Peterborough | EE | 7,741  | 81%                        |
| Hertfordshire                    | EE | 5,055  | 83%                        |
| New Anglia                       | EE | 7,777  | 83%                        |
| D2N2                             | EM | 13,847 | 84%                        |
| Greater Lincolnshire             | EM | 7,633  | 85%                        |
| Leicester and Leicestershire     | EM | 5,618  | 84%                        |
| Northamptonshire                 | EM | 4,809  | 79%                        |
| South East Midlands              | EM | 8,701  | 81%                        |
| London                           | GL | 43,868 | 82%                        |
| North Eastern                    | NE | 16,874 | 84%                        |
| Tees Valley                      | NE | 6,810  | 85%                        |
| Cheshire and Warrington          | NW | 5,410  | 85%                        |
| Cumbria                          | NW | 3,984  | 84%                        |
| Greater Manchester               | NW | 13,463 | 85%                        |
| Lancashire                       | NW | 11,100 | 86%                        |
| Liverpool City Region            | NW | 9,184  | 87%                        |
| Buckinghamshire Thames Valley    | SE | 2,650  | 80%                        |
| Coast to Capital                 | SE | 10,757 | 82%                        |
| Enterprise M3                    | SE | 6,317  | 83%                        |
| Oxfordshire                      | SE | 2,155  | 82%                        |
| Solent                           | SE | 7,885  | 83%                        |
| South East                       | SE | 21,224 | 82%                        |
| Thames Valley Berkshire          | SE | 4,047  | 85%                        |

# LEP Areas (2)

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

| LEP Area                         |    | Base   | % of Respondents Recommend |
|----------------------------------|----|--------|----------------------------|
| Cornwall and the Isles of Scilly | SW | 2,304  | 88%                        |
| Dorset                           | SW | 4,874  | 81%                        |
| Gloucestershire                  | SW | 2,496  | 80%                        |
| Heart of the South West          | SW | 10,685 | 84%                        |
| Swindon and Wiltshire            | SW | 4,131  | 78%                        |
| West of England                  | SW | 6,019  | 80%                        |
| Worcestershire                   | SW | 2,028  | 84%                        |
| Black Country                    | WM | 9,348  | 85%                        |
| Coventry and Warwickshire        | WM | 5,914  | 84%                        |
| Greater Birmingham and Solihull  | WM | 14,438 | 84%                        |
| Stoke-on-Trent and Staffordshire | WM | 5,820  | 83%                        |
| The Marches                      | WM | 4,125  | 83%                        |
| Humber                           | YH | 6,410  | 84%                        |
| Leeds City Region                | YH | 14,117 | 85%                        |
| Sheffield City Region            | YH | 9,736  | 88%                        |
| York and North Yorkshire         | YH | 5,336  | 83%                        |

# Subject (all learners)

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

| Subject Area                                   | Base   | % of Respondents Recommend |
|--|--------|----------------------------|
| Health, Public Services and Care               | 42,883 | 85%                        |
| Science & Mathematics                          | 6,992  | 79%                        |
| Agriculture, Horticulture & Animal Care        | 10,423 | 80%                        |
| Engineering & Manufacturing Technologies       | 30,465 | 80%                        |
| Construction, Planning & the Built Environment | 17,712 | 79%                        |
| ICT  | 14,033 | 79%                        |
| Retail & Commercial Enterprise                 | 30,475 | 88%                        |
| Leisure, Travel & Tourism                      | 13,301 | 80%                        |
| Arts, Media & Publishing                       | 24,528 | 82%                        |
| History, Philosophy & Theology                 | 293    | 89%                        |
| Social Sciences                                | 498    | 85%                        |
| Languages, Literature & Culture                | 2,076  | 92%                        |
| Education & Training                           | 3,353  | 92%                        |
| Preparation for Life & Work                    | 30,614 | 92%                        |
| Business, Admin & Law                          | 32,981 | 84%                        |
| Learners on 2+ A levels                        | 13,851 | 77%                        |



# Apprenticeship Frameworks

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

| Framework                                 | Base   | % of Respondents Recommend |
|---|--------|----------------------------|
| Health and Social Care                    | 12,460 | 93%                        |
| Child Development and Well Being          | 4,101  | 90%                        |
| Horticulture and Forestry                 | 623    | 85%                        |
| Animal Care and Veterinary Science        | 1,202  | 89%                        |
| Engineering                               | 2,740  | 79%                        |
| Manufacturing Technologies                | 10,076 | 82%                        |
| Transportation Operations and Maintenance | 4,364  | 84%                        |
| Building and Construction                 | 3,442  | 81%                        |
| ICT Practitioners                         | 1,426  | 79%                        |
| ICT for Users                             | 734    | 86%                        |
| Retailing and Wholesaling                 | 1,658  | 91%                        |
| Warehousing and Distribution              | 1,286  | 90%                        |
| Service Enterprises                       | 6,239  | 93%                        |
| Hospitality and Catering                  | 2,596  | 93%                        |
| Sport, Leisure and Recreation             | 1,881  | 87%                        |
| Direct Learning Support                   | 971    | 89%                        |
| Accounting and Finance                    | 1,938  | 83%                        |
| Administration                            | 14,918 | 87%                        |
| Business Management                       | 5,185  | 91%                        |
| Marketing and Sales                       | 464    | 82%                        |

Learner Satisfaction 2014 to 2015: apprenticeship frameworks where responses exceeded 350 learners  
% of Respondents giving an answer of “Extremely likely” or “Likely”