



Skills Funding
Agency

Learner Satisfaction Survey 2013 to 2014 National Results August 2014

Introduction

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Learner Satisfaction 2013 to 2014

- The Learner Satisfaction Survey 2013 to 2014 (Version 6) took place between November 2013 and April 2014.
- The survey was open to all Skills Funding Agency or Education Funding Agency funded learners excluding those learners aged under 16, or on Offenders' Learning and Skills Service (OLASS) or on Community Learning provision. This included approximately 2.1 million eligible learners.
- 379,532 learners submitted a valid response.
- 95.5% of survey responses were submitted online and the remainder on paper questionnaires.

Learner Satisfaction 2013 to 2014

- 350,658 valid responses were linked to the Individualised Learner Record (ILR).
- The ILR was used to establish key learner and course characteristics of the respondents. Only these matched responses have been included in the National Results 2013 to 2014.

Response Rate

- The overall response rate was 16.4%* and the overall confidence interval was 0.1%. This was significantly higher than in the previous year 2012 to 2013 (13.1%).

Learner Group	Number of Responses	Response Rate
Entry Level	29,178	13%
Level 1	42,710	16%
Level 2	129,154	17%
Level 3+	149,616	23%

Learner Group	Number of Responses	Response Rate
Female	183,007	18%
Male	167,651	19%

Learner Group	Number of Responses	Response Rate
16-18	200,557	29%
19+	150,101	12%

Learner Group	Number of Responses	Response Rate
16-18 Female	92,506	29%
16-18 Male	108,051	29%

Learner Group	Number of Responses	Response Rate
19+ Female	90,501	13%
19+ Male	59,600	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	216,444	17%
Other Public Funded e.g. LAs and HE	34,278	25%
Private Sector Public Funded	85,154	21%
Special & Specialist Designated Colleges	14,782	15%

Region	Number of Responses	Response Rate
East of England	35,543	20%
East Midlands	31,816	19%
Greater London	49,704	17%
North East	28,219	23%
North West	50,093	18%
South East	43,276	19%
South West	35,245	19%
West Midlands	41,446	19%
Yorkshire and the Humber	32,339	16%

Response Rate in Each Provider	% of Providers
Less than 10%	22%
10% - 20%	22%
20% - 30%	18%
30% - 40%	13%
40% - 50%	10%
50% - 60%	7%
60% - 70%	5%
70% - 80%	3%
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%	12%
Level 1	12%	14%
Level 2	37%	40%
Level 3+	43%	34%
	100%	100%

Learner Group	Survey Respondents %	All Learners %
Female	52%	54%
Male	48%	46%
	100%	100%

Learner Group	Survey Respondents %	All Learners %
16-18	57%	36%
19+	43%	64%
	100%	100%

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

Learner Group	Survey Respondents %	All Learners %
19+ Female	60%	58%
19+ Male	40%	42%
19+	100%	100%

Spread of Responses

Provider Type	Survey	
	Respondents %	All Learners %
General FE College incl Tertiary	62%	66%
Other Public Funded e.g. LAs and HE	10%	7%
Private Sector Public Funded	24%	21%
Special & Specialist Designated Colleges	4%	5%
	100%	100%

Region	Survey	
	Respondents %	All Learners %
East of England	10%	9%
East Midlands	9%	9%
Greater London	14%	16%
North East	8%	6%
North West	14%	15%
South East	12%	12%
South West	10%	10%
West Midlands	12%	12%
Yorkshire and the Humber	9%	11%

Learner Satisfaction 2013 to 2014

- 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 '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 2013 to 2014

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

Learner Satisfaction 2013 to 2014

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 & 10 only
- Apprenticeship Framework by SSA Tier 2 - Question 9 & 10 only.

Learner Satisfaction 2013 to 2014

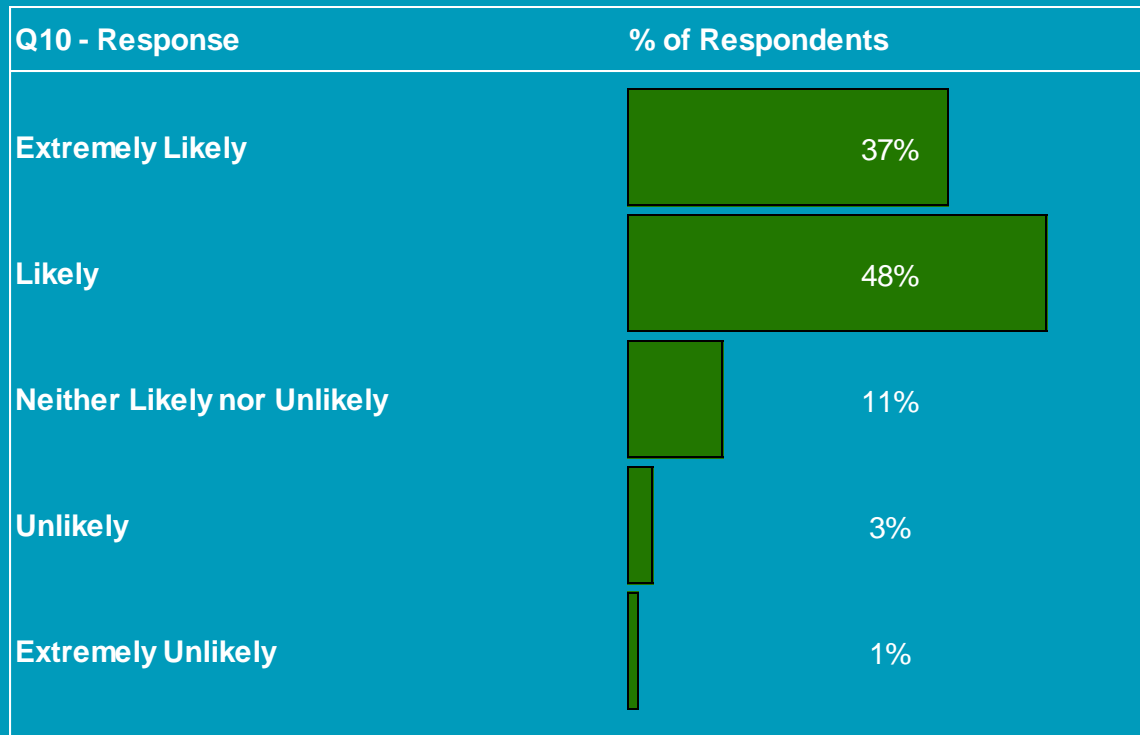
- Charts and tables in the report are based on survey responses which have been linked to the ILR.
- The charts in the report show the average (mean) scores and the percentage of learners who gave a score of 8 or higher.
- Subject scores are based on learners who are studying for at least 80% of their 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?	350,658	8.2	71%
Q2. How good or bad was the help staff gave you in the first few weeks?	350,658	8.4	76%
Q3. How good or bad is the teaching on your course?	350,658	8.5	77%
Q4. How good or bad is the respect staff show to you?	350,658	8.8	82%
Q5. How good or bad is the advice you have been given about what you can do after this course?	350,658	8.0	67%
Q6. How good or bad is the support you get on this course?	350,658	8.5	77%
Q7. How good or bad are the college staff at listening to the views of learners?	350,658	8.2	71%
Q8. How good or bad is the college at acting on the views of learners?	350,658	8.0	68%
Q9. Overall, how good or bad do you think the provider is?	350,658	8.4	75%

Summary of Results (2)

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



Summary of Results

- 75% of respondents gave a score of 8 or higher when asked how good or bad they thought their provider was.
- 77% 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).
- 85% of respondents were 'Extremely Likely' (37%) or 'Likely' (48%) to recommend the learning provider to friends or family.

Results Analysis

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

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

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Key Findings 1

- Older learners tended to be more satisfied with the information given when choosing a course. 83% of those respondents aged 60 and over gave a score of 8 or higher compared to only 67% 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 77% scoring 8 or higher. In contrast, only 65% of learners living in the Northamptonshire 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	200,557	8.0	67%
19-24	62,330	8.3	74%
25-34	35,194	8.6	78%
35-44	25,887	8.6	79%
45-59	22,640	8.6	79%
60+	4,050	8.8	83%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	183,007	8.2	72%
Male	167,651	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	29,178	8.7	80%
Level 1	42,710	8.3	72%
Level 2	129,154	8.3	73%
Level 3+	149,616	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)	51,333	8.3	74%
Band 2	46,405	8.3	73%
Band 3	41,483	8.2	72%
Band 4	37,312	8.2	71%
Band 5	34,305	8.2	71%
Band 6	31,148	8.1	70%
Band 7	28,962	8.1	70%
Band 8	27,795	8.1	69%
Band 9	25,921	8.1	69%
Band 10 (Least Deprived)	23,017	8.0	68%

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	32,530	8.3	75%
16-18 Classroom Learning	174,085	7.9	65%
19+ Apprenticeships	49,876	8.5	79%
Adult Workplace Learning	4,303	8.9	85%
19+ Classroom Learning	89,452	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	216,444	8.0	67%
Other Public Funded e.g. LAs and HE	34,278	8.6	77%
Private Sector Public Funded	85,154	8.5	79%
Special & Specialist Designated Colleges	14,782	7.9	65%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	69,352	8.0	67%
	Medium (4,000-7,000)	95,571	8.0	67%
	Small (<4,000)	51,521	8.1	69%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	11,887	8.6	78%
	Medium (500-2,000)	19,241	8.6	77%
	Small (<500)	3,150	8.5	76%
Private Sector Public Funded	Large (2,000+ learners)	21,645	8.4	77%
	Medium (500-2,000)	39,356	8.6	80%
	Small (<500)	24,153	8.5	79%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,928	8.0	66%
	Medium (1,000-2,500)	5,651	7.8	62%
	Small (<1,000)	1,203	8.4	75%

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	13,049	8.2	72%
Good	99,433	8.2	70%
Requires Improvement	41,549	8.0	68%
Inadequate	4,307	8.0	68%

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 9,313	8.0	67%
Hertfordshire	EE 6,212	8.1	69%
New Anglia	EE 10,214	8.1	69%
D2N2	EM 15,186	8.1	70%
Greater Lincolnshire	EM 8,912	8.2	71%
Leicester and Leicestershire	EM 6,153	8.1	68%
Northamptonshire	EM 4,953	7.9	65%
South East Midlands	EM 9,554	8.0	66%
London	GL 49,704	8.1	70%
North Eastern	NE 18,858	8.3	74%
Tees Valley	NE 9,361	8.2	73%
Cheshire and Warrington	NW 5,768	8.3	74%
Cumbria	NW 4,208	8.3	73%
Greater Manchester	NW 18,556	8.3	72%
Lancashire	NW 10,780	8.4	75%
Liverpool City Region	NW 10,781	8.5	77%
Buckinghamshire Thames Valley	SE 2,344	8.1	68%
Coast to Capital	SE 9,753	8.1	69%
Enterprise M3	SE 7,848	8.2	71%
Oxfordshire	SE 2,347	8.1	69%
Solent	SE 9,512	8.1	70%
South East	SE 21,363	8.1	69%
Thames Valley Berkshire	SE 4,629	8.2	71%

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	2,972	8.3	74%
Dorset	SW	5,206	8.0	67%
Gloucestershire	SW	2,427	7.8	64%
Heart of the South West	SW	13,755	8.1	69%
Swindon and Wiltshire	SW	4,419	8.1	69%
West of England	SW	6,466	8.2	72%
Worcestershire	SW	2,568	8.1	70%
Black Country	WM	10,128	8.3	74%
Coventry and Warwickshire	WM	6,100	8.4	75%
Greater Birmingham and Solihull	WM	14,968	8.2	72%
Stoke-on-Trent and Staffordshire	WM	7,686	8.2	72%
The Marches	WM	4,537	8.1	70%
Humber	YH	8,001	8.3	74%
Leeds City Region	YH	15,841	8.3	73%
Sheffield City Region	YH	11,596	8.4	75%
York and North Yorkshire	YH	7,286	8.1	70%

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

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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. 72% 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 82% 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 73% attending 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	200,557	8.2	72%
19-24	62,330	8.5	78%
25-34	35,194	8.8	84%
35-44	25,887	8.9	85%
45-59	22,640	8.9	85%
60+	4,050	9.2	90%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	183,007	8.5	77%
Male	167,651	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	29,178	9.0	86%
Level 1	42,710	8.6	80%
Level 2	129,154	8.5	78%
Level 3+	149,616	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)	51,333	8.6	79%
Band 2	46,405	8.5	77%
Band 3	41,483	8.5	77%
Band 4	37,312	8.4	76%
Band 5	34,305	8.4	76%
Band 6	31,148	8.4	75%
Band 7	28,962	8.4	75%
Band 8	27,795	8.3	75%
Band 9	25,921	8.3	74%
Band 10 (Least Deprived)	23,017	8.3	73%

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	32,530	8.5	78%
16-18 Classroom Learning	174,085	8.2	71%
19+ Apprenticeships	49,876	8.7	82%
Adult Workplace Learning	4,303	9.0	88%
19+ Classroom Learning	89,452	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	216,444	8.3	73%
Other Public Funded e.g. LAs and HE	34,278	8.9	85%
Private Sector Public Funded	85,154	8.7	82%
Special & Specialist Designated Colleges	14,782	8.2	72%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	69,352	8.3	73%
	Medium (4,000-7,000)	95,571	8.2	72%
	Small (<4,000)	51,521	8.3	74%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	11,887	8.9	85%
	Medium (500-2,000)	19,241	8.9	85%
	Small (<500)	3,150	8.8	83%
Private Sector Public Funded	Large (2,000+ learners)	21,645	8.6	80%
	Medium (500-2,000)	39,356	8.8	83%
	Small (<500)	24,153	8.7	83%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,928	8.3	73%
	Medium (1,000-2,500)	5,651	8.0	68%
	Small (<1,000)	1,203	8.8	84%

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	13,049	8.5	77%
Good	99,433	8.4	75%
Requires Improvement	41,549	8.3	73%
Inadequate	4,307	8.1	70%

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 9,313	8.2	72%
Hertfordshire	EE 6,212	8.3	75%
New Anglia	EE 10,214	8.3	75%
D2N2	EM 15,186	8.4	75%
Greater Lincolnshire	EM 8,912	8.4	76%
Leicester and Leicestershire	EM 6,153	8.4	75%
Northamptonshire	EM 4,953	8.2	70%
South East Midlands	EM 9,554	8.2	71%
London	GL 49,704	8.3	73%
North Eastern	NE 18,858	8.6	79%
Tees Valley	NE 9,361	8.5	77%
Cheshire and Warrington	NW 5,768	8.6	79%
Cumbria	NW 4,208	8.6	80%
Greater Manchester	NW 18,556	8.6	79%
Lancashire	NW 10,780	8.7	81%
Liverpool City Region	NW 10,781	8.7	82%
Buckinghamshire Thames Valley	SE 2,344	8.2	71%
Coast to Capital	SE 9,753	8.3	74%
Enterprise M3	SE 7,848	8.3	75%
Oxfordshire	SE 2,347	8.3	73%
Solent	SE 9,512	8.4	76%
South East	SE 21,363	8.3	74%
Thames Valley Berkshire	SE 4,629	8.5	77%

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	2,972	8.7	81%
Dorset	SW	5,206	8.3	74%
Gloucestershire	SW	2,427	8.0	69%
Heart of the South West	SW	13,755	8.4	76%
Swindon and Wiltshire	SW	4,419	8.2	73%
West of England	SW	6,466	8.4	77%
Worcestershire	SW	2,568	8.4	75%
Black Country	WM	10,128	8.5	78%
Coventry and Warwickshire	WM	6,100	8.6	79%
Greater Birmingham and Solihull	WM	14,968	8.5	77%
Stoke-on-Trent and Staffordshire	WM	7,686	8.5	77%
The Marches	WM	4,537	8.5	78%
Humber	YH	8,001	8.5	79%
Leeds City Region	YH	15,841	8.6	79%
Sheffield City Region	YH	11,596	8.6	80%
York and North Yorkshire	YH	7,286	8.4	76%

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

04

Key Findings 1

- Over 90% of respondents aged 60+ gave a score of 8 or more when rating the teaching on their course. This compares to only 71% 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.
- 90% 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 9.2 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	200,557	8.1	71%
19-24	62,330	8.6	80%
25-34	35,194	9.1	88%
35-44	25,887	9.2	90%
45-59	22,640	9.2	90%
60+	4,050	9.4	93%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	183,007	8.6	78%
Male	167,651	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
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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)	51,333	8.7	81%
Band 2	46,405	8.6	79%
Band 3	41,483	8.6	78%
Band 4	37,312	8.5	77%
Band 5	34,305	8.4	76%
Band 6	31,148	8.4	76%
Band 7	28,962	8.4	75%
Band 8	27,795	8.3	74%
Band 9	25,921	8.3	73%
Band 10 (Least Deprived)	23,017	8.2	73%

Funding Stream

How good or bad is the teaching on your course?

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16-18 Apprenticeships	32,530	8.5	78%
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19+ Classroom Learning	89,452	9.0	86%

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	216,444	8.3	73%
Other Public Funded e.g. LAs and HE	34,278	9.2	89%
Private Sector Public Funded	85,154	8.8	84%
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Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
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	Medium (4,000-7,000)	95,571	8.2	72%
	Small (<4,000)	51,521	8.3	74%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	11,887	9.2	89%
	Medium (500-2,000)	19,241	9.2	89%
	Small (<500)	3,150	8.9	84%
Private Sector Public Funded	Large (2,000+ learners)	21,645	8.8	84%
	Medium (500-2,000)	39,356	8.9	85%
	Small (<500)	24,153	8.7	82%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,928	8.1	69%
	Medium (1,000-2,500)	5,651	7.8	63%
	Small (<1,000)	1,203	8.7	81%

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	13,049	8.5	78%
Good	99,433	8.4	76%
Requires Improvement	41,549	8.4	74%
Inadequate	4,307	8.2	72%

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 9,313	8.3	73%
Hertfordshire	EE 6,212	8.4	74%
New Anglia	EE 10,214	8.3	74%
D2N2	EM 15,186	8.4	75%
Greater Lincolnshire	EM 8,912	8.4	76%
Leicester and Leicestershire	EM 6,153	8.4	75%
Northamptonshire	EM 4,953	8.1	70%
South East Midlands	EM 9,554	8.2	72%
London	GL 49,704	8.5	76%
North Eastern	NE 18,858	8.6	79%
Tees Valley	NE 9,361	8.5	77%
Cheshire and Warrington	NW 5,768	8.6	80%
Cumbria	NW 4,208	8.6	81%
Greater Manchester	NW 18,556	8.6	79%
Lancashire	NW 10,780	8.6	80%
Liverpool City Region	NW 10,781	8.8	83%
Buckinghamshire Thames Valley	SE 2,344	8.3	73%
Coast to Capital	SE 9,753	8.4	75%
Enterprise M3	SE 7,848	8.4	76%
Oxfordshire	SE 2,347	8.3	73%
Solent	SE 9,512	8.4	77%
South East	SE 21,363	8.4	75%
Thames Valley Berkshire	SE 4,629	8.4	77%

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	2,972	8.7	82%
Dorset	SW	5,206	8.4	74%
Gloucestershire	SW	2,427	8.0	67%
Heart of the South West	SW	13,755	8.4	76%
Swindon and Wiltshire	SW	4,419	8.2	72%
West of England	SW	6,466	8.4	77%
Worcestershire	SW	2,568	8.3	74%
Black Country	WM	10,128	8.5	78%
Coventry and Warwickshire	WM	6,100	8.6	79%
Greater Birmingham and Solihull	WM	14,968	8.6	79%
Stoke-on-Trent and Staffordshire	WM	7,686	8.4	77%
The Marches	WM	4,537	8.4	77%
Humber	YH	8,001	8.5	77%
Leeds City Region	YH	15,841	8.6	80%
Sheffield City Region	YH	11,596	8.6	80%
York and North Yorkshire	YH	7,286	8.4	75%

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 75% 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	200,557	8.4	76%
19-24	62,330	9.0	87%
25-34	35,194	9.4	93%
35-44	25,887	9.4	93%
45-59	22,640	9.4	94%
60+	4,050	9.6	96%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	183,007	8.8	83%
Male	167,651	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	29,178	9.3	91%
Level 1	42,710	8.9	85%
Level 2	129,154	8.9	85%
Level 3+	149,616	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)	51,333	8.9	85%
Band 2	46,405	8.9	84%
Band 3	41,483	8.8	83%
Band 4	37,312	8.8	83%
Band 5	34,305	8.7	82%
Band 6	31,148	8.7	81%
Band 7	28,962	8.7	81%
Band 8	27,795	8.7	80%
Band 9	25,921	8.6	80%
Band 10 (Least Deprived)	23,017	8.6	80%

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	32,530	8.9	85%
16-18 Classroom Learning	174,085	8.3	75%
19+ Apprenticeships	49,876	9.3	93%
Adult Workplace Learning	4,303	9.4	94%
19+ Classroom Learning	89,452	9.2	90%

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	216,444	8.5	78%
Other Public Funded e.g. LAs and HE	34,278	9.4	92%
Private Sector Public Funded	85,154	9.2	91%
Special & Specialist Designated Colleges	14,782	8.3	73%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	69,352	8.6	79%
	Medium (4,000-7,000)	95,571	8.5	77%
	Small (<4,000)	51,521	8.6	79%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	11,887	9.4	92%
	Medium (500-2,000)	19,241	9.4	93%
	Small (<500)	3,150	9.2	89%
Private Sector Public Funded	Large (2,000+ learners)	21,645	9.3	92%
	Medium (500-2,000)	39,356	9.3	91%
	Small (<500)	24,153	9.1	89%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,928	8.3	74%
	Medium (1,000-2,500)	5,651	8.1	69%
	Small (<1,000)	1,203	8.9	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	13,049	8.7	83%
Good	99,433	8.7	81%
Requires Improvement	41,549	8.7	80%
Inadequate	4,307	8.6	78%

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	9,313	8.6	79%
Hertfordshire EE	6,212	8.6	80%
New Anglia EE	10,214	8.7	81%
D2N2 EM	15,186	8.7	82%
Greater Lincolnshire EM	8,912	8.6	80%
Leicester and Leicestershire EM	6,153	8.7	81%
Northamptonshire EM	4,953	8.5	77%
South East Midlands EM	9,554	8.6	78%
London GL	49,704	8.7	81%
North Eastern NE	18,858	8.9	85%
Tees Valley NE	9,361	8.8	83%
Cheshire and Warrington NW	5,768	8.9	85%
Cumbria NW	4,208	8.9	86%
Greater Manchester NW	18,556	8.9	84%
Lancashire NW	10,780	8.9	84%
Liverpool City Region NW	10,781	9.1	88%
Buckinghamshire Thames Valley SE	2,344	8.6	79%
Coast to Capital SE	9,753	8.7	80%
Enterprise M3 SE	7,848	8.6	80%
Oxfordshire SE	2,347	8.7	81%
Solent SE	9,512	8.8	82%
South East SE	21,363	8.7	80%
Thames Valley Berkshire SE	4,629	8.8	83%

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	2,972	9.0	87%
Dorset	SW	5,206	8.7	81%
Gloucestershire	SW	2,427	8.3	74%
Heart of the South West	SW	13,755	8.8	82%
Swindon and Wiltshire	SW	4,419	8.5	78%
West of England	SW	6,466	8.8	82%
Worcestershire	SW	2,568	8.6	80%
Black Country	WM	10,128	8.8	83%
Coventry and Warwickshire	WM	6,100	8.9	84%
Greater Birmingham and Solihull	WM	14,968	8.9	84%
Stoke-on-Trent and Staffordshire	WM	7,686	8.8	82%
The Marches	WM	4,537	8.8	83%
Humber	YH	8,001	8.7	82%
Leeds City Region	YH	15,841	8.9	85%
Sheffield City Region	YH	11,596	9.0	86%
York and North Yorkshire	YH	7,286	8.7	81%

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 62% 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 (80% scored 8+ at Entry Level) compared to the higher levels (61% scored 8+ at Level 3).
- There are differences in satisfaction between the deprivation bands, with highest rating in the most deprived band (72% scored 8+ in the most deprived band compared to 62% 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 (75% scored 8+) whereas respondents in the Northamptonshire LEP area were the least satisfied (61% 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	200,557	7.7	62%
19-24	62,330	8.2	71%
25-34	35,194	8.5	78%
35-44	25,887	8.6	80%
45-59	22,640	8.6	80%
60+	4,050	8.8	83%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	183,007	8.0	68%
Male	167,651	7.9	66%

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	29,178	8.6	80%
Level 1	42,710	8.2	73%
Level 2	129,154	8.1	70%
Level 3+	149,616	7.7	61%

Learner Deprivation

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

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	51,333	8.2	72%
Band 2	46,405	8.1	71%
Band 3	41,483	8.1	69%
Band 4	37,312	8.0	68%
Band 5	34,305	7.9	66%
Band 6	31,148	7.9	65%
Band 7	28,962	7.9	65%
Band 8	27,795	7.8	64%
Band 9	25,921	7.8	63%
Band 10 (Least Deprived)	23,017	7.7	62%

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	32,530	8.0	68%
16-18 Classroom Learning	174,085	7.7	61%
19+ Apprenticeships	49,876	8.4	76%
Adult Workplace Learning	4,303	8.9	86%
19+ Classroom Learning	89,452	8.4	75%

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	216,444	7.8	64%
Other Public Funded e.g. LAs and HE	34,278	8.4	76%
Private Sector Public Funded	85,154	8.4	75%
Special & Specialist Designated Colleges	14,782	7.5	57%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	69,352	7.8	64%
	Medium (4,000-7,000)	95,571	7.8	63%
	Small (<4,000)	51,521	7.9	65%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	11,887	8.4	75%
	Medium (500-2,000)	19,241	8.4	76%
	Small (<500)	3,150	8.3	73%
Private Sector Public Funded	Large (2,000+ learners)	21,645	8.3	75%
	Medium (500-2,000)	39,356	8.4	77%
	Small (<500)	24,153	8.3	73%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,928	7.5	58%
	Medium (1,000-2,500)	5,651	7.3	54%
	Small (<1,000)	1,203	8.2	69%

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	13,049	8.0	67%
Good	99,433	7.9	67%
Requires Improvement	41,549	7.9	65%
Inadequate	4,307	7.8	65%

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	9,313	7.7	61%
Hertfordshire EE	6,212	7.9	65%
New Anglia EE	10,214	7.8	64%
D2N2 EM	15,186	7.9	65%
Greater Lincolnshire EM	8,912	7.9	66%
Leicester and Leicestershire EM	6,153	7.9	66%
Northamptonshire EM	4,953	7.6	61%
South East Midlands EM	9,554	7.7	62%
London GL	49,704	8.0	68%
North Eastern NE	18,858	8.2	71%
Tees Valley NE	9,361	8.1	70%
Cheshire and Warrington NW	5,768	8.2	71%
Cumbria NW	4,208	8.2	70%
Greater Manchester NW	18,556	8.2	71%
Lancashire NW	10,780	8.2	72%
Liverpool City Region NW	10,781	8.4	75%
Buckinghamshire Thames Valley SE	2,344	7.7	61%
Coast to Capital SE	9,753	7.8	64%
Enterprise M3 SE	7,848	7.8	64%
Oxfordshire SE	2,347	7.9	64%
Solent SE	9,512	7.8	64%
South East SE	21,363	7.8	64%
Thames Valley Berkshire SE	4,629	7.9	67%

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	2,972	8.1	69%
Dorset	SW	5,206	7.7	63%
Gloucestershire	SW	2,427	7.6	58%
Heart of the South West	SW	13,755	7.9	64%
Swindon and Wiltshire	SW	4,419	7.8	63%
West of England	SW	6,466	7.9	65%
Worcestershire	SW	2,568	7.8	64%
Black Country	WM	10,128	8.1	70%
Coventry and Warwickshire	WM	6,100	8.2	71%
Greater Birmingham and Solihull	WM	14,968	8.0	68%
Stoke-on-Trent and Staffordshire	WM	7,686	8.0	67%
The Marches	WM	4,537	7.9	64%
Humber	YH	8,001	8.1	69%
Leeds City Region	YH	15,841	8.1	70%
Sheffield City Region	YH	11,596	8.2	72%
York and North Yorkshire	YH	7,286	7.9	66%

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

07

Key Findings

- 79% 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 males.
- 88% of respondents who attended ‘Other Public Funded’ providers and 86% who attended ‘Private Sector Public Funded’ providers scored 8 or more, compared to 73% 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	200,557	8.2	71%
19-24	62,330	8.7	81%
25-34	35,194	9.1	88%
35-44	25,887	9.1	89%
45-59	22,640	9.2	90%
60+	4,050	9.4	93%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	183,007	8.6	79%
Male	167,651	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	29,178	9.2	89%
Level 1	42,710	8.8	83%
Level 2	129,154	8.7	81%
Level 3+	149,616	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)	51,333	8.7	81%
Band 2	46,405	8.6	79%
Band 3	41,483	8.6	79%
Band 4	37,312	8.5	78%
Band 5	34,305	8.5	77%
Band 6	31,148	8.5	77%
Band 7	28,962	8.4	76%
Band 8	27,795	8.4	75%
Band 9	25,921	8.4	75%
Band 10 (Least Deprived)	23,017	8.3	73%

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	32,530	8.6	80%
16-18 Classroom Learning	174,085	8.1	70%
19+ Apprenticeships	49,876	9.0	87%
Adult Workplace Learning	4,303	9.3	92%
19+ Classroom Learning	89,452	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	216,444	8.3	73%
Other Public Funded e.g. LAs and HE	34,278	9.1	88%
Private Sector Public Funded	85,154	8.9	86%
Special & Specialist Designated Colleges	14,782	8.1	69%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	69,352	8.3	73%
	Medium (4,000-7,000)	95,571	8.2	72%
	Small (<4,000)	51,521	8.3	74%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	11,887	9.1	88%
	Medium (500-2,000)	19,241	9.1	88%
	Small (<500)	3,150	8.9	84%
Private Sector Public Funded	Large (2,000+ learners)	21,645	9.0	87%
	Medium (500-2,000)	39,356	9.0	87%
	Small (<500)	24,153	8.8	84%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,928	8.1	70%
	Medium (1,000-2,500)	5,651	7.9	65%
	Small (<1,000)	1,203	8.6	79%

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	13,049	8.5	78%
Good	99,433	8.5	76%
Requires Improvement	41,549	8.4	75%
Inadequate	4,307	8.2	73%

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 9,313	8.3	73%
Hertfordshire	EE 6,212	8.4	75%
New Anglia	EE 10,214	8.4	75%
D2N2	EM 15,186	8.4	76%
Greater Lincolnshire	EM 8,912	8.4	76%
Leicester and Leicestershire	EM 6,153	8.4	76%
Northamptonshire	EM 4,953	8.2	71%
South East Midlands	EM 9,554	8.3	73%
London	GL 49,704	8.4	76%
North Eastern	NE 18,858	8.7	81%
Tees Valley	NE 9,361	8.6	79%
Cheshire and Warrington	NW 5,768	8.7	81%
Cumbria	NW 4,208	8.7	81%
Greater Manchester	NW 18,556	8.6	80%
Lancashire	NW 10,780	8.7	81%
Liverpool City Region	NW 10,781	8.9	85%
Buckinghamshire Thames Valley	SE 2,344	8.3	73%
Coast to Capital	SE 9,753	8.4	75%
Enterprise M3	SE 7,848	8.4	76%
Oxfordshire	SE 2,347	8.4	75%
Solent	SE 9,512	8.5	77%
South East	SE 21,363	8.4	75%
Thames Valley Berkshire	SE 4,629	8.5	78%

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	2,972	8.7	82%
Dorset	SW	5,206	8.4	75%
Gloucestershire	SW	2,427	8.1	69%
Heart of the South West	SW	13,755	8.5	77%
Swindon and Wiltshire	SW	4,419	8.3	74%
West of England	SW	6,466	8.5	77%
Worcestershire	SW	2,568	8.4	75%
Black Country	WM	10,128	8.6	80%
Coventry and Warwickshire	WM	6,100	8.7	80%
Greater Birmingham and Solihull	WM	14,968	8.6	79%
Stoke-on-Trent and Staffordshire	WM	7,686	8.5	78%
The Marches	WM	4,537	8.5	78%
Humber	YH	8,001	8.5	78%
Leeds City Region	YH	15,841	8.7	80%
Sheffield City Region	YH	11,596	8.7	82%
York and North Yorkshire	YH	7,286	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 73% of females.
- As with the other questions in the survey the youngest age group (16-18) has the lowest level of satisfaction (63% 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%) 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	200,557	7.8	63%
19-24	62,330	8.5	77%
25-34	35,194	8.9	86%
35-44	25,887	9.0	87%
45-59	22,640	9.1	88%
60+	4,050	9.1	89%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	183,007	8.3	73%
Male	167,651	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	29,178	8.9	85%
Level 1	42,710	8.4	76%
Level 2	129,154	8.4	76%
Level 3+	149,616	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)	51,333	8.4	76%
Band 2	46,405	8.3	73%
Band 3	41,483	8.3	73%
Band 4	37,312	8.2	72%
Band 5	34,305	8.2	71%
Band 6	31,148	8.1	70%
Band 7	28,962	8.1	70%
Band 8	27,795	8.0	69%
Band 9	25,921	8.0	68%
Band 10 (Least Deprived)	23,017	8.0	67%

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	32,530	8.6	80%
16-18 Classroom Learning	174,085	7.6	60%
19+ Apprenticeships	49,876	9.1	89%
Adult Workplace Learning	4,303	9.3	92%
19+ Classroom Learning	89,452	8.6	80%

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	216,444	7.8	64%
Other Public Funded e.g. LAs and HE	34,278	8.9	85%
Private Sector Public Funded	85,154	8.9	86%
Special & Specialist Designated Colleges	14,782	7.6	59%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	69,352	7.9	65%
	Medium (4,000-7,000)	95,571	7.8	63%
	Small (<4,000)	51,521	7.9	65%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	11,887	8.9	85%
	Medium (500-2,000)	19,241	8.9	85%
	Small (<500)	3,150	8.8	82%
Private Sector Public Funded	Large (2,000+ learners)	21,645	9.0	88%
	Medium (500-2,000)	39,356	9.0	87%
	Small (<500)	24,153	8.8	84%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,928	7.6	60%
	Medium (1,000-2,500)	5,651	7.4	55%
	Small (<1,000)	1,203	8.4	73%

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	13,049	8.2	73%
Good	99,433	8.1	70%
Requires Improvement	41,549	8.0	68%
Inadequate	4,307	7.8	63%

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	9,313	7.9	65%
Hertfordshire EE	6,212	8.0	68%
New Anglia EE	10,214	8.0	68%
D2N2 EM	15,186	8.1	69%
Greater Lincolnshire EM	8,912	8.0	68%
Leicester and Leicestershire EM	6,153	8.0	68%
Northamptonshire EM	4,953	7.8	64%
South East Midlands EM	9,554	7.9	66%
London GL	49,704	8.1	70%
North Eastern NE	18,858	8.4	75%
Tees Valley NE	9,361	8.3	73%
Cheshire and Warrington NW	5,768	8.4	75%
Cumbria NW	4,208	8.4	75%
Greater Manchester NW	18,556	8.3	74%
Lancashire NW	10,780	8.3	75%
Liverpool City Region NW	10,781	8.6	80%
Buckinghamshire Thames Valley SE	2,344	7.9	66%
Coast to Capital SE	9,753	8.0	68%
Enterprise M3 SE	7,848	8.1	69%
Oxfordshire SE	2,347	8.1	70%
Solent SE	9,512	8.1	70%
South East SE	21,363	8.1	69%
Thames Valley Berkshire SE	4,629	8.3	73%

LEP Areas (2)

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

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Cornwall and the Isles of Scilly	SW	2,972	8.5	77%
Dorset	SW	5,206	8.0	68%
Gloucestershire	SW	2,427	7.7	62%
Heart of the South West	SW	13,755	8.2	70%
Swindon and Wiltshire	SW	4,419	8.0	67%
West of England	SW	6,466	8.2	72%
Worcestershire	SW	2,568	8.1	70%
Black Country	WM	10,128	8.2	72%
Coventry and Warwickshire	WM	6,100	8.3	74%
Greater Birmingham and Solihull	WM	14,968	8.2	72%
Stoke-on-Trent and Staffordshire	WM	7,686	8.1	71%
The Marches	WM	4,537	8.2	71%
Humber	YH	8,001	8.2	72%
Leeds City Region	YH	15,841	8.4	75%
Sheffield City Region	YH	11,596	8.5	77%
York and North Yorkshire	YH	7,286	8.1	71%

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

09

Key Findings 1

- The pattern of responses closely follows the previous question (How good or bad are the college staff at listening to the views of learners?). However the level of satisfaction for 'acting on the views of learners' is slightly lower.
- Satisfaction increased with age group. 59% 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	200,557	7.6	59%
19-24	62,330	8.3	74%
25-34	35,194	8.8	84%
35-44	25,887	8.9	85%
45-59	22,640	8.9	86%
60+	4,050	8.9	86%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	183,007	8.1	70%
Male	167,651	7.9	65%

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	29,178	8.8	83%
Level 1	42,710	8.3	74%
Level 2	129,154	8.3	73%
Level 3+	149,616	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)	51,333	8.3	73%
Band 2	46,405	8.1	71%
Band 3	41,483	8.1	70%
Band 4	37,312	8.1	69%
Band 5	34,305	8.0	67%
Band 6	31,148	7.9	66%
Band 7	28,962	7.9	66%
Band 8	27,795	7.8	64%
Band 9	25,921	7.8	63%
Band 10 (Least Deprived)	23,017	7.7	62%

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	32,530	8.4	76%
16-18 Classroom Learning	174,085	7.5	57%
19+ Apprenticeships	49,876	8.9	86%
Adult Workplace Learning	4,303	9.2	91%
19+ Classroom Learning	89,452	8.5	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	216,444	7.7	61%
Other Public Funded e.g. LAs and HE	34,278	8.7	82%
Private Sector Public Funded	85,154	8.8	83%
Special & Specialist Designated Colleges	14,782	7.4	55%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	69,352	7.7	61%
	Medium (4,000-7,000)	95,571	7.6	60%
	Small (<4,000)	51,521	7.7	61%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	11,887	8.7	82%
	Medium (500-2,000)	19,241	8.8	82%
	Small (<500)	3,150	8.6	79%
Private Sector Public Funded	Large (2,000+ learners)	21,645	8.8	85%
	Medium (500-2,000)	39,356	8.8	84%
	Small (<500)	24,153	8.6	81%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,928	7.4	55%
	Medium (1,000-2,500)	5,651	7.2	51%
	Small (<1,000)	1,203	8.2	71%

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	13,049	8.1	69%
Good	99,433	7.9	66%
Requires Improvement	41,549	7.8	64%
Inadequate	4,307	7.6	61%

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 9,313	7.7	61%
Hertfordshire	EE 6,212	7.8	64%
New Anglia	EE 10,214	7.8	64%
D2N2	EM 15,186	7.9	66%
Greater Lincolnshire	EM 8,912	7.8	65%
Leicester and Leicestershire	EM 6,153	7.9	65%
Northamptonshire	EM 4,953	7.6	61%
South East Midlands	EM 9,554	7.7	62%
London	GL 49,704	8.0	67%
North Eastern	NE 18,858	8.2	72%
Tees Valley	NE 9,361	8.1	69%
Cheshire and Warrington	NW 5,768	8.2	71%
Cumbria	NW 4,208	8.2	72%
Greater Manchester	NW 18,556	8.2	71%
Lancashire	NW 10,780	8.2	71%
Liverpool City Region	NW 10,781	8.5	77%
Buckinghamshire Thames Valley	SE 2,344	7.7	61%
Coast to Capital	SE 9,753	7.8	64%
Enterprise M3	SE 7,848	7.9	65%
Oxfordshire	SE 2,347	7.9	66%
Solent	SE 9,512	8.0	67%
South East	SE 21,363	7.9	66%
Thames Valley Berkshire	SE 4,629	8.1	69%

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 2,972	8.3	73%
Dorset	SW 5,206	7.8	64%
Gloucestershire	SW 2,427	7.5	57%
Heart of the South West	SW 13,755	8.0	66%
Swindon and Wiltshire	SW 4,419	7.8	63%
West of England	SW 6,466	8.0	67%
Worcestershire	SW 2,568	7.9	65%
Black Country	WM 10,128	8.1	69%
Coventry and Warwickshire	WM 6,100	8.2	71%
Greater Birmingham and Solihull	WM 14,968	8.1	69%
Stoke-on-Trent and Staffordshire	WM 7,686	7.9	67%
The Marches	WM 4,537	7.9	67%
Humber	YH 8,001	8.0	68%
Leeds City Region	YH 15,841	8.2	73%
Sheffield City Region	YH 11,596	8.3	73%
York and North Yorkshire	YH 7,286	7.9	66%

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 lower.
- Female learners are more satisfied with their provider than male learners.
- Respondents studying with a highest level at Entry Level are significantly more satisfied (87% of respondents scored 8 or higher) than those studying at Level 3+ (69%).
- Satisfaction appears to be highest in areas of higher deprivation.

Key Findings 2

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

Key Findings 3

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

Age Band and Sex

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

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	200,557	8.0	69%
19-24	62,330	8.6	79%
25-34	35,194	9.0	87%
35-44	25,887	9.0	88%
45-59	22,640	9.1	88%
60+	4,050	9.2	91%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	183,007	8.5	77%
Male	167,651	8.3	73%

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	29,178	9.1	87%
Level 1	42,710	8.6	79%
Level 2	129,154	8.5	78%
Level 3+	149,616	8.1	69%

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)	51,333	8.5	78%
Band 2	46,405	8.5	77%
Band 3	41,483	8.4	76%
Band 4	37,312	8.4	75%
Band 5	34,305	8.3	75%
Band 6	31,148	8.3	75%
Band 7	28,962	8.3	74%
Band 8	27,795	8.2	73%
Band 9	25,921	8.2	73%
Band 10 (Least Deprived)	23,017	8.2	72%

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	32,530	8.6	81%
16-18 Classroom Learning	174,085	7.9	67%
19+ Apprenticeships	49,876	9.0	87%
Adult Workplace Learning	4,303	9.2	92%
19+ Classroom Learning	89,452	8.8	83%

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	216,444	8.1	69%
Other Public Funded e.g. LAs and HE	34,278	9.0	87%
Private Sector Public Funded	85,154	8.9	86%
Special & Specialist Designated Colleges	14,782	8.0	69%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	69,352	8.1	70%
	Medium (4,000-7,000)	95,571	8.1	69%
	Small (<4,000)	51,521	8.1	70%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	11,887	8.9	86%
	Medium (500-2,000)	19,241	9.0	87%
	Small (<500)	3,150	8.9	85%
Private Sector Public Funded	Large (2,000+ learners)	21,645	8.9	86%
	Medium (500-2,000)	39,356	8.9	87%
	Small (<500)	24,153	8.8	85%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,928	8.1	69%
	Medium (1,000-2,500)	5,651	7.8	65%
	Small (<1,000)	1,203	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	13,049	8.5	79%
Good	99,433	8.3	74%
Requires Improvement	41,549	8.2	71%
Inadequate	4,307	7.8	64%

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 9,313	8.1	70%
Hertfordshire	EE 6,212	8.3	75%
New Anglia	EE 10,214	8.2	72%
D2N2	EM 15,186	8.3	73%
Greater Lincolnshire	EM 8,912	8.2	73%
Leicester and Leicestershire	EM 6,153	8.3	73%
Northamptonshire	EM 4,953	8.1	70%
South East Midlands	EM 9,554	8.2	71%
London	GL 49,704	8.3	73%
North Eastern	NE 18,858	8.5	77%
Tees Valley	NE 9,361	8.4	75%
Cheshire and Warrington	NW 5,768	8.5	78%
Cumbria	NW 4,208	8.6	79%
Greater Manchester	NW 18,556	8.4	76%
Lancashire	NW 10,780	8.5	79%
Liverpool City Region	NW 10,781	8.7	81%
Buckinghamshire Thames Valley	SE 2,344	8.2	71%
Coast to Capital	SE 9,753	8.3	73%
Enterprise M3	SE 7,848	8.4	76%
Oxfordshire	SE 2,347	8.3	73%
Solent	SE 9,512	8.4	76%
South East	SE 21,363	8.3	73%
Thames Valley Berkshire	SE 4,629	8.4	76%

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	2,972	8.7	83%
Dorset	SW	5,206	8.2	73%
Gloucestershire	SW	2,427	8.0	68%
Heart of the South West	SW	13,755	8.4	77%
Swindon and Wiltshire	SW	4,419	8.1	71%
West of England	SW	6,466	8.4	77%
Worcestershire	SW	2,568	8.3	74%
Black Country	WM	10,128	8.4	76%
Coventry and Warwickshire	WM	6,100	8.5	77%
Greater Birmingham and Solihull	WM	14,968	8.4	76%
Stoke-on-Trent and Staffordshire	WM	7,686	8.4	76%
The Marches	WM	4,537	8.4	76%
Humber	YH	8,001	8.4	76%
Leeds City Region	YH	15,841	8.6	79%
Sheffield City Region	YH	11,596	8.6	79%
York and North Yorkshire	YH	7,286	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	44,338	8.4	76%
Science & Mathematics	6,987	8.0	68%
Agriculture, Horticulture & Animal Care	13,250	8.1	69%
Engineering & Manufacturing Technologies	32,656	8.2	72%
Construction, Planning & the Built Environment	19,964	8.1	71%
ICT	17,449	8.3	73%
Retail & Commercial Enterprise	34,883	8.5	78%
Leisure, Travel & Tourism	16,257	8.0	69%
Arts, Media & Publishing	26,640	8.2	72%
History, Philosophy & Theology	681	8.3	75%
Social Sciences	135	7.8	66%
Languages, Literature & Culture	2,464	8.7	83%
Education & Training	3,733	8.8	84%
Preparation for Life & Work	35,938	8.9	85%
Business, Admin & Law	36,133	8.6	80%
Learners on 2+ A levels	13,141	7.7	62%

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	10,674	9.2	91%
Child Development and Well Being	4,185	9.0	88%
Horticulture and Forestry	481	8.7	80%
Animal Care and Veterinary Science	1,352	8.9	85%
Engineering	3,332	8.2	73%
Manufacturing Technologies	8,718	8.4	77%
Transportation Operations and Maintenance	4,281	8.7	83%
Building and Construction	3,315	8.3	74%
ICT Practitioners	1,452	8.3	73%
ICT for Users	840	8.7	82%
Retailing and Wholesaling	1,336	9.3	93%
Warehousing and Distribution	1,278	9.1	90%
Service Enterprises	6,915	9.1	90%
Hospitality and Catering	2,416	9.3	93%
Sport, Leisure and Recreation	2,129	8.7	83%
Direct Learning Support	882	8.8	85%
Accounting and Finance	2,053	8.5	80%
Administration	16,088	8.9	86%
Business Management	5,300	9.1	89%
Marketing and Sales	498	8.8	87%

Question 10: How likely is it that you would recommend the college or learning provider to friends or family?

11

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+ (81%).

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	200,557	69%
19-24	62,330	79%
25-34	35,194	87%
35-44	25,887	88%
45-59	22,640	88%
60+	4,050	91%

Sex	Base	% of Respondents Recommend
Female	183,007	87%
Male	167,651	81%

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	29,178	94%
Level 1	42,710	88%
Level 2	129,154	86%
Level 3+	149,616	81%

Learner Deprivation

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

Deprivation	Base	% of Respondents Recommend
Band 1 (Most Deprived)	51,333	86%
Band 2	46,405	85%
Band 3	41,483	85%
Band 4	37,312	85%
Band 5	34,305	84%
Band 6	31,148	84%
Band 7	28,962	84%
Band 8	27,795	83%
Band 9	25,921	83%
Band 10 (Least Deprived)	23,017	82%

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	32,530	85%
16-18 Classroom Learning	174,085	79%
19+ Apprenticeships	49,876	89%
Adult Workplace Learning	4,303	94%
19+ Classroom Learning	89,452	92%

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	216,444	81%
Other Public Funded e.g. LAs and HE	34,278	94%
Private Sector Public Funded	85,154	89%
Special & Specialist Designated Colleges	14,782	81%

Provider Type	Size	Base	% of Respondents Recommend
General FE College incl Tertiary	Large (7,000+ learners)	69,352	82%
	Medium (4,000-7,000)	95,571	81%
	Small (<4,000)	51,521	81%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	11,887	94%
	Medium (500-2,000)	19,241	94%
	Small (<500)	3,150	92%
Private Sector Public Funded	Large (2,000+ learners)	21,645	89%
	Medium (500-2,000)	39,356	90%
	Small (<500)	24,153	89%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,928	82%
	Medium (1,000-2,500)	5,651	79%
	Small (<1,000)	1,203	90%

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	13,049	87%
Good	99,433	84%
Requires Improvement	41,549	81%
Inadequate	4,307	75%

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	9,313	83%
Hertfordshire EE	6,212	85%
New Anglia EE	10,214	83%
D2N2 EM	15,186	83%
Greater Lincolnshire EM	8,912	84%
Leicester and Leicestershire EM	6,153	84%
Northamptonshire EM	4,953	81%
South East Midlands EM	9,554	81%
London GL	49,704	83%
North Eastern NE	18,858	85%
Tees Valley NE	9,361	84%
Cheshire and Warrington NW	5,768	86%
Cumbria NW	4,208	88%
Greater Manchester NW	18,556	84%
Lancashire NW	10,780	86%
Liverpool City Region NW	10,781	87%
Buckinghamshire Thames Valley SE	2,344	81%
Coast to Capital SE	9,753	84%
Enterprise M3 SE	7,848	85%
Oxfordshire SE	2,347	84%
Solent SE	9,512	85%
South East SE	21,363	83%
Thames Valley Berkshire SE	4,629	86%

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	2,972	91%
Dorset	SW	5,206	83%
Gloucestershire	SW	2,427	81%
Heart of the South West	SW	13,755	88%
Swindon and Wiltshire	SW	4,419	82%
West of England	SW	6,466	85%
Worcestershire	SW	2,568	83%
Black Country	WM	10,128	86%
Coventry and Warwickshire	WM	6,100	86%
Greater Birmingham and Solihull	WM	14,968	84%
Stoke-on-Trent and Staffordshire	WM	7,686	84%
The Marches	WM	4,537	86%
Humber	YH	8,001	84%
Leeds City Region	YH	15,841	86%
Sheffield City Region	YH	11,596	86%
York and North Yorkshire	YH	7,286	84%

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	44,338	86%
Science & Mathematics	6,987	80%
Agriculture, Horticulture & Animal Care	13,250	81%
Engineering & Manufacturing Technologies	32,656	80%
Construction, Planning & the Built Environment	19,964	79%
ICT	17,449	82%
Retail & Commercial Enterprise	34,883	87%
Leisure, Travel & Tourism	16,257	81%
Arts, Media & Publishing	26,640	83%
History, Philosophy & Theology	681	87%
Social Sciences	135	83%
Languages, Literature & Culture	2,464	93%
Education & Training	3,733	92%
Preparation for Life & Work	35,938	92%
Business, Admin & Law	36,133	86%
Learners on 2+ A levels	13,141	78%

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	10,674	93%
Child Development and Well Being	4,185	91%
Horticulture and Forestry	481	82%
Animal Care and Veterinary Science	1,352	89%
Engineering	3,332	80%
Manufacturing Technologies	8,718	83%
Transportation Operations and Maintenance	4,281	86%
Building and Construction	3,315	78%
ICT Practitioners	1,452	80%
ICT for Users	840	86%
Retailing and Wholesaling	1,336	92%
Warehousing and Distribution	1,278	88%
Service Enterprises	6,915	92%
Hospitality and Catering	2,416	93%
Sport, Leisure and Recreation	2,129	85%
Direct Learning Support	882	88%
Accounting and Finance	2,053	87%
Administration	16,088	88%
Business Management	5,300	91%
Marketing and Sales	498	87%

Learner Satisfaction 2013 to 2014: apprenticeship frameworks where responses exceeded 350 learners
% of Respondents giving an answer of “Extremely likely” or “Likely”