



Skills Funding  
Agency

# Learner Satisfaction Survey 2012 to 2013 National Results August 2014

# Introduction

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# Learner Satisfaction 2012 to 2013

- The Learner Satisfaction Survey 2012 to 2013 (Version 5) took place between November 2012 and May 2013.
- 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 over 2.5 million eligible learners.
- 360,280 learners submitted a valid response.
- 95% of survey responses were submitted online and the remainder on paper questionnaires.

# Learner Satisfaction 2012 to 2013

- 344,558 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 2012 to 2013.

# Response Rate

- The overall response rate was 13.1%\* and the overall confidence interval was 0.1%.

Learner Group	Number of Responses	Response Rate
Entry Level	26,804	7%
Level 1	43,449	10%
Level 2	120,329	12%
Level 3+	153,976	19%

Learner Group	Number of Responses	Response Rate
Female	181,335	13%
Male	163,223	13%

Learner Group	Number of Responses	Response Rate
16-18	182,034	24%
19+	162,524	9%

Learner Group	Number of Responses	Response Rate
16-18 Female	84,137	24%
16-18 Male	97,897	24%

Learner Group	Number of Responses	Response Rate
19+ Female	97,198	9%
19+ Male	65,326	8%

\*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	204,641	12%
Other Public Funded e.g. LAs and HE	34,514	16%
Private Sector Public Funded	91,623	15%
Special & Specialist Designated Colleges	13,780	11%

Response Rate in each provider	% of Providers
Less than 10%	37%
10% - 20%	20%
20% - 30%	14%
30% - 40%	10%
40% - 50%	7%
50% - 60%	5%
60% - 70%	4%
70% - 80%	2%
80% - 90%	1%
90% - 100%	1%

Region	Number of Responses	Response Rate
East of England	35,199	15%
East Midlands	29,232	13%
Greater London	50,068	12%
North East	26,511	14%
North West	49,237	13%
South East	43,102	14%
South West	34,504	14%
West Midlands	41,714	14%
Yorkshire and the Humber	31,736	12%

\*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%	14%
Level 1	13%	16%
Level 2	35%	39%
Level 3+	45%	31%
	<b>100%</b>	<b>100%</b>

Learner Group	Survey Respondents %	All Learners %
Female	53%	54%
Male	47%	46%
	<b>100%</b>	<b>100%</b>

Learner Group	Survey Respondents %	All Learners %
16-18	53%	29%
19+	47%	71%
	<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%	57%
19+ Male	40%	43%
<b>19+</b>	<b>100%</b>	<b>100%</b>

# Spread of Responses

Provider Type	Survey Respondents %	All Learners %
General FE College incl Tertiary	59%	63%
Other Public Funded e.g. LAs and HE	10%	8%
Private Sector Public Funded	27%	24%
Special & Specialist Designated Colleges	4%	5%
	100%	100%

Region	Survey Respondents %	All Learners %
East of England	10%	9%
East Midlands	8%	9%
Greater London	15%	15%
North East	8%	7%
North West	14%	15%
South East	13%	12%
South West	10%	9%
West Midlands	12%	12%
Yorkshire and the Humber	9%	10%



# Learner Satisfaction 2012 to 2013

- The Learner Satisfaction survey has nine questions.
- Learners are asked to rate various aspects of their course, learning programme or training programme on a scale of 0 to 10 where 0 is 'very bad' and 10 is 'very good'.

# Learner Satisfaction 2012 to 2013

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?

# Learner Satisfaction 2012 to 2013

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

# Learner Satisfaction 2012 to 2013

- 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

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?	344,558	8.2	72%
Q2. How good or bad was the help staff gave you in the first few weeks?	344,558	8.5	78%
Q3. How good or bad is the teaching on your course?	344,558	8.5	78%
Q4. How good or bad is the respect staff show to you?	344,558	8.8	83%
Q5. How good or bad is the advice you have been given about what you can do after this course?	344,558	8.0	69%
Q6. How good or bad is the support you get on this course?	344,558	8.6	79%
Q7. How good or bad are the college staff at listening to the views of learners?	344,558	8.3	73%
Q8. How good or bad is the college at acting on the views of learners?	344,558	8.1	69%
Q9. Overall, how good or bad do you think the provider is?	344,558	8.4	77%

# Summary of Results

- 77% of respondents gave a score of 8 or higher when asked how good or bad they thought their provider was.
- 78% 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 providers acting on the views of learners (69% gave a score of 8 or higher).

# Results Analysis

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

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

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# Key Findings 1

- Satisfaction with the information given when choosing a course was highest in older people. For the 60+ age group 82% of respondents gave a score of 8 or higher compared to only 68% of respondents aged 16-18.
- Learners studying at Entry Level gave the highest satisfaction rating whereas Level 3 learners gave the lowest rating.
- Respondents who were on classroom based learning were less satisfied than those on apprenticeships or workplace learning with the information they were given when choosing their course/programme.

# Key Findings 2

- Learners attending Private Sector Publicly Funded providers were the most satisfied with the information they were given when choosing their course/programme.
- Learners who lived in the North Eastern and Liverpool City Region LEP Areas had the highest satisfaction rating, 77% scoring 8+ compared to learners living in the Northamptonshire LEP Area where only 64% of respondents scored 8 or higher.

# Age Band and Sex

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

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	182,034	8.0	68%
19-24	61,535	8.3	74%
25-34	39,778	8.5	78%
35-44	29,989	8.6	78%
45-59	26,514	8.6	79%
60+	4,708	8.8	82%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	181,335	8.3	73%
Male	163,223	8.2	71%

# 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	26,804	8.7	80%
Level 1	43,449	8.3	73%
Level 2	120,329	8.3	74%
Level 3+	153,976	8.1	69%

# 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)	50,156	8.4	75%
Band 2	44,944	8.3	73%
Band 3	40,712	8.3	73%
Band 4	36,803	8.2	72%
Band 5	33,670	8.2	71%
Band 6	31,157	8.2	71%
Band 7	28,813	8.2	71%
Band 8	27,382	8.1	70%
Band 9	25,408	8.1	70%
Band 10 (Least Deprived)	22,258	8.1	69%

# 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	31,568	8.3	75%
16-18 Classroom Learning	155,573	8.0	67%
19+ Apprenticeships	51,012	8.6	79%
Adult Workplace Learning	9,267	8.9	86%
19+ Classroom Learning	101,567	8.4	75%

# 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	204,641	8.1	69%
Other Public Funded e.g. LAs and HE	34,514	8.5	77%
Private Sector Public Funded	91,623	8.5	79%
Special & Specialist Designated Colleges	13,780	8.0	67%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	117,036	8.1	69%
	Medium (4,000-7,000)	59,805	8.0	68%
	Small (<4,000)	27,800	8.1	69%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	20,145	8.5	77%
	Medium (500-2,000)	12,457	8.5	77%
	Small (<500)	1,912	8.4	75%
Private Sector Public Funded	Large (2,000+ learners)	32,987	8.5	78%
	Medium (500-2,000)	40,509	8.5	79%
	Small (<500)	18,127	8.5	78%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,511	8.0	68%
	Medium (1,000-2,500)	5,169	7.8	63%
	Small (<1,000)	1,100	8.3	73%

# OFSTED Grade

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

OFSTED Grade (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,104	8.4	78%
Good	56,360	8.2	70%
Requires Improvement	25,293	8.1	69%
Inadequate	2,829	8.0	65%

OFSTED Grade (2013/14)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	9,177	8.1	71%
Good	37,798	8.2	72%
Requires Improvement	13,095	8.0	68%
Inadequate	2,424	7.9	64%



# LEP Areas (1)

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

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Greater Cambridge & Peterborough	EE	10,057	8.1	69%
Hertfordshire	EE	5,682	8.1	70%
New Anglia	EE	10,012	8.2	72%
D2N2	EM	13,425	8.3	73%
Greater Lincolnshire	EM	7,519	8.2	73%
Leicester and Leicestershire	EM	6,477	8.1	70%
Northamptonshire	EM	4,637	7.8	64%
South East Midlands	EM	9,392	8.0	66%
London	GL	50,068	8.2	70%
North Eastern	NE	18,183	8.5	77%
Tees Valley	NE	8,328	8.3	74%
Cheshire and Warrington	NW	5,593	8.3	73%
Cumbria	NW	4,170	8.3	73%
Greater Manchester	NW	18,358	8.3	73%
Lancashire	NW	9,331	8.3	75%
Liverpool City Region	NW	11,785	8.4	77%
Buckinghamshire Thames Valley	SE	2,348	8.0	67%
Coast to Capital	SE	10,531	8.2	70%
Enterprise M3	SE	6,793	8.2	70%
Oxfordshire	SE	2,260	8.2	71%
Solent	SE	9,372	8.2	72%
South East	SE	21,277	8.2	70%
Thames Valley Berkshire	SE	4,300	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	2,685	8.4	75%
Dorset	SW	5,081	8.1	69%
Gloucestershire	SW	3,525	7.9	65%
Heart of the South West	SW	13,797	8.2	72%
Swindon and Wiltshire	SW	2,772	8.3	74%
West of England	SW	6,644	8.2	72%
Worcestershire	SW	3,794	8.0	66%
Black Country	WM	9,088	8.4	75%
Coventry and Warwickshire	WM	6,372	8.4	74%
Greater Birmingham and Solihull	WM	15,157	8.3	73%
Stoke-on-Trent and Staffordshire	WM	7,192	8.4	76%
The Marches	WM	5,051	8.0	69%
Humber	YH	6,998	8.3	74%
Leeds City Region	YH	16,940	8.3	74%
Sheffield City Region	YH	10,938	8.4	76%
York and North Yorkshire	YH	6,902	8.2	73%

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

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# Key Findings 1

- Satisfaction with the help staff gave in the first few weeks varied by age group. For the youngest age group (16-18) 73% of respondents gave a score of 8 or more, compared to groups for learners aged 25 and over where over 80% scored 8 or more.
- Respondents who lived in areas of highest deprivation gave a higher satisfaction score compared to those in least deprived areas. 80% of respondents living in the most deprived band scored 8 or higher compared to 75% in the least deprived band.

# Key Findings 2

- 73% of respondents attending Special Colleges and Specialist Designated Colleges (SDCs) gave a score of 8 or more compared to 85% of respondents attending Other Public Funded providers and 74% 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	182,034	8.3	73%
19-24	61,535	8.6	79%
25-34	39,778	8.8	83%
35-44	29,989	8.9	84%
45-59	26,514	8.9	86%
60+	4,708	9.2	90%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	181,335	8.5	78%
Male	163,223	8.5	77%

# 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	26,804	9.0	86%
Level 1	43,449	8.7	81%
Level 2	120,329	8.6	79%
Level 3+	153,976	8.3	74%

# Learner Deprivation

Deprivation	Base	Mean Score	% of Respondents Scoring 8 or More
Band 1 (Most Deprived)	50,156	8.7	80%
Band 2	44,944	8.6	79%
Band 3	40,712	8.5	78%
Band 4	36,803	8.5	78%
Band 5	33,670	8.5	77%
Band 6	31,157	8.4	77%
Band 7	28,813	8.4	77%
Band 8	27,382	8.4	76%
Band 9	25,408	8.4	76%
Band 10 (Least Deprived)	22,258	8.3	75%



# 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	31,568	8.5	79%
16-18 Classroom Learning	155,573	8.2	72%
19+ Apprenticeships	51,012	8.7	82%
Adult Workplace Learning	9,267	9.0	89%
19+ Classroom Learning	101,567	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	204,641	8.3	74%
Other Public Funded e.g. LAs and HE	34,514	8.9	85%
Private Sector Public Funded	91,623	8.8	83%
Special & Specialist Designated Colleges	13,780	8.3	73%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	117,036	8.3	74%
	Medium (4,000-7,000)	59,805	8.3	73%
	Small (<4,000)	27,800	8.3	74%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	20,145	8.9	85%
	Medium (500-2,000)	12,457	8.9	84%
	Small (<500)	1,912	8.7	80%
Private Sector Public Funded	Large (2,000+ learners)	32,987	8.8	83%
	Medium (500-2,000)	40,509	8.8	84%
	Small (<500)	18,127	8.7	82%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,511	8.3	74%
	Medium (1,000-2,500)	5,169	8.1	69%
	Small (<1,000)	1,100	8.8	83%

# OFSTED Grade

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

OFSTED Grade (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,104	8.6	81%
Good	56,360	8.4	76%
Requires Improvement	25,293	8.3	74%
Inadequate	2,829	8.4	74%

OFSTED Grade (2013/14)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	9,177	8.4	77%
Good	37,798	8.5	77%
Requires Improvement	13,095	8.3	74%
Inadequate	2,424	8.2	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	10,057	8.3	74%
Hertfordshire	EE	5,682	8.4	75%
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D2N2	EM	13,425	8.5	78%
Greater Lincolnshire	EM	7,519	8.5	79%
Leicester and Leicestershire	EM	6,477	8.5	77%
Northamptonshire	EM	4,637	8.1	70%
South East Midlands	EM	9,392	8.2	72%
London	GL	50,068	8.3	74%
North Eastern	NE	18,183	8.8	83%
Tees Valley	NE	8,328	8.6	80%
Cheshire and Warrington	NW	5,593	8.6	79%
Cumbria	NW	4,170	8.7	82%
Greater Manchester	NW	18,358	8.7	80%
Lancashire	NW	9,331	8.6	80%
Liverpool City Region	NW	11,785	8.7	82%
Buckinghamshire Thames Valley	SE	2,348	8.3	73%
Coast to Capital	SE	10,531	8.4	75%
Enterprise M3	SE	6,793	8.4	76%
Oxfordshire	SE	2,260	8.4	75%
Solent	SE	9,372	8.5	77%
South East	SE	21,277	8.5	76%
Thames Valley Berkshire	SE	4,300	8.3	74%

# 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	2,685	8.7	83%
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Gloucestershire	SW	3,525	8.2	71%
Heart of the South West	SW	13,797	8.5	78%
Swindon and Wiltshire	SW	2,772	8.5	77%
West of England	SW	6,644	8.5	77%
Worcestershire	SW	3,794	8.2	72%
Black Country	WM	9,088	8.6	79%
Coventry and Warwickshire	WM	6,372	8.6	80%
Greater Birmingham and Solihull	WM	15,157	8.5	78%
Stoke-on-Trent and Staffordshire	WM	7,192	8.6	81%
The Marches	WM	5,051	8.4	75%
Humber	YH	6,998	8.6	80%
Leeds City Region	YH	16,940	8.6	80%
Sheffield City Region	YH	10,938	8.7	82%
York and North Yorkshire	YH	6,902	8.5	79%

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

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# 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 72% of 16-18 year olds.
- Female respondents gave a slightly higher satisfaction score than males when rating the teaching on their course.
- As with previous questions, Level 3 learners were least satisfied with the teaching on their course and only 72% 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.
- 91% 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
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# Funding Stream

How good or bad is the teaching on your course?

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# Provider Type & Size

How good or bad is the teaching on your course?

Provider Type	Base	Mean Score	% of Respondents Scoring 8 or More
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Other Public Funded e.g. LAs and HE	34,514	9.1	89%
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Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	117,036	8.3	74%
	Medium (4,000-7,000)	59,805	8.3	73%
	Small (<4,000)	27,800	8.3	73%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	20,145	9.2	90%
	Medium (500-2,000)	12,457	9.1	88%
	Small (<500)	1,912	8.8	82%
Private Sector Public Funded	Large (2,000+ learners)	32,987	8.9	86%
	Medium (500-2,000)	40,509	8.9	85%
	Small (<500)	18,127	8.7	82%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,511	8.1	70%
	Medium (1,000-2,500)	5,169	7.9	65%
	Small (<1,000)	1,100	8.6	81%

# OFSTED Grade

How good or bad is the teaching on your course?

OFSTED Grade (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,104	8.6	82%
Good	56,360	8.4	76%
Requires Improvement	25,293	8.4	74%
Inadequate	2,829	8.3	72%

OFSTED Grade (2013/14)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	9,177	8.4	77%
Good	37,798	8.5	78%
Requires Improvement	13,095	8.3	73%
Inadequate	2,424	8.3	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 10,057	8.3	74%
Hertfordshire	EE 5,682	8.4	75%
New Anglia	EE 10,012	8.5	76%
D2N2	EM 13,425	8.5	78%
Greater Lincolnshire	EM 7,519	8.5	77%
Leicester and Leicestershire	EM 6,477	8.6	79%
Northamptonshire	EM 4,637	8.0	67%
South East Midlands	EM 9,392	8.2	71%
London	GL 50,068	8.5	77%
North Eastern	NE 18,183	8.8	84%
Tees Valley	NE 8,328	8.6	80%
Cheshire and Warrington	NW 5,593	8.5	78%
Cumbria	NW 4,170	8.7	82%
Greater Manchester	NW 18,358	8.7	81%
Lancashire	NW 9,331	8.6	79%
Liverpool City Region	NW 11,785	8.8	83%
Buckinghamshire Thames Valley	SE 2,348	8.3	72%
Coast to Capital	SE 10,531	8.5	76%
Enterprise M3	SE 6,793	8.4	75%
Oxfordshire	SE 2,260	8.5	77%
Solent	SE 9,372	8.5	78%
South East	SE 21,277	8.5	77%
Thames Valley Berkshire	SE 4,300	8.3	74%

# 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	2,685	8.8	83%
Dorset	SW	5,081	8.4	75%
Gloucestershire	SW	3,525	8.0	69%
Heart of the South West	SW	13,797	8.5	78%
Swindon and Wiltshire	SW	2,772	8.5	78%
West of England	SW	6,644	8.5	77%
Worcestershire	SW	3,794	8.1	69%
Black Country	WM	9,088	8.6	78%
Coventry and Warwickshire	WM	6,372	8.6	80%
Greater Birmingham and Solihull	WM	15,157	8.6	80%
Stoke-on-Trent and Staffordshire	WM	7,192	8.6	80%
The Marches	WM	5,051	8.3	75%
Humber	YH	6,998	8.6	79%
Leeds City Region	YH	16,940	8.6	80%
Sheffield City Region	YH	10,938	8.7	82%
York and North Yorkshire	YH	6,902	8.5	77%



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 83% of all responses scoring 8 or higher.
- Over 90% of respondents aged 25 and over gave a score of 8 or higher when rating their satisfaction with 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 76% 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	182,034	8.4	77%
19-24	61,535	9.0	87%
25-34	39,778	9.3	92%
35-44	29,989	9.4	93%
45-59	26,514	9.4	94%
60+	4,708	9.6	96%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	181,335	8.9	84%
Male	163,223	8.7	82%

# 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	26,804	9.3	91%
Level 1	43,449	9.0	86%
Level 2	120,329	8.9	86%
Level 3+	153,976	8.6	80%

# 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)	50,156	9.0	86%
Band 2	44,944	8.9	84%
Band 3	40,712	8.9	84%
Band 4	36,803	8.8	84%
Band 5	33,670	8.8	83%
Band 6	31,157	8.8	83%
Band 7	28,813	8.8	82%
Band 8	27,382	8.7	82%
Band 9	25,408	8.7	81%
Band 10 (Least Deprived)	22,258	8.7	81%

# 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	31,568	8.9	85%
16-18 Classroom Learning	155,573	8.4	76%
19+ Apprenticeships	51,012	9.3	93%
Adult Workplace Learning	9,267	9.4	95%
19+ Classroom Learning	101,567	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	204,641	8.6	79%
Other Public Funded e.g. LAs and HE	34,514	9.4	92%
Private Sector Public Funded	91,623	9.2	91%
Special & Specialist Designated Colleges	13,780	8.3	74%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	117,036	8.6	80%
	Medium (4,000-7,000)	59,805	8.6	79%
	Small (<4,000)	27,800	8.5	78%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	20,145	9.4	93%
	Medium (500-2,000)	12,457	9.3	92%
	Small (<500)	1,912	9.1	88%
Private Sector Public Funded	Large (2,000+ learners)	32,987	9.3	92%
	Medium (500-2,000)	40,509	9.3	91%
	Small (<500)	18,127	9.1	89%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,511	8.3	74%
	Medium (1,000-2,500)	5,169	8.2	70%
	Small (<1,000)	1,100	9.0	87%



# OFSTED Grade

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

OFSTED Grade (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,104	8.9	87%
Good	56,360	8.8	82%
Requires Improvement	25,293	8.7	81%
Inadequate	2,829	8.7	81%

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Inadequate	2,424	8.5	76%

# 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 10,057	8.6	80%
Hertfordshire	EE 5,682	8.7	81%
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D2N2	EM 13,425	8.8	84%
Greater Lincolnshire	EM 7,519	8.7	82%
Leicester and Leicestershire	EM 6,477	8.8	83%
Northamptonshire	EM 4,637	8.3	74%
South East Midlands	EM 9,392	8.5	77%
London	GL 50,068	8.7	82%
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Enterprise M3	SE 6,793	8.6	79%
Oxfordshire	SE 2,260	8.8	84%
Solent	SE 9,372	8.8	83%
South East	SE 21,277	8.8	82%
Thames Valley Berkshire	SE 4,300	8.6	80%

# LEP Areas (2)

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

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Cornwall and the Isles of Scilly	SW	2,685	9.1	89%
Dorset	SW	5,081	8.7	81%
Gloucestershire	SW	3,525	8.4	76%
Heart of the South West	SW	13,797	8.8	84%
Swindon and Wiltshire	SW	2,772	8.8	85%
West of England	SW	6,644	8.8	83%
Worcestershire	SW	3,794	8.5	78%
Black Country	WM	9,088	8.9	84%
Coventry and Warwickshire	WM	6,372	8.9	85%
Greater Birmingham and Solihull	WM	15,157	8.9	85%
Stoke-on-Trent and Staffordshire	WM	7,192	8.9	86%
The Marches	WM	5,051	8.7	81%
Humber	YH	6,998	8.8	84%
Leeds City Region	YH	16,940	8.9	85%
Sheffield City Region	YH	10,938	9.0	87%
York and North Yorkshire	YH	6,902	8.8	83%

Question 5: How good or bad is the advice you have been given about what you can do after this course?

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# 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 63% of respondents gave a score of 8 or more which resulted in a mean score of 7.8.
- The satisfaction ratings were highest at the lower levels (80% scored 8+ at Entry Level) compared to the higher levels (63% scored 8+ at Level 3).
- There are differences in satisfaction between the deprivation bands, with the highest rating in the most deprived band (73% scored 8+ in the most deprived band compared to 63% in the least deprived band).

# Key Findings 2

- Respondents in North Eastern and Liverpool City Region LEP Areas gave the highest level of satisfaction with the advice given (74% scored 8+) whereas respondents in Northamptonshire and Gloucestershire LEP Areas were the least satisfied (59% 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	182,034	7.8	63%
19-24	61,535	8.2	71%
25-34	39,778	8.5	77%
35-44	29,989	8.6	79%
45-59	26,514	8.6	79%
60+	4,708	8.8	83%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	181,335	8.1	69%
Male	163,223	8.0	68%

# 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	26,804	8.6	80%
Level 1	43,449	8.3	74%
Level 2	120,329	8.2	71%
Level 3+	153,976	7.8	63%



# 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)	50,156	8.3	73%
Band 2	44,944	8.2	71%
Band 3	40,712	8.1	70%
Band 4	36,803	8.1	69%
Band 5	33,670	8.0	68%
Band 6	31,157	7.9	66%
Band 7	28,813	7.9	66%
Band 8	27,382	7.9	65%
Band 9	25,408	7.9	64%
Band 10 (Least Deprived)	22,258	7.8	63%

# 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	31,568	8.0	68%
16-18 Classroom Learning	155,573	7.7	62%
19+ Apprenticeships	51,012	8.4	76%
Adult Workplace Learning	9,267	8.9	86%
19+ Classroom Learning	101,567	8.3	74%

# 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	204,641	7.9	65%
Other Public Funded e.g. LAs and HE	34,514	8.4	75%
Private Sector Public Funded	91,623	8.4	76%
Special & Specialist Designated Colleges	13,780	7.6	58%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	117,036	7.9	65%
	Medium (4,000-7,000)	59,805	7.9	65%
	Small (<4,000)	27,800	7.9	65%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	20,145	8.4	75%
	Medium (500-2,000)	12,457	8.3	74%
	Small (<500)	1,912	8.2	70%
Private Sector Public Funded	Large (2,000+ learners)	32,987	8.5	78%
	Medium (500-2,000)	40,509	8.4	77%
	Small (<500)	18,127	8.2	72%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,511	7.6	58%
	Medium (1,000-2,500)	5,169	7.4	56%
	Small (<1,000)	1,100	8.1	69%

# OFSTED Grade

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

OFSTED Grade (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,104	8.2	73%
Good	56,360	8.0	67%
Requires Improvement	25,293	7.9	65%
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# LEP Areas (1)

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Coast to Capital	SE 10,531	7.9	65%
Enterprise M3	SE 6,793	7.8	63%
Oxfordshire	SE 2,260	7.9	66%
Solent	SE 9,372	7.9	64%
South East	SE 21,277	7.9	66%
Thames Valley Berkshire	SE 4,300	7.8	63%

# LEP Areas (2)

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

LEP Area		Base	Mean Score	% of Respondents Scoring 8 or More
Cornwall and the Isles of Scilly	SW	2,685	8.3	72%
Dorset	SW	5,081	7.8	65%
Gloucestershire	SW	3,525	7.6	59%
Heart of the South West	SW	13,797	8.0	67%
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Humber	YH	6,998	8.1	69%
Leeds City Region	YH	16,940	8.1	71%
Sheffield City Region	YH	10,938	8.2	73%
York and North Yorkshire	YH	6,902	8.1	69%

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

07

# Key Findings

- 80% of female respondents scored 8 or more when asked “How good or bad is the support you get on this course?” compared to 78% of males.
- 88% of respondents who attended Other Public Funded providers scored 8 or more, compared to 75% for General FE Colleges and 71% 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	182,034	8.3	73%
19-24	61,535	8.7	82%
25-34	39,778	9.0	88%
35-44	29,989	9.1	88%
45-59	26,514	9.2	90%
60+	4,708	9.4	94%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	181,335	8.7	80%
Male	163,223	8.5	78%

# 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
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# Provider Type & Size

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

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	Small (<500)	18,127	8.8	84%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,511	8.2	73%
	Medium (1,000-2,500)	5,169	8.0	67%
	Small (<1,000)	1,100	8.8	82%

# OFSTED Grade

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

OFSTED Grade (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
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Tees Valley	NE	8,328	8.7	81%
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Cumbria	NW	4,170	8.8	83%
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Solent	SE	9,372	8.5	77%
South East	SE	21,277	8.6	78%
Thames Valley Berkshire	SE	4,300	8.4	76%

# 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	2,685	8.9	85%
Dorset	SW	5,081	8.4	76%
Gloucestershire	SW	3,525	8.2	72%
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Leeds City Region	YH	16,940	8.7	81%
Sheffield City Region	YH	10,938	8.8	83%
York and North Yorkshire	YH	6,902	8.6	79%



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

08

# Key Findings 1

- 71% 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 75% of females.
- As with the other questions in the survey the youngest age group (16-18) has the lowest level of satisfaction (65% scored 8 or higher) while the older age groups have a much higher level of satisfaction.

# Key Findings 2

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

# Age Band and Sex

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

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	182,034	7.8	65%
19-24	61,535	8.5	78%
25-34	39,778	8.9	84%
35-44	29,989	8.9	86%
45-59	26,514	9.0	88%
60+	4,708	9.1	88%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	181,335	8.4	75%
Male	163,223	8.2	71%

# 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	26,804	8.9	85%
Level 1	43,449	8.5	77%
Level 2	120,329	8.5	78%
Level 3+	153,976	7.9	66%

# 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)	50,156	8.5	77%
Band 2	44,944	8.4	75%
Band 3	40,712	8.3	75%
Band 4	36,803	8.3	73%
Band 5	33,670	8.2	73%
Band 6	31,157	8.2	72%
Band 7	28,813	8.2	71%
Band 8	27,382	8.1	71%
Band 9	25,408	8.1	70%
Band 10 (Least Deprived)	22,258	8.0	69%

# 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	31,568	8.6	80%
16-18 Classroom Learning	155,573	7.7	62%
19+ Apprenticeships	51,012	9.1	89%
Adult Workplace Learning	9,267	9.2	93%
19+ Classroom Learning	101,567	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	204,641	7.9	66%
Other Public Funded e.g. LAs and HE	34,514	8.8	84%
Private Sector Public Funded	91,623	9.0	87%
Special & Specialist Designated Colleges	13,780	7.7	61%

Provider Type	Size	Base	Mean Score	% of Respondents Scoring 8 or More
General FE College incl Tertiary	Large (7,000+ learners)	117,036	7.9	67%
	Medium (4,000-7,000)	59,805	7.9	65%
	Small (<4,000)	27,800	7.9	65%
Other Public Funded i.e LAs and HE	Large (2,000+ learners)	20,145	8.8	84%
	Medium (500-2,000)	12,457	8.9	84%
	Small (<500)	1,912	8.7	80%
Private Sector Public Funded	Large (2,000+ learners)	32,987	9.1	89%
	Medium (500-2,000)	40,509	9.0	87%
	Small (<500)	18,127	8.8	83%
Special & Specialist Designated Colleges	Large (2,500+ learners)	7,511	7.7	61%
	Medium (1,000-2,500)	5,169	7.5	57%
	Small (<1,000)	1,100	8.5	77%



# OFSTED Grade

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

OFSTED Grade (2012/13)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	5,104	8.5	79%
Good	56,360	8.2	72%
Requires Improvement	25,293	8.0	68%
Inadequate	2,829	7.9	64%

OFSTED Grade (2013/14)	Base	Mean Score	% of Respondents Scoring 8 or More
Outstanding	9,177	8.1	71%
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Inadequate	2,424	7.7	61%

# LEP Areas (1)

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

LEP Area	Base	Mean Score	% of Respondents Scoring 8 or More
Greater Cambridge & Peterborough	EE 10,057	8.0	68%
Hertfordshire	EE 5,682	8.2	72%
New Anglia	EE 10,012	8.2	72%
D2N2	EM 13,425	8.3	73%
Greater Lincolnshire	EM 7,519	8.2	72%
Leicester and Leicestershire	EM 6,477	8.2	71%
Northamptonshire	EM 4,637	7.6	60%
South East Midlands	EM 9,392	7.9	65%
London	GL 50,068	8.1	70%
North Eastern	NE 18,183	8.6	80%
Tees Valley	NE 8,328	8.4	75%
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Enterprise M3	SE 6,793	8.1	70%
Oxfordshire	SE 2,260	8.3	73%
Solent	SE 9,372	8.2	71%
South East	SE 21,277	8.2	71%
Thames Valley Berkshire	SE 4,300	8.1	70%

# 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	2,685	8.7	81%
Dorset	SW	5,081	8.1	69%
Gloucestershire	SW	3,525	7.8	63%
Heart of the South West	SW	13,797	8.3	73%
Swindon and Wiltshire	SW	2,772	8.3	74%
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Leeds City Region	YH	16,940	8.4	76%
Sheffield City Region	YH	10,938	8.5	79%
York and North Yorkshire	YH	6,902	8.2	73%

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

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# 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. 61% of 16-18 year olds gave a response of 8 or higher for this question, compared to 74% of 19-24 year olds, 82% of 25-34 year olds and rising to 85% of those aged 60 and over.
- Again females have a higher satisfaction score than males for this question.

# Key Findings 2

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

# Age Band and Sex

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

Age Band	Base	Mean Score	% of Respondents Scoring 8 or More
16-18	182,034	7.7	61%
19-24	61,535	8.3	74%
25-34	39,778	8.7	82%
35-44	29,989	8.8	83%
45-59	26,514	8.9	85%
60+	4,708	8.9	85%

Sex	Base	Mean Score	% of Respondents Scoring 8 or More
Female	181,335	8.2	71%
Male	163,223	8.0	67%

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

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# LEP Areas (2)

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

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Cornwall and the Isles of Scilly	SW	2,685	8.5	76%
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Question 9: Overall, how good or bad  
do you think the provider is?

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# Key Findings 1

- Overall satisfaction with the provider is highest among older learners, whilst satisfaction amongst the youngest aged group (16-18) is lower.
- Female learners are more satisfied with their provider than male learners.
- Respondents studying with a highest level at Entry Level are significantly more satisfied (87% of respondents scored 8 or higher) than those studying at Level 3+ (71%).
- 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 'Hospitality and Catering' having the highest satisfaction (92% of respondents score 8 or more) whilst the lowest satisfaction was in Engineering (76%).

# Age Band and Sex

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

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# LEP Areas (2)

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Sheffield City Region	YH	10,938	8.6	81%
York and North Yorkshire	YH	6,902	8.5	77%

# 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	42,526	8.4	76%
Science & Mathematics	5,838	8.1	68%
Agriculture, Horticulture & Animal Care	11,894	8.0	69%
Engineering & Manufacturing Technologies	28,018	8.3	73%
Construction, Planning & the Built Environment	18,000	8.2	73%
ICT	16,145	8.3	74%
Retail & Commercial Enterprise	33,332	8.5	78%
Leisure, Travel & Tourism	14,919	8.1	70%
Arts, Media & Publishing	25,863	8.2	72%
History, Philosophy & Theology	1,142	8.3	74%
Social Sciences	325	8.6	79%
Languages, Literature & Culture	2,553	8.6	81%
Education & Training	4,512	8.8	83%
Preparation for Life & Work	24,964	8.9	85%
Business, Admin & Law	32,242	8.7	81%
Learner on 2+ A levels	10,324	7.8	64%

# 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	9,467	9.2	91%
Public Services	351	8.6	81%
Child Development and Well Being	4,618	9.1	89%
Horticulture and Forestry	425	9.1	90%
Animal Care and Veterinary Science	1,611	8.7	81%
Engineering	2,142	8.3	76%
Manufacturing Technologies	8,042	8.5	78%
Transportation Operations and Maintenance	3,535	8.7	83%
Building and Construction	5,422	8.4	78%
ICT Practitioners	1,147	8.4	77%
ICT for Users	987	8.9	85%
Retailing and Wholesaling	1,691	9.0	90%
Warehousing and Distribution	1,103	9.1	90%
Service Enterprises	6,710	9.1	89%
Hospitality and Catering	2,591	9.3	92%
Sport, Leisure and Recreation	1,998	8.7	83%
Direct Learning Support	641	8.7	84%
Accounting and Finance	2,148	8.5	79%
Administration	14,883	9.0	87%
Business Management	5,437	9.2	91%