

Officer Cadet Survey 2016-17



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ACTION

- MOD TESRR
- NAVY COMMAND
- LAND FORCES
- AIR COMMAND

INFORMATION

- BRITANNIA ROYAL NAVAL COLLEGE DARTMOUTH (BRNC)
- COMMANDO TRAINING CENTRE ROYAL MARINES LYMPSTONE (CTCRM)
- ROYAL MILITARY ACADEMY SANDHURST (RMAS)
- ROYAL AIR FORCE COLLEGE CRANWELL (RAFC)

Ipsos MORI quality

- Ipsos MORI's reputation for excellence stems from our insistence on quality at every stage of a research project. We will not accept interference from clients who wish to bias results in any way. We are happy to confirm that at no stage in this project has the MOD or any other body attempted to impose leading questions, or seek anything other than a genuine representation of the views of the recruits, trainees and cadets.
- ***This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252:2012 and with the Ipsos MORI Terms and Conditions.***





Executive summary

Army Executive Summary

Key points

- Responses were received from 319 Army officer cadets, a response rate of 57%.
- Responses from Army officer cadets have been mixed this year, with falls in many categories but also gains in the facilities and amenities and general sections. Notably there has been a decrease in the proportion of cadets who knew how to complain about bad or unfair treatment and also a fall in those saying that complains were dealt with fairly.

Facilities and amenities

- Results in this section were mixed. There were improvements since 2015 in ratings for standard of living (50% to 69%), access to the gym in spare time (69% to 80%) and provision of free Wi-Fi hotspots (52% to 63%). However, there were falls this year in ratings for opportunities for competitive sport and standard of training facilities (74% to 62% and 95% to 90% respectively).

Fairness

- There were several falls in the fairness category since 2015. This year, Army officer cadets were less likely to say they were aware of how to complain about bad or unfair treatment (93% to 86%) or that they were fully knowledgeable about the Service Complaints Ombudsman (40% to 23%). A smaller proportion agreed that complaints were dealt with in a fair manner (62% to 46%).

Setbacks during training

- There were no gains or falls in this section compared with last year.

General

- Army officer cadets were less positive about some general aspects of their training experience than last year, including feeling challenged (98% to 94%) and the commitment of staff to do everything they could to help the cadet succeed (85% to 77%). A particularly noteworthy fall was in ratings regarding morale being good on their course (84% to 68%).
- However, a higher proportion of officer cadets received an explanation of training objectives and aims (78% to 86%).



Army Executive Summary

Key areas of change

Gains	% 2015-16	% 2016-17
FACILITIES AND AMENITIES		
Standard of living accommodation	50%	69%
Access to gym in spare time	69%	80%
Free WIFI hotspots	52%	63%
GENERAL		
Explanation of training objectives and aims	78%	86%

Falls	% 2015-16	% 2016-17
FACILITIES AND AMENITIES		
Competitive sport opportunities	74%	62%
Standard of training facilities	95%	90%
FAIRNESS		
Awareness how to complain	93%	86%
Knowledge of Service Complaints Ombudsman	40%	23%
Whether complaints dealt with in a fair manner	62%	46%
GENERAL		
Felt challenged	98%	94%
Morale	84%	68%
Commitment of staff to support success	85%	77%

Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.



Royal Navy Executive Summary

Key points

- Response rates for Royal Navy officer cadets stand at (100%, 349 officer cadets).
- Responses from Royal Navy officer cadets have been mixed this year. Whilst there have been some gains across the board, the general section has seen a fall for a number of the attributes, with no gains in this area.

Facilities and amenities

- This year, officer cadets were less positive about the standard of living accommodation (51% to 39%) and slightly fewer were given the option to comment on the food (86% to 80%).
- However, cadets responded more positively about medical care (75% to 85%), the provision of free Wi-Fi hotspots (67% to 86%) and laundry facilities (15% to 26%).

Fairness

- Compared with 2015, officer cadets were less likely to have full knowledge of the Service Complaints Ombudsman (34% to 27%) and to agree that officer cadets were all treated fairly (81% to 74%). A slightly higher, but statistically significant, proportion felt they were badly treated by officer cadets (2% to 1%).

Setbacks during training

- A higher proportion of Royal Navy officer cadets agreed that staff supported them when they were ill or injured this year (80% to 90%).

General

- There were several falls in this category compared with last year. Smaller proportions of cadets felt a sense of achievement, challenge and pride (90% to 84%, 84% to 77% and 93% to 89% respectively), and smaller proportions received regular feedback on performance (68% to 60%) or an explanation of the objectives and aims of the training (76% to 69%).



Royal Navy Executive Summary

Key areas of change

Gains	% 2015-16	% 2016-17
RECRUITMENT AND PREPARING FOR TRAINING		
Information to prepare for physical demands	47%	59%
FACILITIES AND AMENITIES		
Medical care	75%	85%
Free Wi-Fi hotspots	67%	86%
Laundry facilities	15%	26%
FAIRNESS		
Badly or unfairly treated by other cadets	2%	1%
SETBACKS DURING TRAINING		
Staff supported/helped during illness/injury	80%	90%

Falls	% 2015-16	% 2016-17
FACILITIES AND AMENITIES		
Standard of living accommodation	51%	39%
Option to comment on food	86%	80%
FAIRNESS		
Knowledge of Service Complaints Ombudsman	34%	27%
Fair treatment of cadets	81%	74%
GENERAL		
Sense of achievement	90%	84%
Felt challenged	84%	77%
Pride	93%	89%
Regular feedback on performance	68%	60%
Explanation of training objectives and aims	76%	69%

Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.

RAF Executive Summary

Key points

- 368 RAF officer cadets completed the survey, a response rate of 94%. This is consistent with last year.
- As with other services, some gains are seen in ratings by RAF officer cadets but these are outweighed by the number of attributes that have fallen.

Recruitment and preparing for training

- There was a decrease in the proportion who thought the information provided prior to arrival gave an accurate picture of what life was like at the unit, down from 61% to 52%.

Facilities and amenities

- There were increases in many of the ratings for facilities and amenities including access to IT for personal use and internet access. There was however a fall in the rating for the opportunity for competitive sport (46% to 30%).

Support

- RAF officer cadet scores in the support section were broadly stable since 2015. However, there were falls in this area with a fall in the proportion of officer cadets who thought that there was a member of staff available to help with personal or emotional problems (90% to 85%) and a fall in the proportion who felt they could practise their faith or religion (28% to 18%).

Fairness

- While RAF officer cadets generally felt that they were supported, there were falls in the fairness section. Of note, there was a fall in the proportion of officer cadets who claimed all were treated fairly (74% to 67%) and an increase in the number of officer cadets saying that they were badly or unfairly treated by staff (3% to 7%).

General

- While RAF officer cadets are more satisfied with many aspects of the facilities, some attitudes towards the training itself have declined since 2015; statements around a sense of achievement, enjoyment of the course, morale, feeling prepared for the next stage and believing that staff/instructors did all they could to help all falling by over four percentage points.



RAF Executive Summary

Key areas of change

Gains	% 2015-16	% 2016-17
FACILITIES AND AMENITIES		
Access to IT for personal use	59	79
Internet Access	63	72
Access to gym in spare time	43	54
Provision of free Wi-Fi hotspots	14	22
IT support for hardware issues	19	27

Falls	% 2015-16	% 2016-17
RECRUITMENT AND PREPARING FOR TRAINING		
Information gave accurate picture of life at unit	61	52
FACILITIES AND AMENITIES		
Opportunity for competitive sport	46	30
SUPPORT		
Opportunity to practise your faith/religion	28	18
Someone for personal and emotional problems	90	85
FAIRNESS		
Knowledge of Service Complaints Ombudsman	31	23
Cadets were all treated fairly	74	67
Believe unfairly treated by staff	3	7
Complaints dealt with in a fair manner	58	47
GENERAL		
Feel sense of achievement	95	90
Enjoyed the course	79	69
Morale was good on my course	89	76
Staff/instructors did all they could to help me succeed	87	81
Feel prepared to go onto the next stage of my career	88	80

Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.

Royal Marines Executive Summary

Key points

- 32 Royal Marines officer cadets completed the survey, a response rate of 58%. As the number of Royal Marine cadets has tended to be low since the survey started, there can be large fluctuations in the trend data but very few significant changes over time.
- Despite small base sizes, responses for Royal Marines officer cadets were extremely positive with 100% of officer cadets agreeing with certain questions, particularly those in the general section.

Recruitment and preparing for training

- There has been an increase in the proportion of Royal Marines officer cadets who believe that information prior to arrival gave an accurate picture of what life would be like at their unit (35% to 63%). All other measures in this section remained stable.

Facilities and amenities

- There were large gains in multiple facilities ratings including the standard of living accommodation (32% to 88%), sports facilities (65% to 97%) and internet access (48% to 84%). There was also an increase in scores for food (6% to 50%).

Support

- Encouragingly, there were no falls in the support section. There were gains in terms of the opportunity to talk privately with staff, the opportunity to practise your faith/religion and the opportunity to raise all concerns with a person in authority.

Fairness

- Scores in the fairness section are encouraging as they show an increase in the proportion of officer cadets who believe that all cadets were treated fairly and that complaints were handled in a fair manner. Importantly, awareness of how to complain has also improved (68% to 91%).

General

- There has only been one increase in the General section although this was in overall satisfaction with the training experience (68% to 94%). There was however a fall in those saying that they received regular feedback on performance (77% to 38%).



Royal Marines Executive Summary

Key areas of change

Gains	% 2015-16	% 2016-17
RECRUITMENT AND PREPARING FOR TRAINING		
Information gave accurate picture of life at unit	35	63
FACILITIES AND AMENITIES		
Standard of living accommodation	32	88
Sports facilities	65	97
Internet Access	48	84
Provision of free Wi-Fi hotspots	52	88
Food	6	50
Given sufficient time to eat meals	42	75
Option to comment on food	84	100
SUPPORT		
Opportunity to talk privately with training staff	74	94
Opportunity to practise your faith/religion	23	47
Opportunity to raise all concerns with authority	68	91
FAIRNESS		
Cadets were all treated fairly	68	91
Awareness of how to complain	68	91
Complaints dealt with in a fair manner	52	88
GENERAL		
Overall satisfaction with training experience	68	94

Falls	% 2015-16	% 2016-17
GENERAL		
Received regular feedback on my performance	77	38

Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.





Introduction

Background

- The Officer Cadet Survey (OCS) was established to monitor officer cadets' experience of training at all four initial officer training colleges. It was created following the success of the Recruit Trainee Survey (RTS), a tri-Service survey administered to gauge Phase 1 recruits' and Phase 2 trainees' experience of training. The RTS was established following an appraisal of initial training by the Defence Operational Capability (DOC) in 2002. The aims of the survey are to:
 - Elicit attitudes towards the quality and benefits of training provided
 - Identify any incidences of bad or unfair treatment, i.e. discrimination, harassment and bullying
- Performance is reported by Service. By analysing all responses over this period we provide an overview of the results focusing on key findings, and in doing so complement and summarise the data available on the portal.



Survey methodology

Administration

- All officer cadets who have completed at least two weeks training are invited to participate in the survey. All respondents complete an anonymous and confidential online questionnaire and are reassured that their responses cannot be attributed to them individually.

Questionnaire

- The questionnaire includes all the key questions raised by the Defence Operational Capability Audit and was developed by a Tri-Service group. On commission, Ipsos MORI made minor adjustments to the format and design of the questionnaire. The content is based on the RTS questionnaire with some modifications.
- Questions have been added, modified or removed during the course of the survey as part of a continuous improvement and review process. As such, there may be more trend data for questions which have not changed throughout the lifetime of the survey. In the last reporting period (2015) changes were implemented to make the questionnaire in line with the RTS survey, with most changes in the fairness and equality sections. For the purposes of this report, trend data is shown for the past 5 years, that is since 2011.

Continuous reporting

- During the course of the year the Services use the survey results to monitor the views of officer cadets to generally inform continuous improvement activity and instigate changes to processes if required. The data is uploaded to an online portal to which each college has constant access.
- A new online portal was implemented in June 2013 after consultation with various users of the results. Workshops have been conducted to gain feedback from survey administrators and the end users of the reports to support the process of continuous improvement.

Trends and past data

- This report represents data collected from 1st April 2016 to 31st March 2017.
- Previous data collection periods are as follows:

Label	Period
2016	1 st April 2016 – 31 st March 2017
2015	1 st April 2015 – 31 st March 2016
2014	1 st April 2014 – 31 st March 2015
2013	1 st April 2013 – 31 st March 2014
2012	1 st April 2012 – 31 st March 2013
2011	1 st April 2011 – 31 st March 2012
2010	1 st April 2010 – 31 st March 2011

- For questions where trend data is displayed, the base sizes for each year are shown in the notes section.
- Trend analysis has been conducted on all single code questions and significant trends have been commented on in the text.

Reporting

Statistical differences

- Throughout the annual report only differences that are statistically significant have been commented upon. A result is statistically significant if it is unlikely to have occurred by chance and it simply means there is statistical evidence of a difference between two figures; it does not mean the difference is necessarily large, important, or significant in the common meaning of the word. A statistical difference can still occur if the overall percentage remains the same due to the large base sizes included in the dataset. For more information please see **Annex A**.
- Only significant differences between reporting years and Services are commented on throughout the report. In the Support and Fairness sections, differences between gender, age and ethnicity (white and BAME (black and minority ethnic)) are also commented on.

Base sizes

- Throughout the report, the base size refers to the number of respondents asked a particular question. Please note the base sizes can vary as a result of certain questions only being asked for particular groups as opposed to the whole sample (e.g. those who were ill or injured) or cadets choosing not to answer the question. A note is included if the base size is particularly low (fewer than 30 respondents), and charts for a question are not shown if the base size is less than 10 respondents.

Aggregated totals

- Throughout the report there are references to aggregated totals, labelled as '% positive'. This often refers to the sum of two answer options that are affirmative to the question or statement (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'), and does not necessarily mean that the response is positive in the common meaning of the word. The aggregate score takes into account the rounding which occurs when two figures are presented separately.
- All comments and significant differences are based on the aggregated total.

Rounding

- Where percentages do not sum to 100%, this may be due rounding, the exclusion of 'don't know' categories, or multiple responses (i.e. where respondents are able to select more than one answer to a question).

Verbatim comments

- Verbatim answers to open-ended questions are collected but are not included in this report. These comments are available to each college on the online reporting platform.

Report format

- This annual report has been redesigned following a period of consultation with end users. The format of each page varies depending on the type of question but most features are the same. Please see the guide below for how to read the results:

Question text as asked in the online survey

Rating: Standard of living accommodation

19. How would you rate each of the following: Standard of living accommodation

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
% positive equals the proportion who say 'very good or good' – significant differences and comments based on this

Clarification on aggregated % positive answer options. Significant differences and trend data is based on this

Results for current year

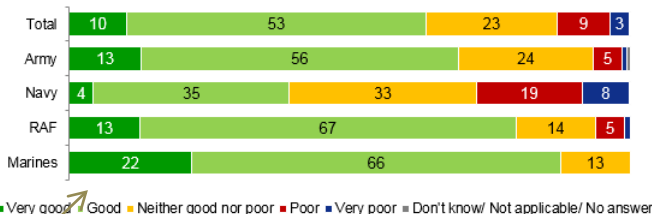
Trend data for % positive responses. All years where results are available are displayed

Base size and question routing

Significant differences based on % positive. Comparisons are made between Services and previous years

Summary of results and additional information such as previous questionnaire changes

Current year results (%)



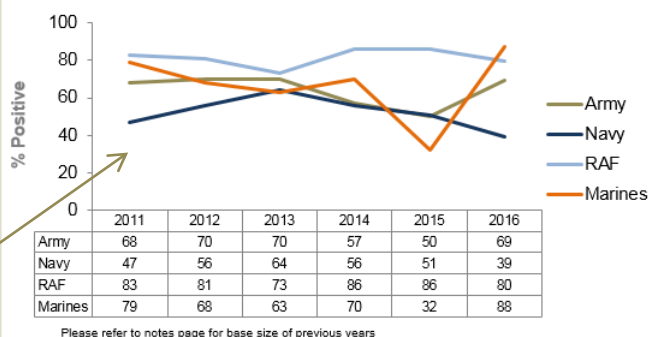
Differences



Additional information

- Overall, almost two thirds of officer cadets (64%) rated the standard of living accommodation as good or very good.
- Army and Royal Marines office cadets were both more likely to rate living accommodation as good or very good than in 2015 (50% to 69% and 32% to 88% respectively).
- However, Royal Navy officer cadets were less positive than last year (51% to 39%).

Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart. 39

Response rates

- Over the twelve-month survey period, there were 1068 responses to the questionnaire. A breakdown of responses by College is shown below:

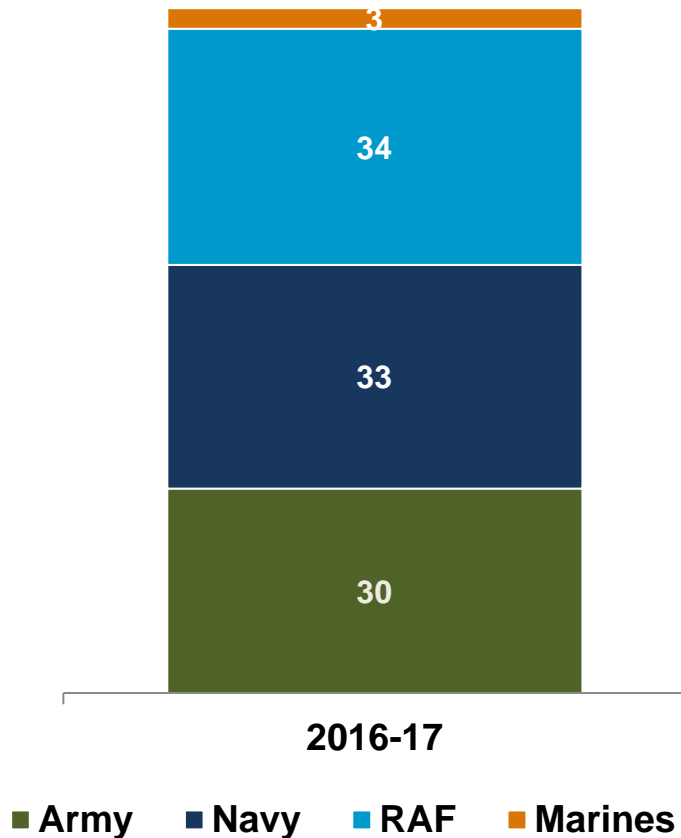
	Total Responses		Response rate % *	
	2016-17	2015-16	2016-17	2015-16
RMAS	319	212	57	38
BRNC	349	368	100	96
RAFC	368	269	94	94
CTCRM	32	31	58	86
TOTAL OCS	1068	880	78	70

- * Response rates are based on the number of officer cadets who had completed at least 2 weeks training. In some cases, officer cadets may have not been given the opportunity to complete the survey, rather than actively not choosing to complete the survey.
- Please note that, although in some places in this report, comments have been made about the ‘total’ sample, no adjustment or weighting has been applied to this date to bring it absolutely in-line with the actual (or population) Service profile.
- In addition, caution should be used when comparing results year on year where there has been a notable change in response rates. For more details about statistical reliability including calculated confidence intervals, see Annex 1 on page 237.

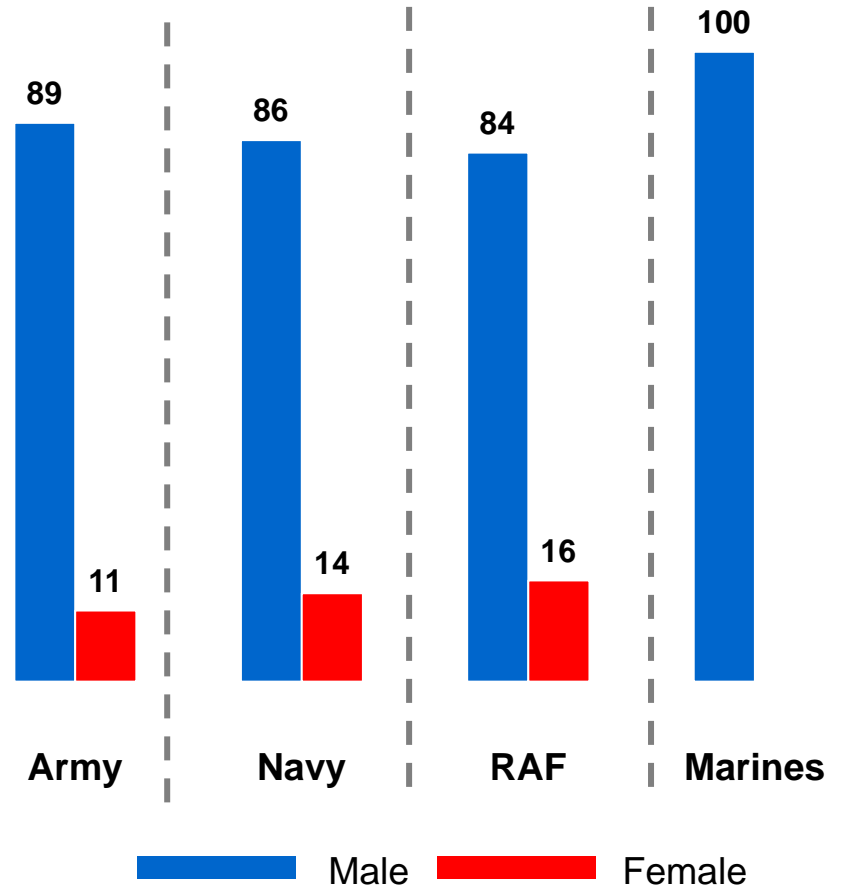
Respondent profiles

Number of respondents 2016-17 (all respondents): Army (319), Navy (349), RAF (368), Marines (32)

Service Profile (%)



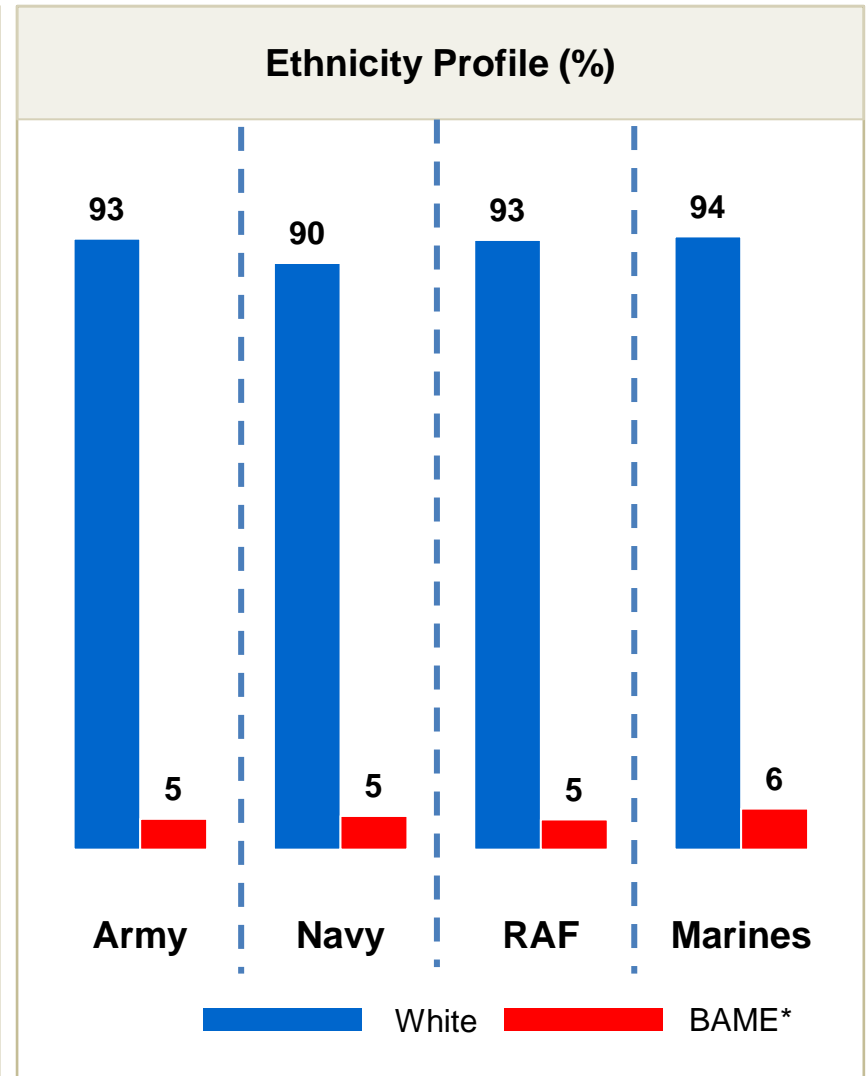
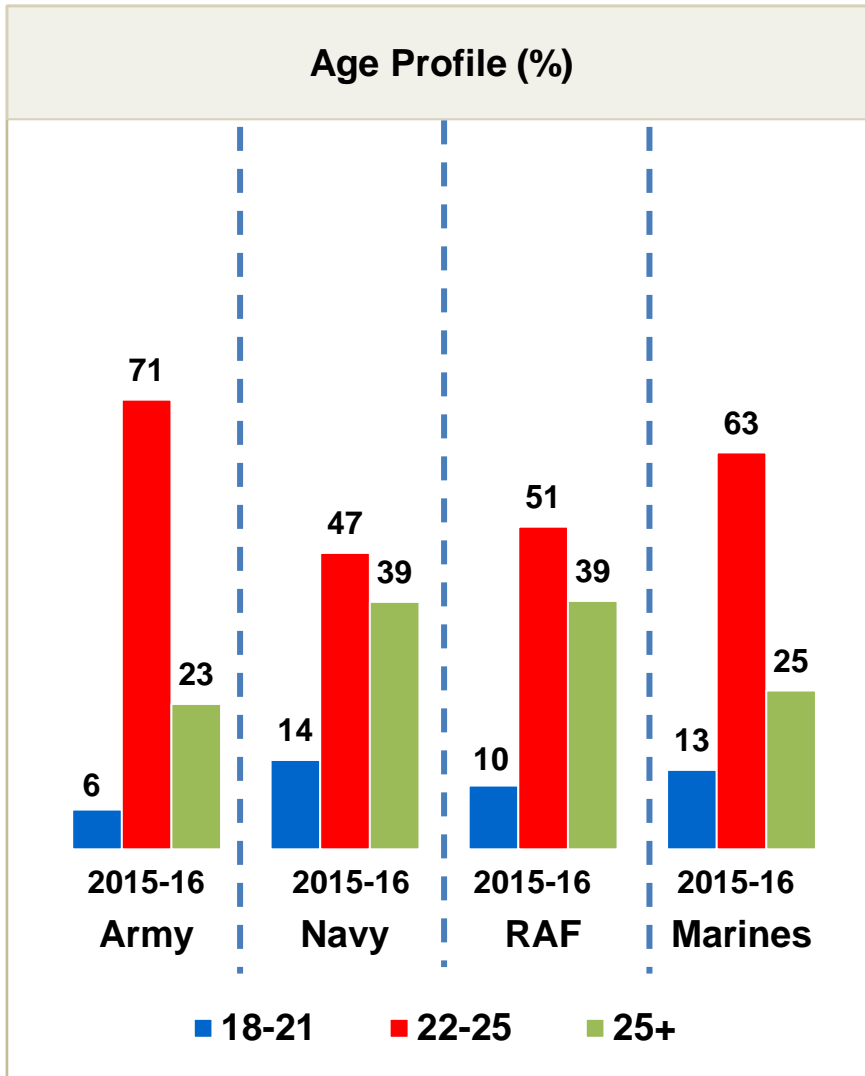
Gender Profile (%)



Totals may not add up to 100% due to rounding

Respondent profiles

Number of respondents 2016-17 (all respondents): Army (319), Navy (349), RAF (368), Marines (32)



Totals may not add up to 100% due to rounding

*BAME = Black and Minority Ethnic



Detailed findings



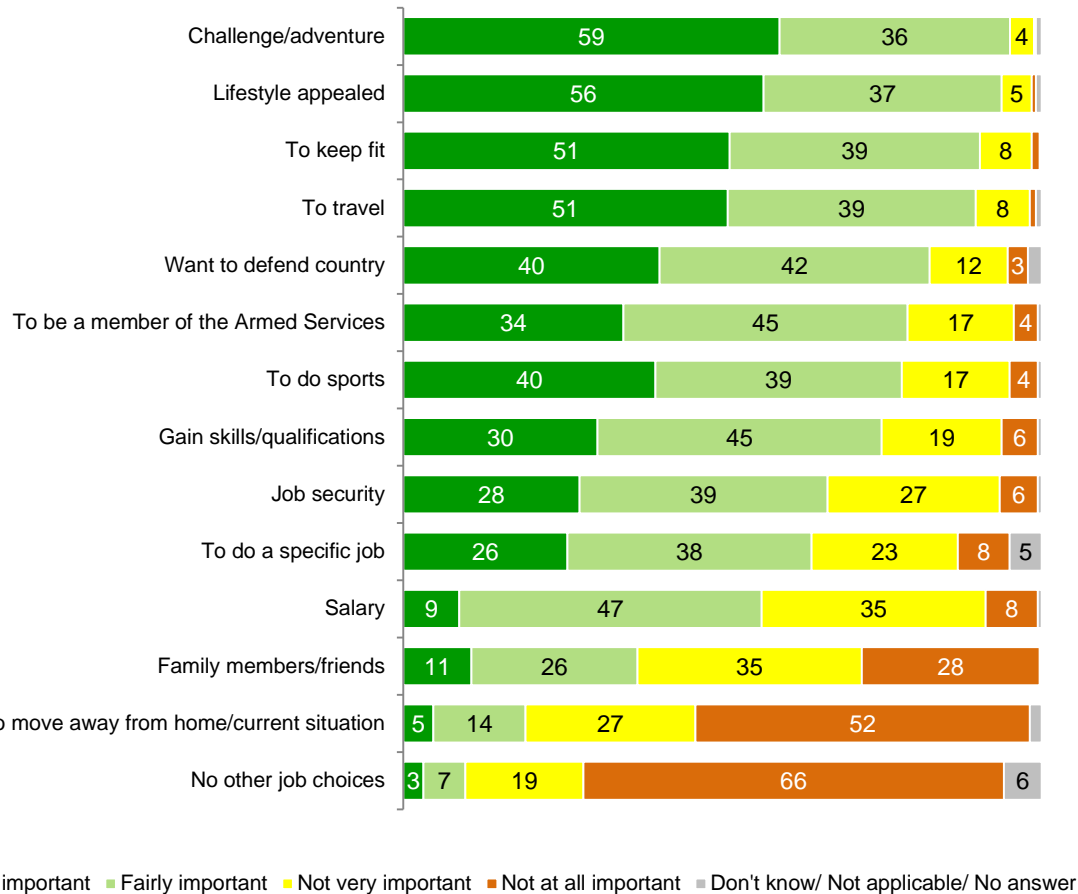
Preparing for training

Important joining factors

14. How important were each of the following in your decision to join the Service?

Number of respondents (all respondents): Army (319)

Current year results - Army (%)



Answers ranked by % selecting top 2 box

Additional information

- The majority of Army officer cadets (95%) said challenge/adventure was an important factor in their decision to join the Service; this was the top reason although it was closely followed by appeal of the lifestyle (94%).
- The least important factors in their decision were having no other job choices (10%) and wanting to move away from home (19%).

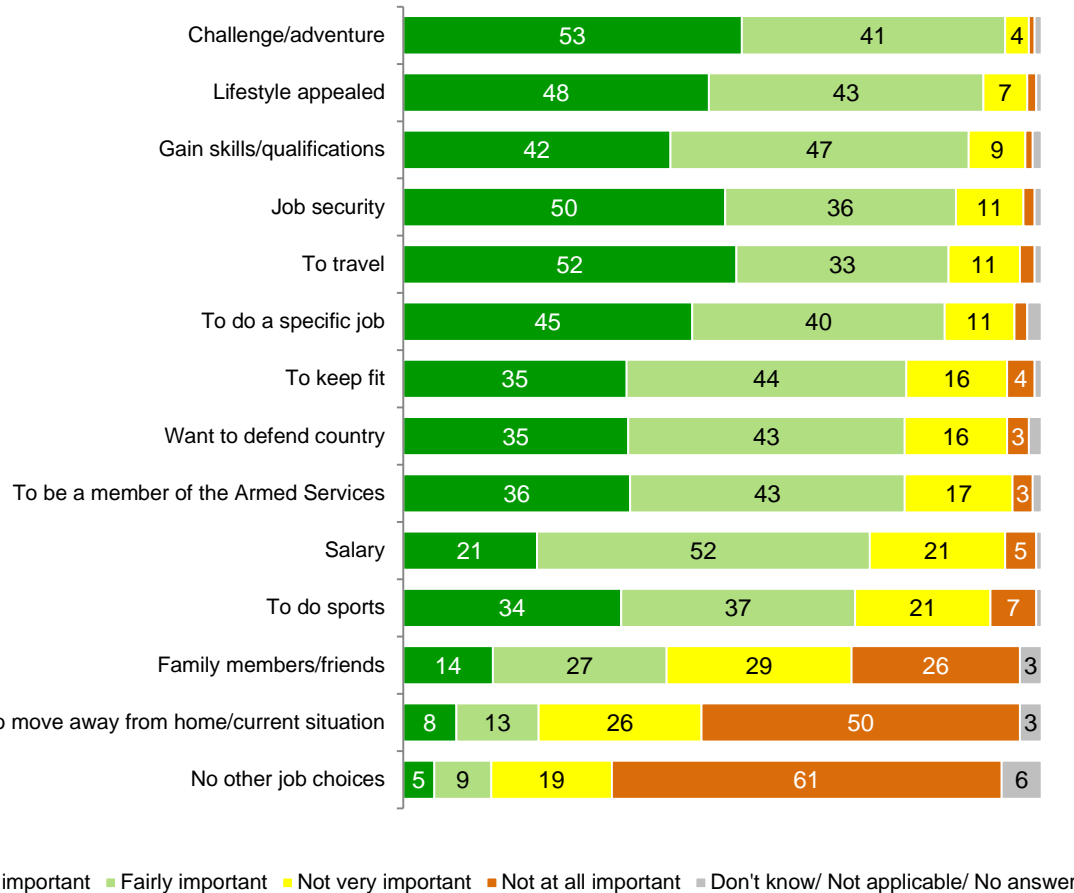


Important joining factors

14. How important were each of the following in your decision to join the Service?

Number of respondents (all respondents): Royal Navy (349)

Current year results - Royal Navy (%)



Answers ranked by % selecting top 2 box

Additional information

- The top ranking decision factors for Royal Navy officer cadets were challenge/adventure (94%) and lifestyle appealed (91%).
- The least important factors were having no other job choices and moving away from home or current situation (14% and 21% respectively).

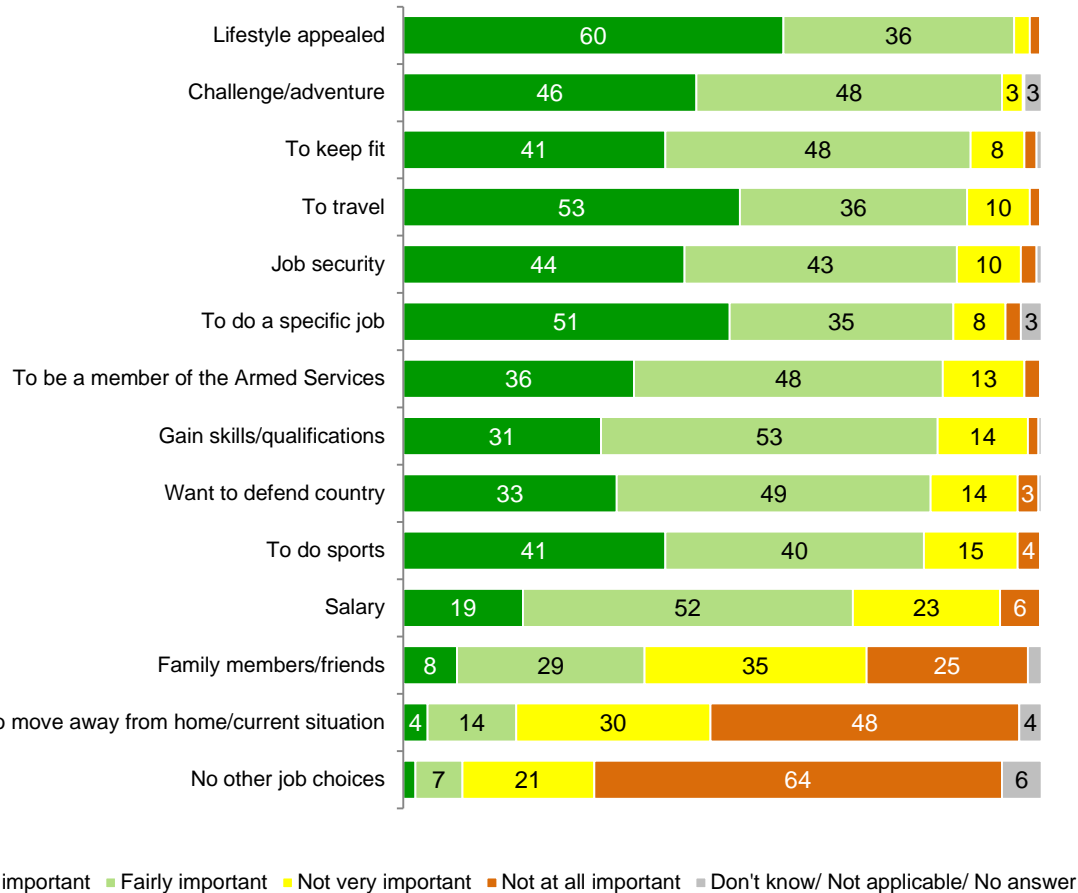


Important joining factors

14. How important were each of the following in your decision to join the Service?

Number of respondents (all respondents): RAF (368)

Current year results - RAF (%)



Answers ranked by % selecting top 2 box

Additional information

- RAF officer cadets were most likely to say that the appeal of the lifestyle (96%) and the challenge/adventure (94%) were important in their decision to join the Service.
- The least important factors were having no other job choices (9%) and wanting to move away from home or current situation (18%).

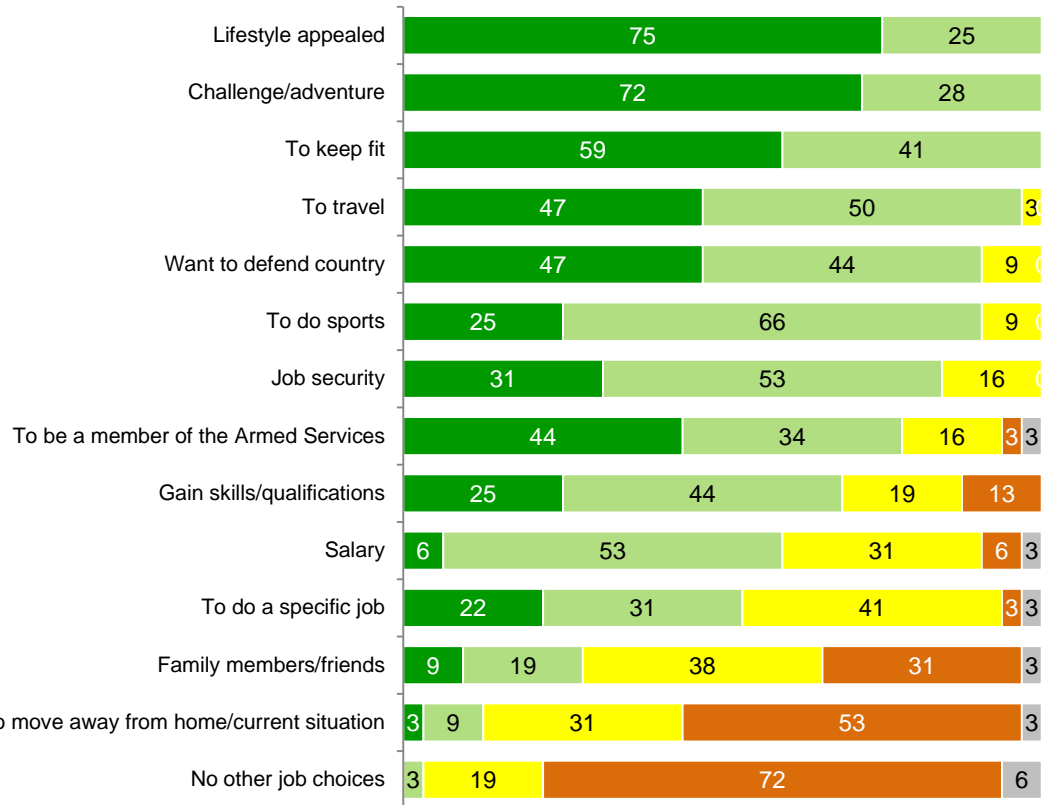


Important joining factors

14. How important were each of the following in your decision to join the Service?

Number of respondents (all respondents): Marines (32)

Current year results – Royal Marines (%)



Very important Fairly important Not very important Not at all important Don't know/ Not applicable/ No answer

Answers ranked by % selecting top 2 box

Additional information

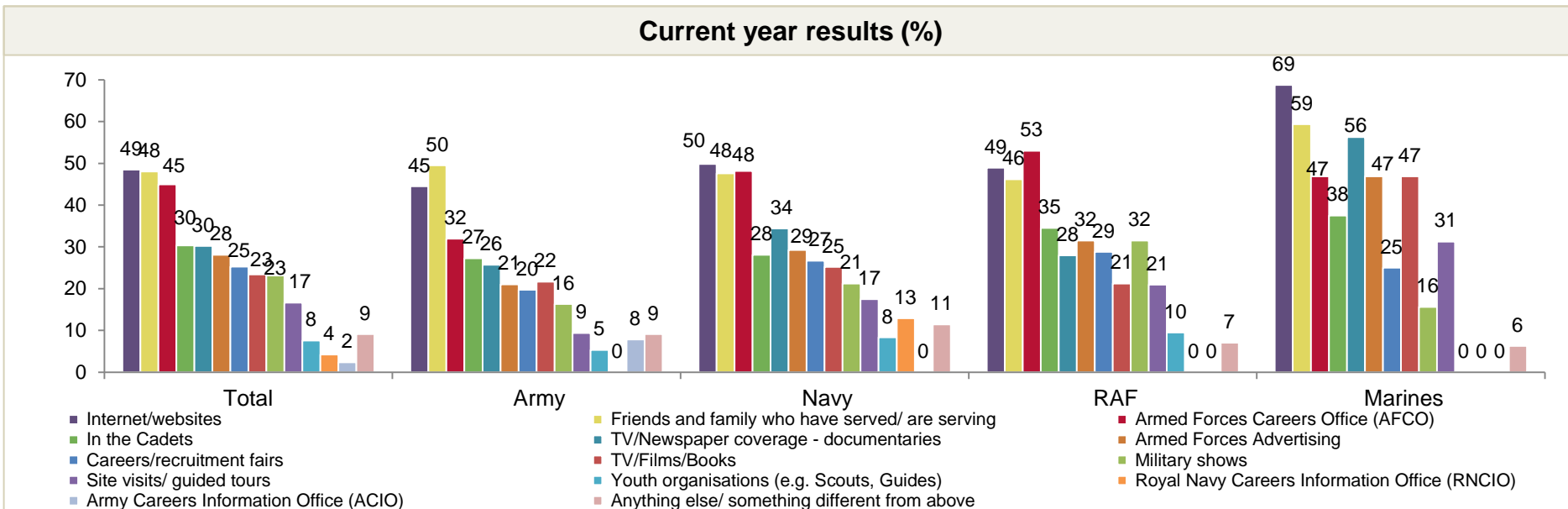
- The main decision factors for Royal Marines officer cadets were the appeal of the lifestyle, challenge/adventure and to keep fit. All cadets rated these as very or fairly important.



Where learnt about careers in Armed Forces

14c. Where did you learn about careers in the Armed Forces?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)



Additional information

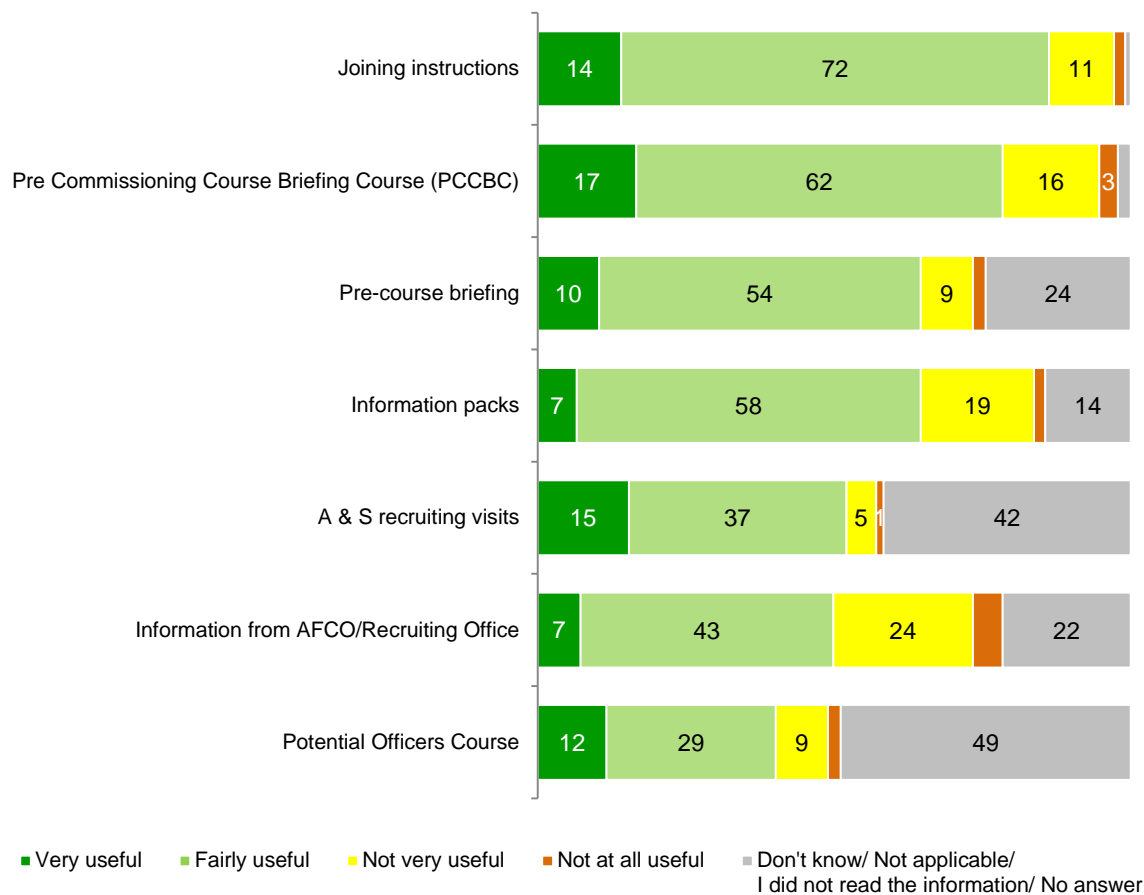
- Half of officer cadets from all Services learned about careers in the Armed Forces from websites (49%) or from family and friends who have served (48%).
- For Army officer cadets, friends and family who served was the top source of information for careers in the Armed Forces (50%). However the top source for RAF officer cadets was the AFCO (53%) and the top source for Royal Navy and Royal Marines officer cadets was the internet (50% and 69% respectively).

Usefulness of information provided before joining

16. Please rate how useful you found the information provided in each of the media given

Number of respondents (all respondents): Army (319)

Current year results - Army (%)



Answers ranked by % selecting top 2 box

Additional information

- The most useful information source for Army officer cadets was joining instructions (86%).
- The least useful source of information for Army officer cadets was the Potential Officers Course (40%), however 49% did not answer the question about this particular source.
- 26% did not find information from the AFCO/Recruiting Office useful.

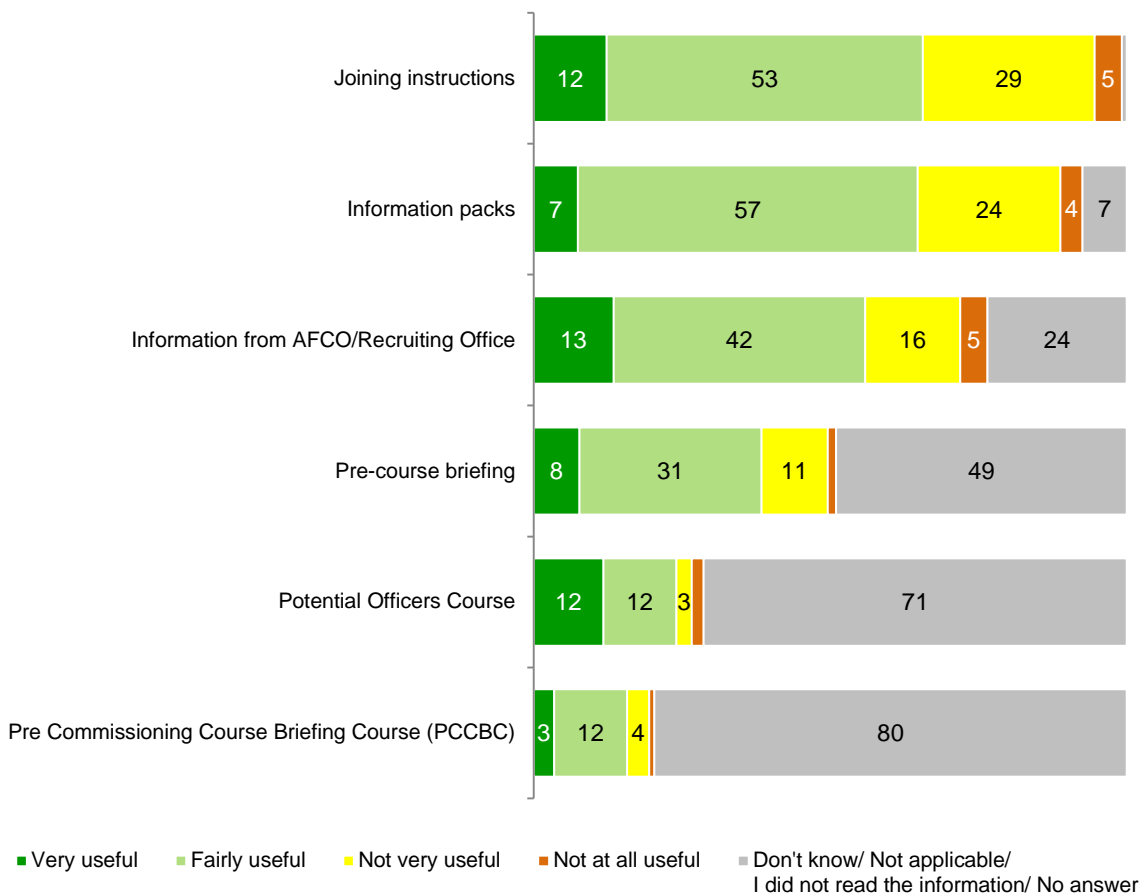


Usefulness of information provided before joining

16. Please rate how useful you found the information provided in each of the media given

Number of respondents (all respondents): Royal Navy (349)

Current year results - Royal Navy (%)



Answers ranked by % selecting top 2 box

Additional information

- Two thirds of Royal Navy officer cadets (66%) found the joining instructions useful. A similar proportion (65%) found the information packs useful.
- Many officer cadets did not comment on the pre-course briefing (49%), Potential Officers Course (71%), or Pre-Commissioning Briefing Course (80%).

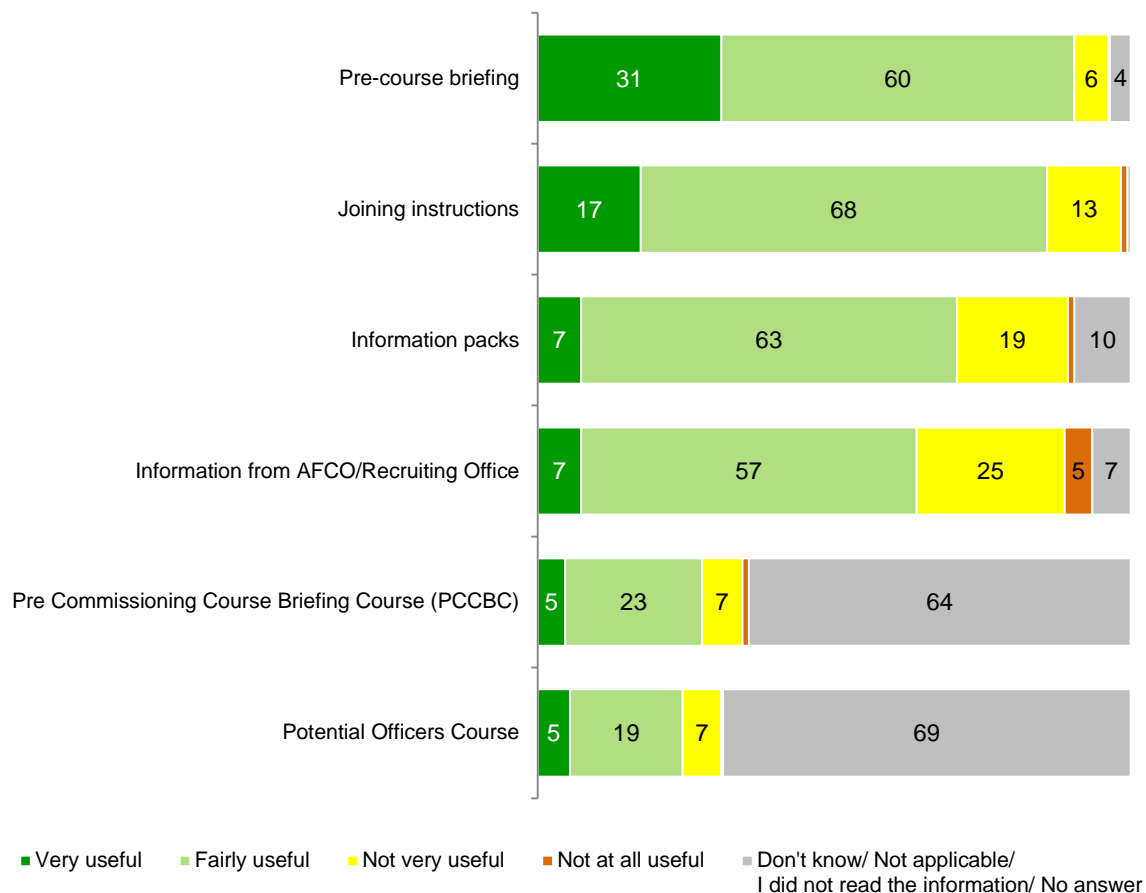


Usefulness of information provided before joining

16. Please rate how useful you found the information provided in each of the media given

Number of respondents (all respondents): RAF (368)

Current year results - RAF (%)



Answers ranked by % selecting top 2 box

Additional information

- The most useful information source was the Pre-Course Briefing, with over nine in ten RAF officer cadets (90%) finding it useful.
- The majority of officer cadets did not comment on the Pre-Commissioning Course briefing course (64%) and Potential Officers Course (69%).

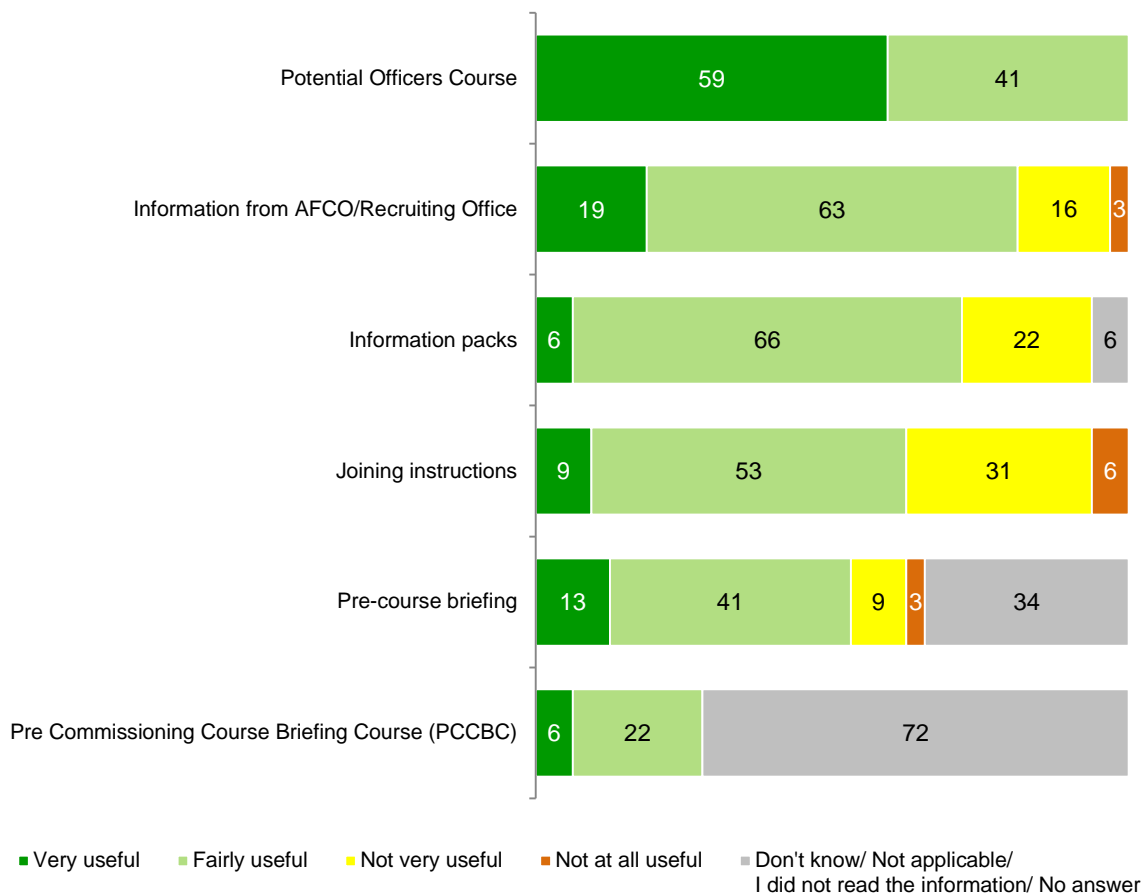


Usefulness of information provided before joining

16. Please rate how useful you found the information provided in each of the media given

Number of respondents (all respondents): Marines (32)

Current year results – Royal Marines (%)



Answers ranked by % selecting top 2 box

Additional information

- All Royal Marines officer cadets found the Potential Officers Course useful.
- This was followed by four in every five cadets (81%) stating that information from the AFCO/Recruiting Office was useful.
- Many officer cadets did not comment on the Pre-Course Briefing (34%) or Pre-Commissioning Course Briefing Course (72%).



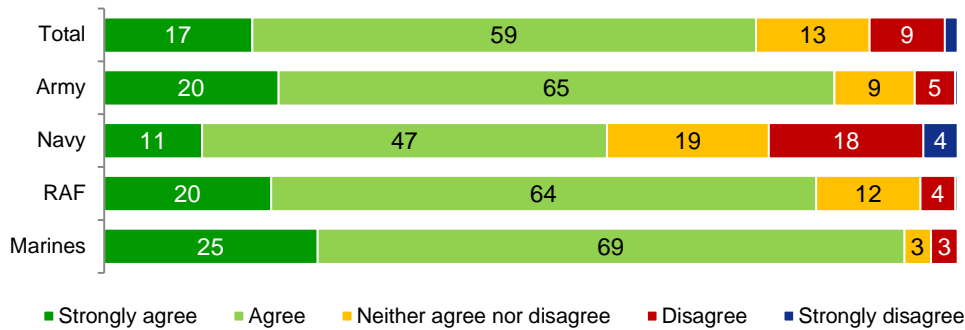
Information prior to arrival: Preparing for physical demands

17. Please indicate your agreement with each of the following statements: The information I was given prior to arrival... Enabled me to prepare myself well enough for the physical demands of the course

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



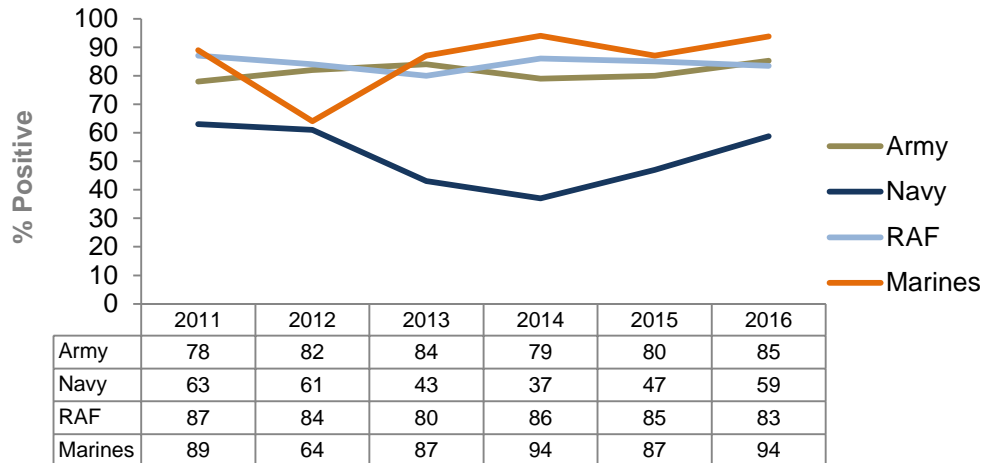
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Three quarters of officers cadets (76%) stated that the information they were given prior to arrival enabled them to prepare for the physical demands of the course. This was higher than in 2015 (68%).
- Royal Navy officer cadets were more likely to agree than in 2015 (47% to 59%).

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

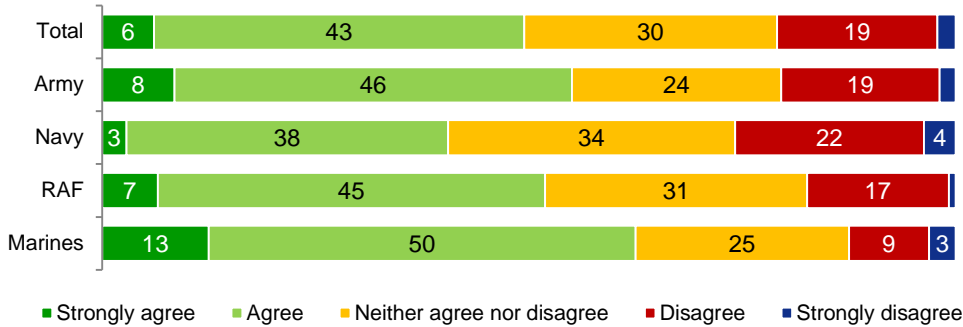
Information prior to arrival: Accurate picture of what life would be like

17. Please indicate your agreement with each of the following statements: The information I was given prior to arrival... Gave me an accurate picture of what life would be like at unit

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



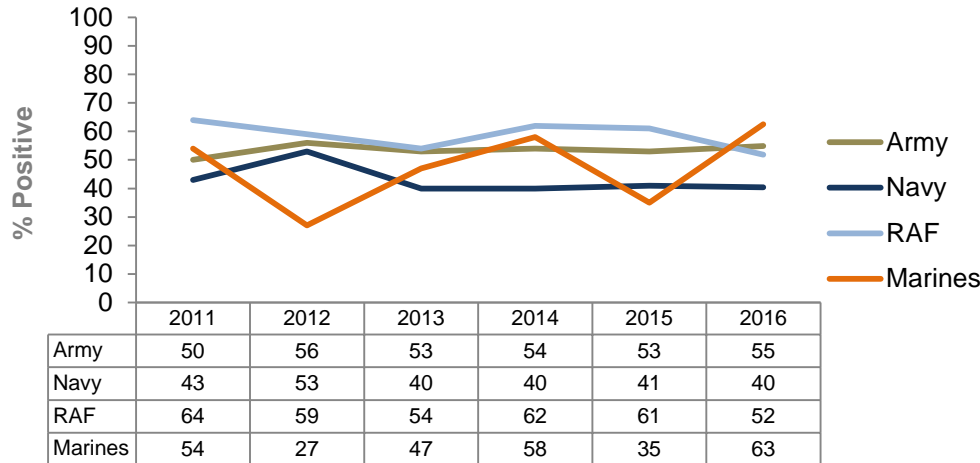
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Half of officer cadets (49%) agreed that the information they were given prior to arrival gave them an accurate picture of what life would be like at their college.
- RAF officer cadets were less likely to agree with this statement since 2015 (61% to 52%) while Royal Marines officer cadets were more likely to agree (35% to 63%)

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

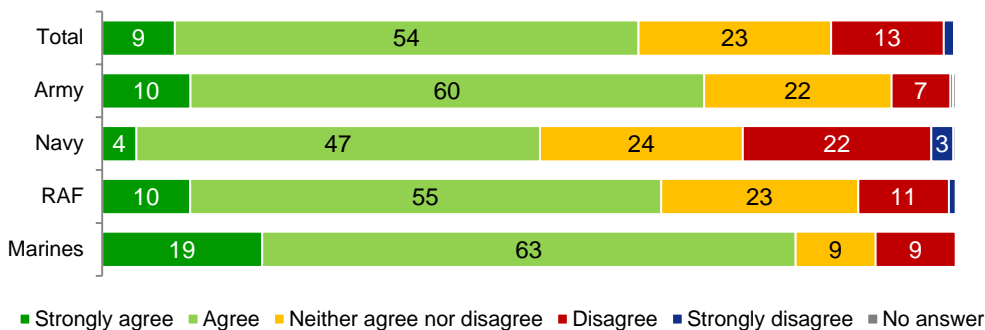
Information prior to arrival: Accurate information about what training involved

17. Please indicate your agreement with each of the following statements: The information I was given prior to arrival... Provided me with useful and accurate information about what the training involved

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)

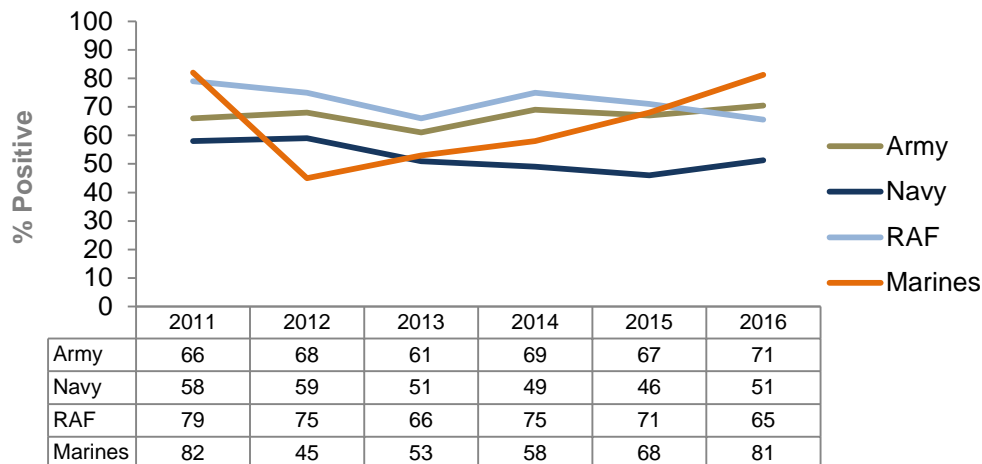


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

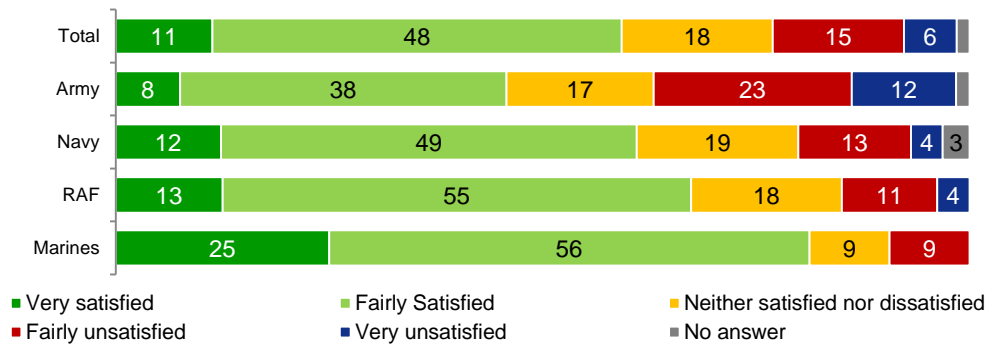
Satisfaction with recruitment process

KPI2. Overall how satisfied were you with the recruitment process?

Number of respondents : Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very satisfied' or 'fairly satisfied' – significant differences and comments based on this

Current year results (%)

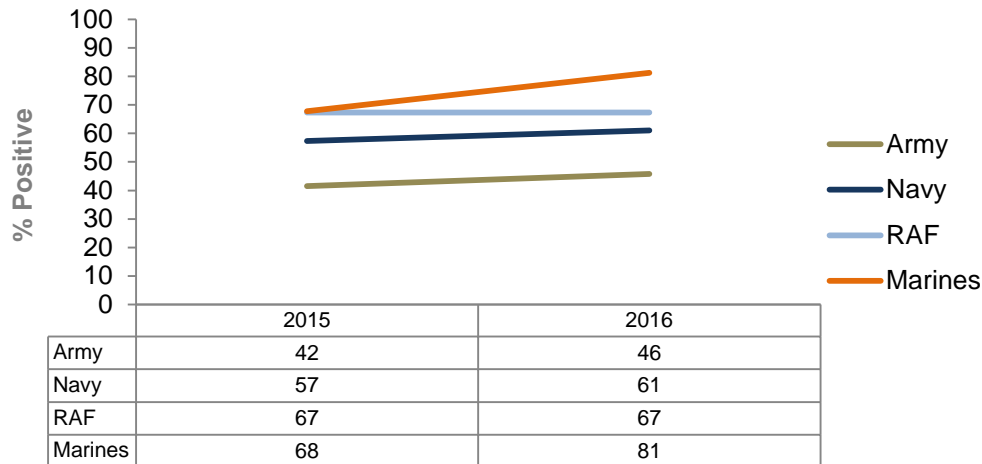


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	△ ▽	△ ▽	△ ▽

Additional information

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.



Facilities and amenities

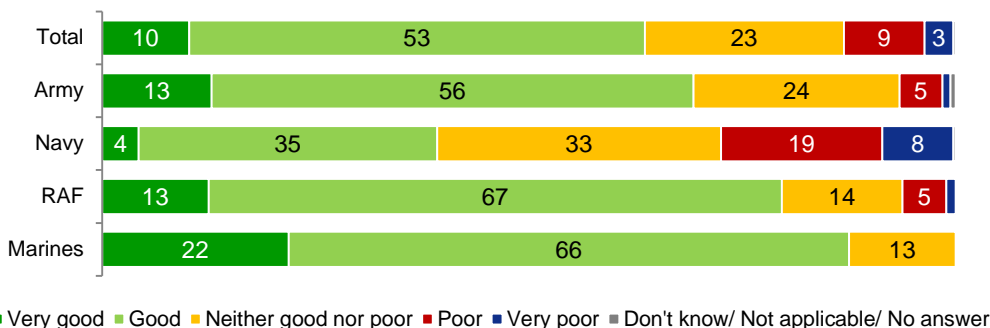
Rating: Standard of living accommodation

19. How would you rate each of the following: Standard of living accommodation

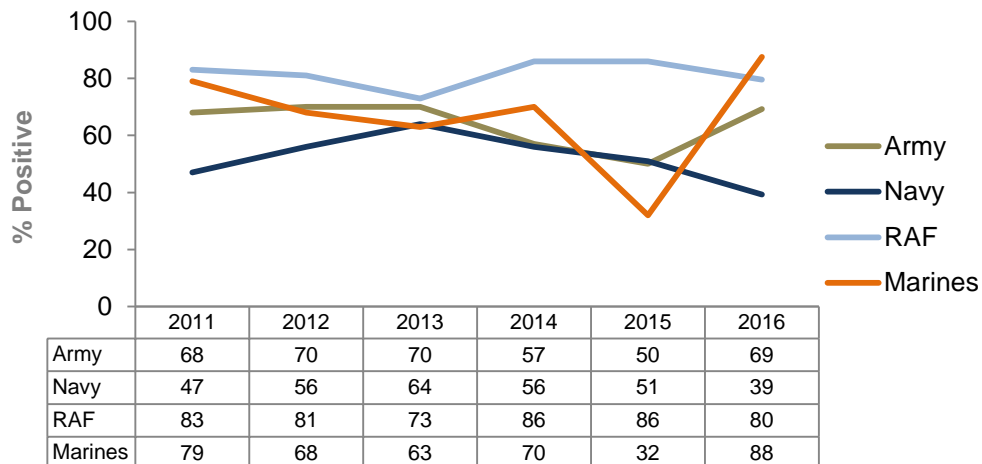
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good or good' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	▲	▼	▼	▼

Additional information

- Overall, almost two thirds of officer cadets (64%) rated the standard of living accommodation as good or very good.
- Army and Royal Marines office cadets were both more likely to rate living accommodation as good or very good than in 2015 (50% to 69% and 32% to 88% respectively).
- However, Royal Navy officer cadets were less positive than last year (51% to 39%).



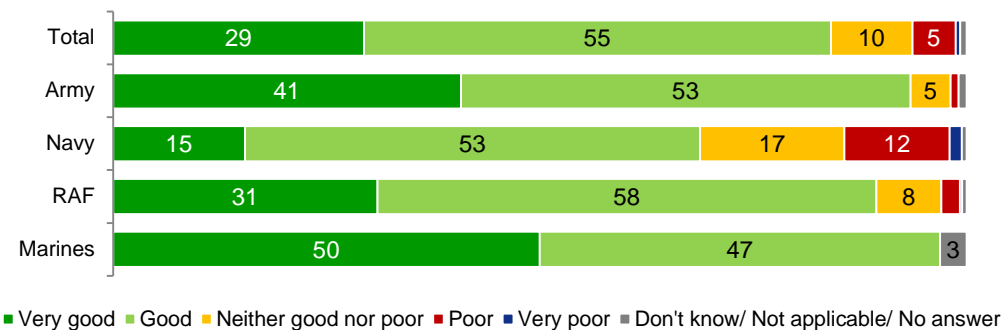
Rating: Sports facilities

19. How would you rate each of the following: Sports facilities

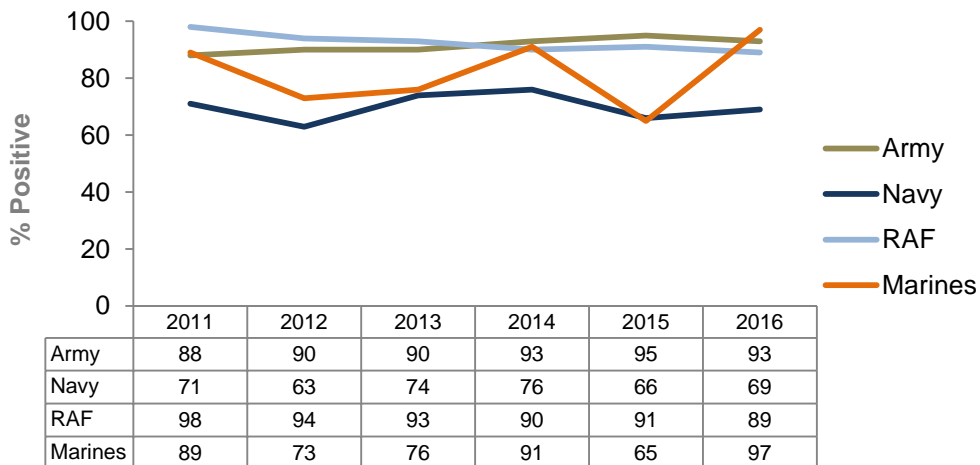
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	↕	↕	↕	↕

Additional information

- Over four out of five officer cadets (84%) rated the sports facilities as good or very good.
- There was a rise in Royal Marines officer cadets rating the sports facilities as good or very good since 2015 (65% to 97%). It should be noted that the base size for the Royal Marines officer cadets is low.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

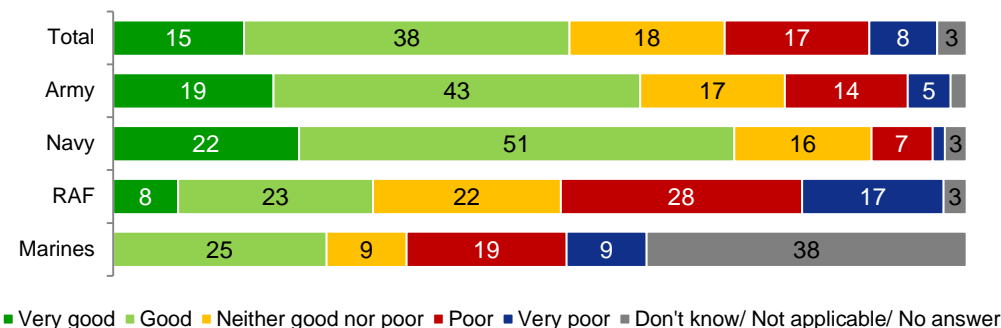
Rating: Opportunity for competitive sport

19. How would you rate each of the following: Opportunity for competitive sport

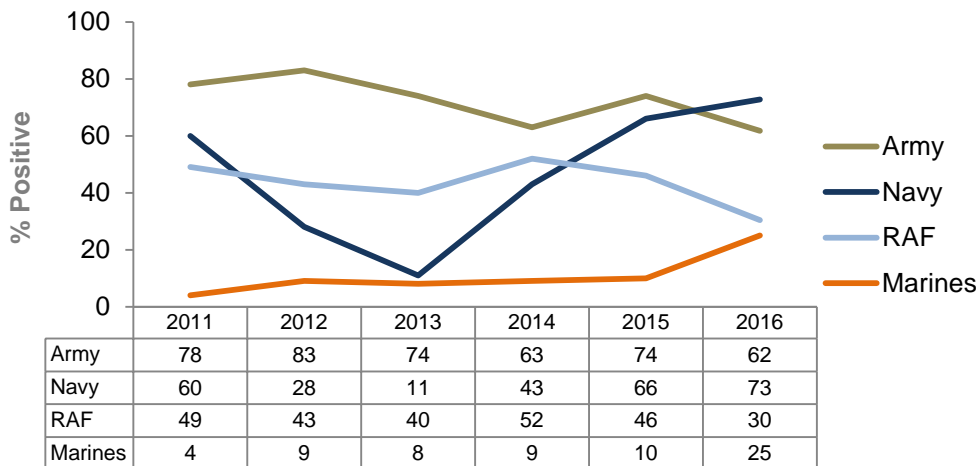
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Over half of officer cadets (53%) rated the opportunity for competitive sports as good or very good. This is a decrease since last year (60%).
- Both Army and RAF officer cadets were less likely to rate the opportunity for competitive sports as good or very good than last year (74% to 62% and 46% to 30% respectively).

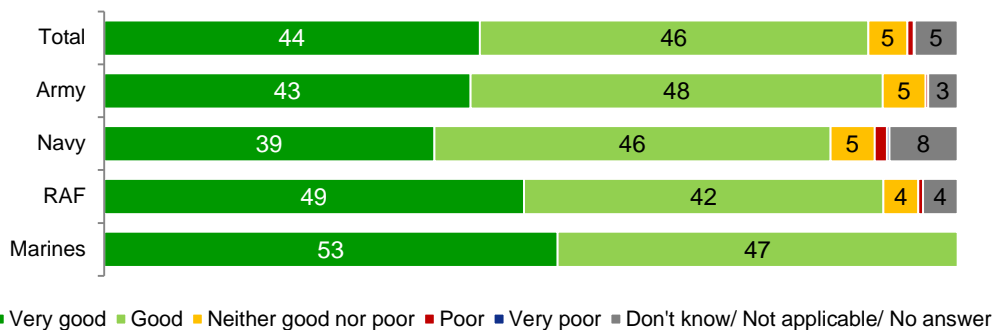
Rating: Medical care

19. How would you rate each of the following: Medical Care

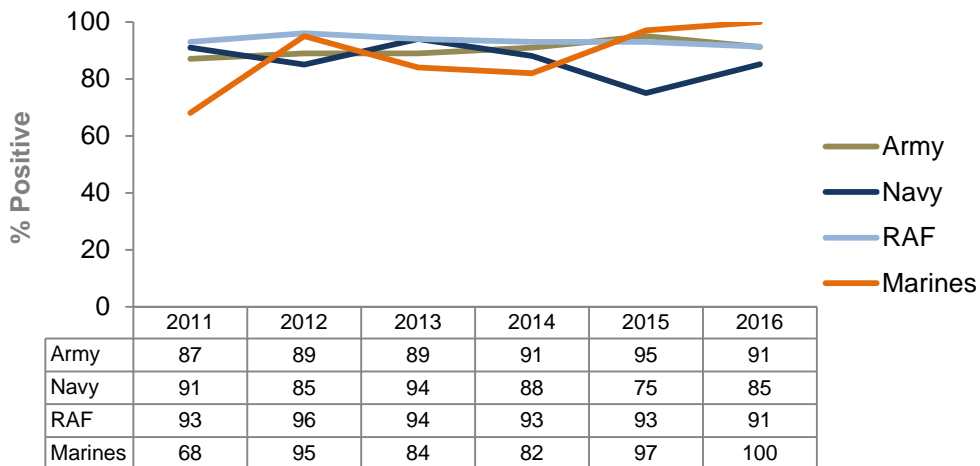
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Medical care continued to be rated highly by officer cadets in all Services, with nine out of ten (90%) giving a positive rating. This is an increase since 2015 (86%).
- Since 2015 there has been an increase in Royal Navy officer cadets rating medical care as good (75% to 85%).



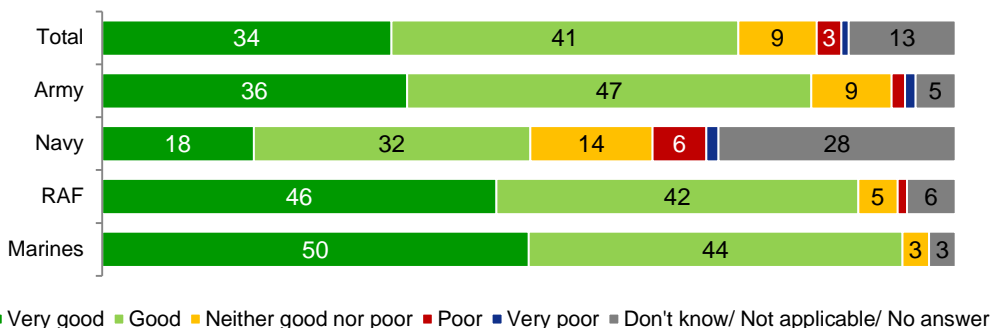
Rating: Dental care

19. How would you rate each of the following: Dental Care

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good or good' – significant differences and comments based on this

Current year results (%)



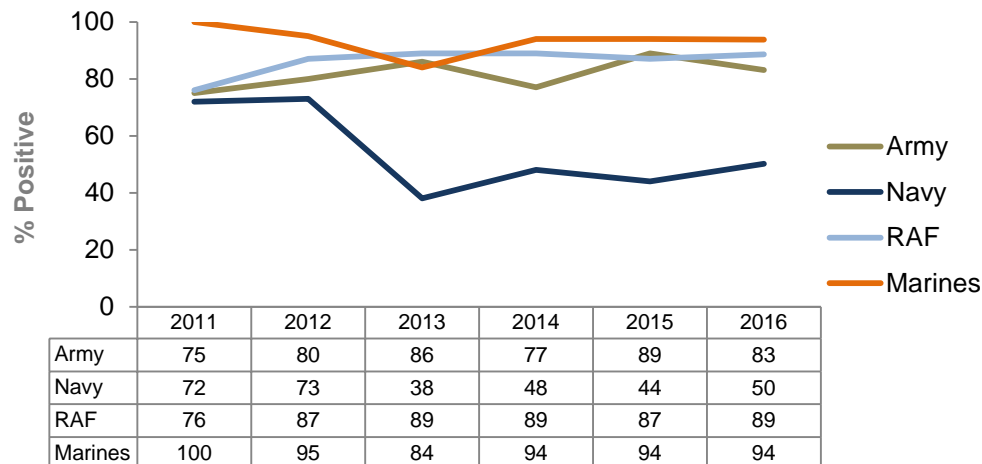
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Three out of four (75%) officer cadets give a positive rating to dental care which was higher than 2015 (70%), although on a par with the 2014 figure of 78%.

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

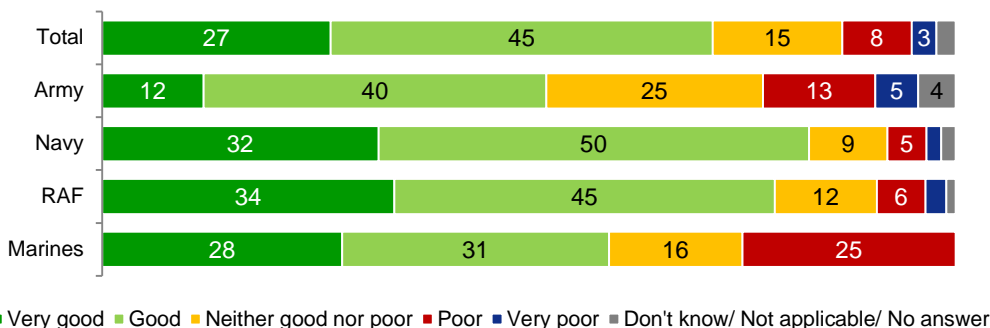
Rating: Access to IT for personal use

19. How would you rate each of the following: Access to IT for personal use

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



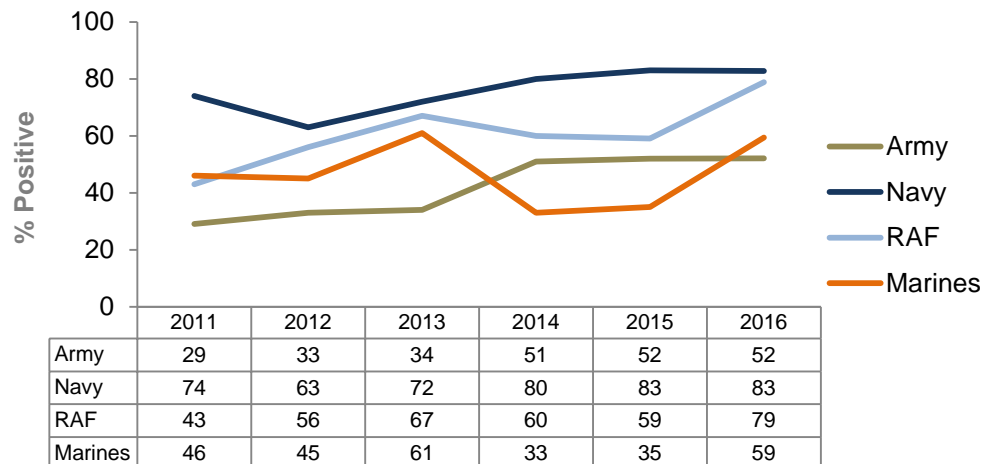
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Seven in ten (72%) officer cadets rate access to IT for personal use as good or very good and this an increase since 2015 (67%).
- RAF officer cadets were more positive about access to IT for personal use than in 2015 (59% to 79%).

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

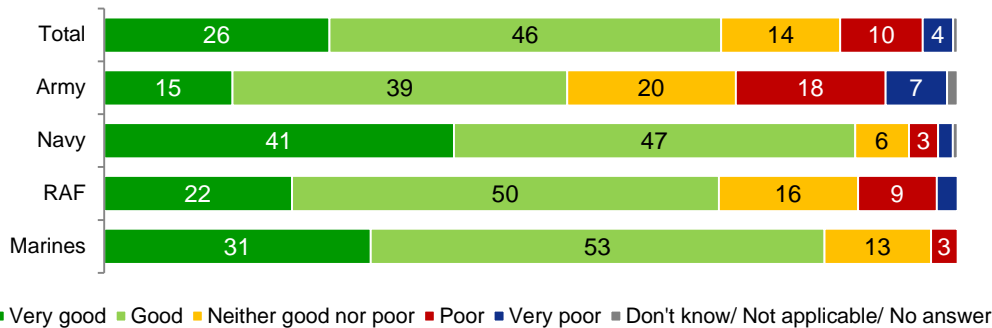
Rating: Internet access

19. How would you rate each of the following: Internet Access

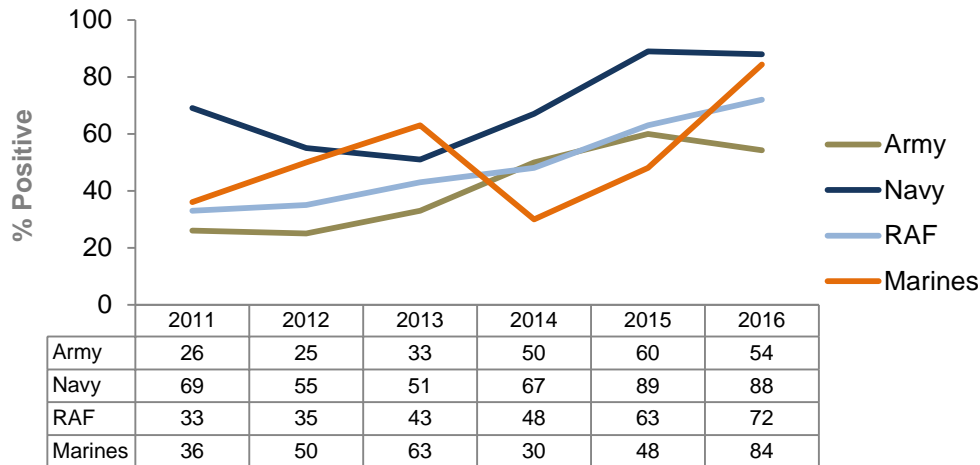
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good or good' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Nearly three quarters of officer cadets (72%) rated internet access as good or very good.
- There was an increase in positive scores since 2015 from RAF and Royal Marines officer cadets (63% to 72% and 48% to 84% respectively).

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

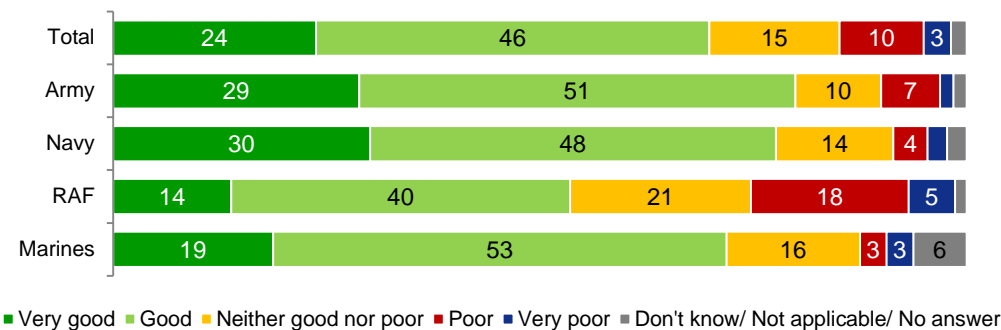
Rating: Access to gym in spare time

19. How would you rate each of the following: Access to gym in spare time

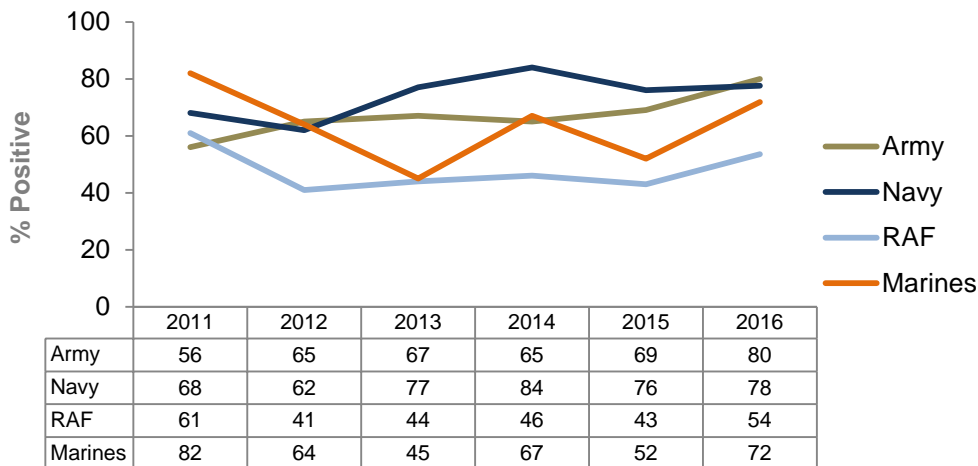
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	▲	▲	▲	▲

Additional information

- Seven out of ten officer cadets (70%) rated access to the gym as good or very good. This is an increase since 2015 (63%).
- This increase was primarily driven by Army and RAF officer cadets who were more positive about access to the gym than in 2015 (69% to 80% and 43% to 54% respectively).



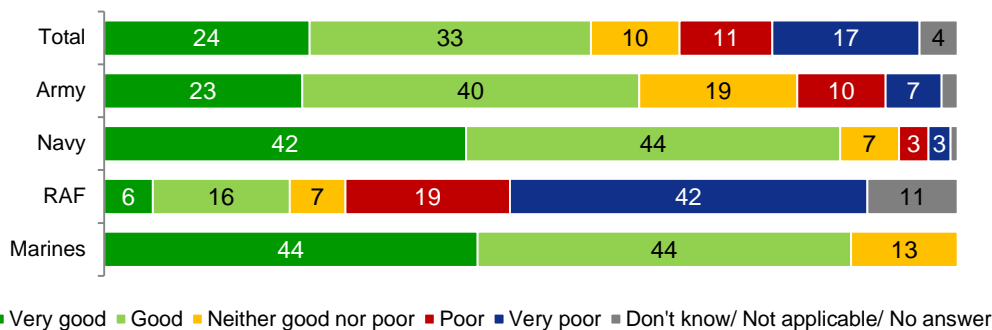
Rating: Provision of free Wi-Fi hotspots

19. How would you rate each of the following: Provision of free Wi-Fi hotspots

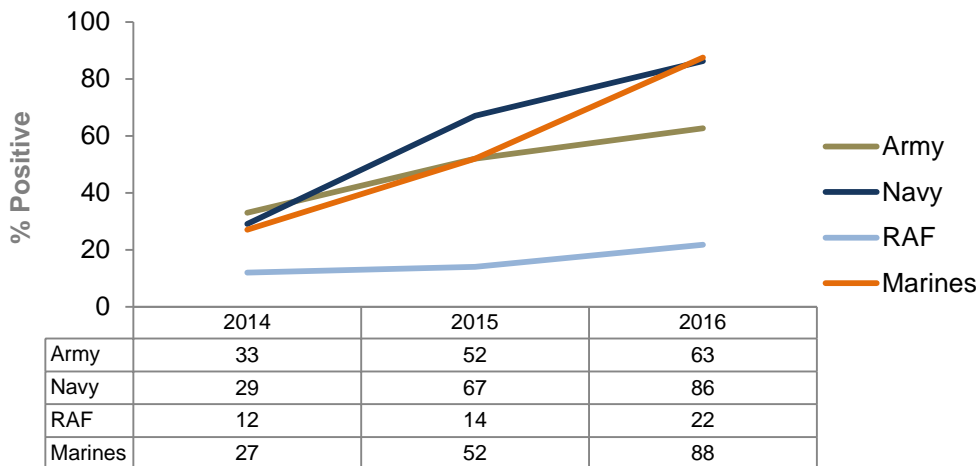
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	▲	▲	▲	▲

Additional information

- Over half of officer cadets (57%) rated provision of free Wi-Fi hotspots as good or very good which was higher than 2015 (46%).
- All services saw increases in this amenity since last year.



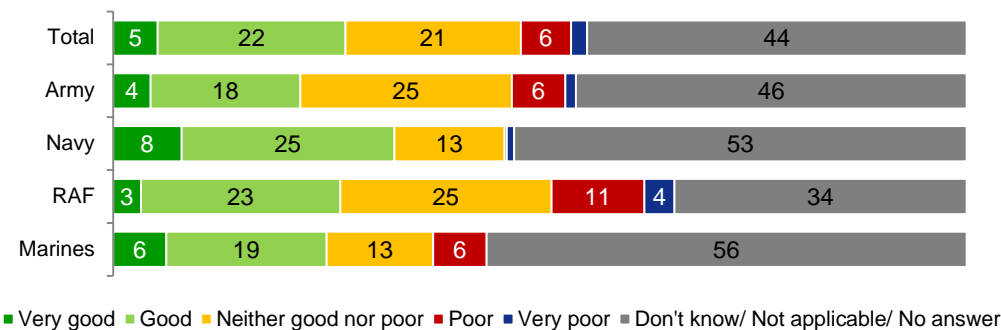
Rating: IT support for hardware issues

19. How would you rate each of the following: IT support for hardware issues

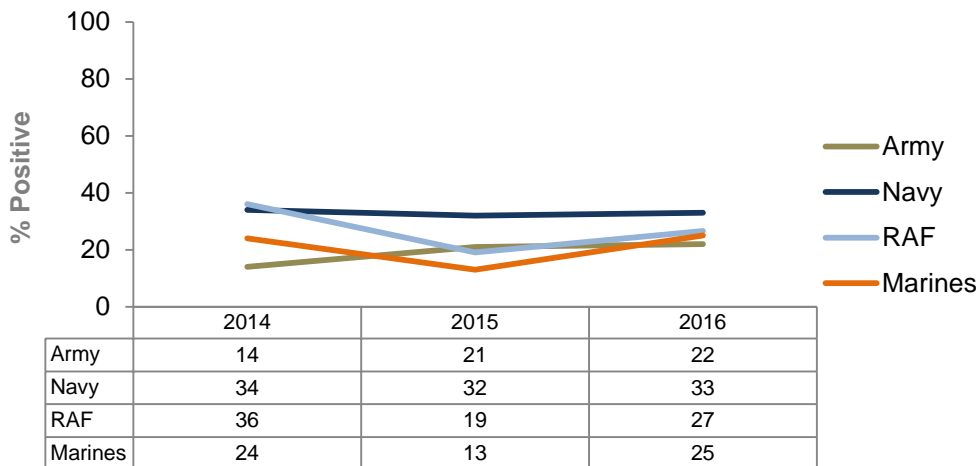
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- A quarter of officer cadets (27%) rated the IT support for hardware issues as good or very good. However, overall, 44% of officer cadets stated that they did not know, it was not applicable or gave no answer.
- There was an increase amongst RAF officer cadets stating that IT support for hardware issues was good (19% to 27%) following a fall in this score last year.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

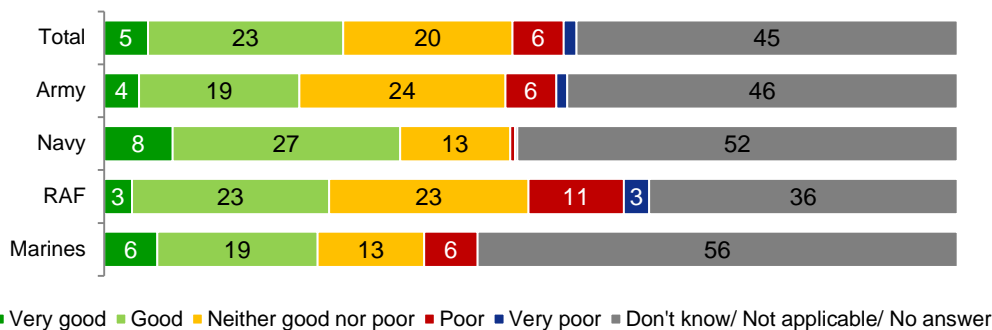
Rating: IT support for software issues

19. How would you rate each of the following: IT support for software issues

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)

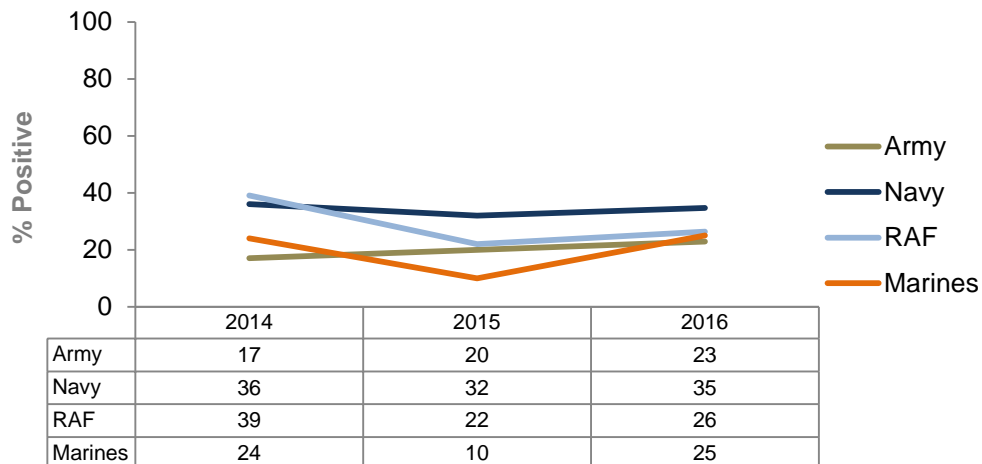


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

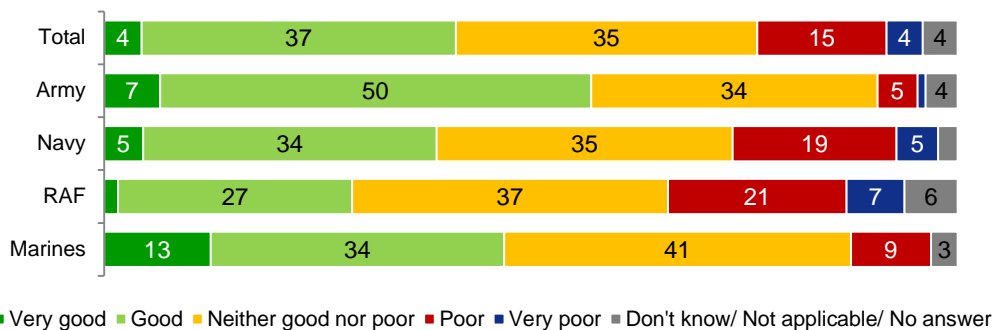
Rating: Leisure and retail facilities

19. How would you rate each of the following: Leisure and retail facilities

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)

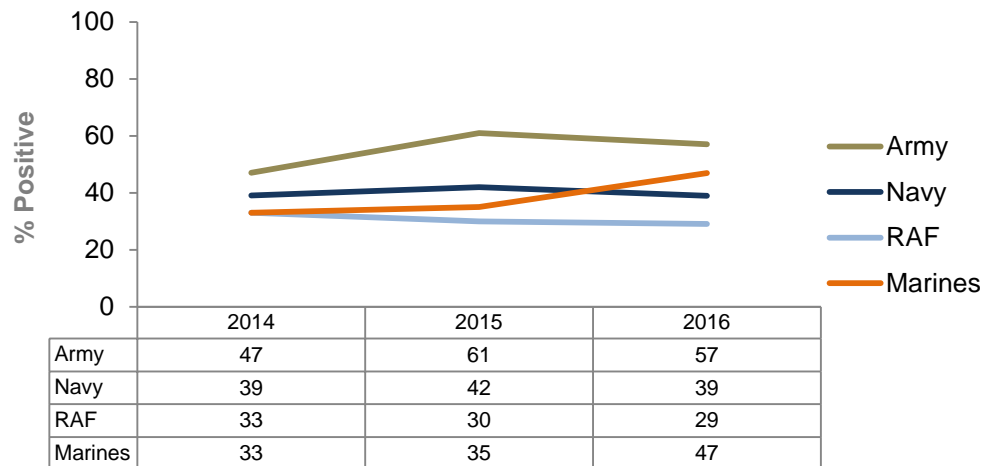


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	△ ▽	△ ▽	△ ▽

Additional information

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

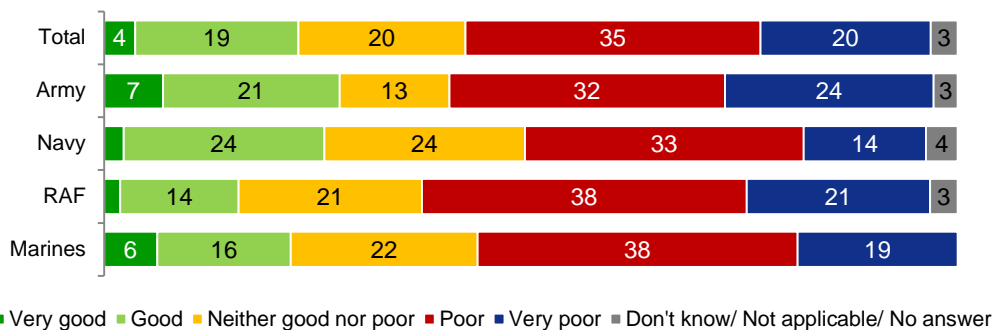
Rating: Laundry facilities

19. How would you rate each of the following: Laundry facilities

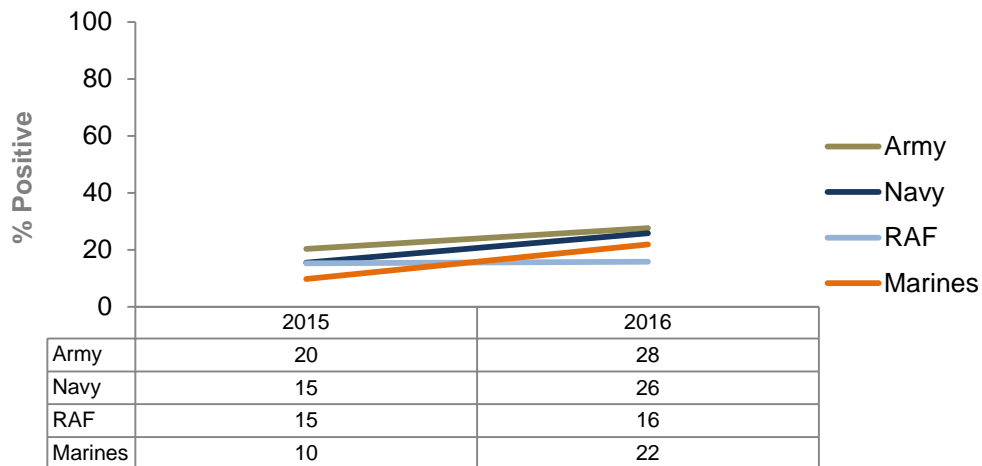
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Trend



Differences

	Army	Navy	RAF	Marines
Comparison with previous year	▲	▲	▲	▲

Additional information

- Almost one quarter (23%) of officer cadets agreed laundry facilities were good or very good. This is an increase since 2015 (16%).
- In particular, Royal Navy officer cadets were more positive about laundry facilities than last year (15% to 26%).

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

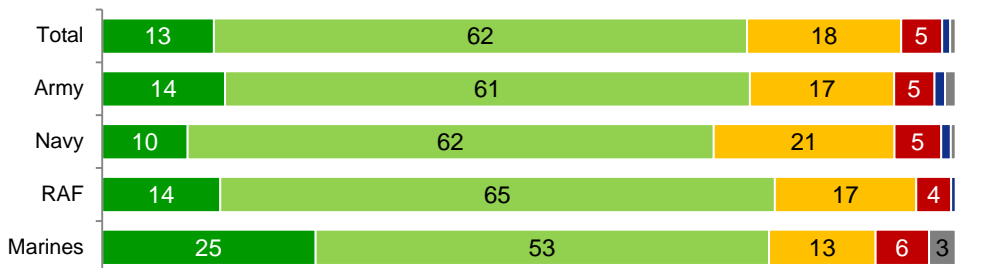
Rating: Personal Kit (e.g. boots and uniform)

19. How would you rate each of the following: Personal Kit (e.g. boots and uniform)

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

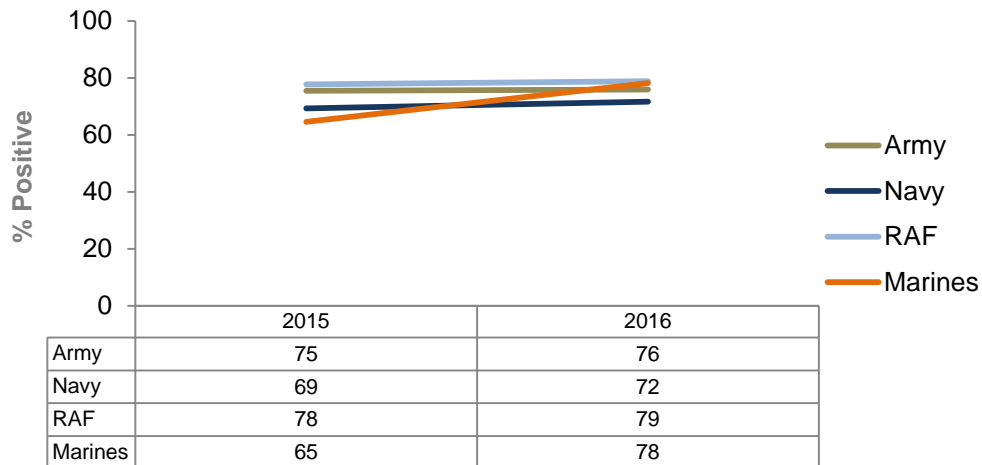
% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Very good Good Neither good nor poor Poor Very poor Don't know/ Not applicable/ No answer

Trend



Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

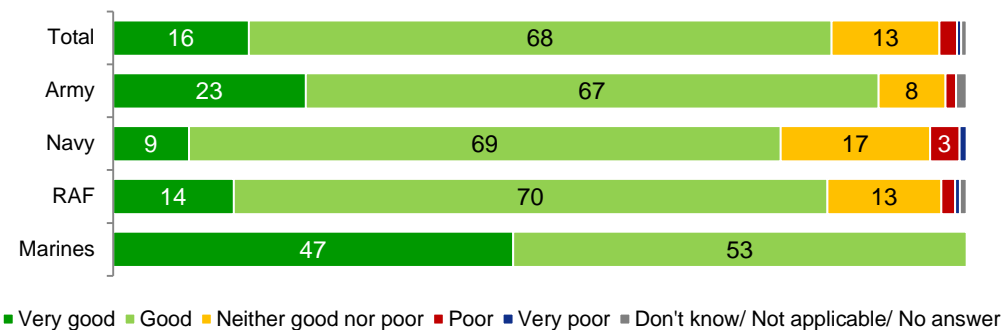
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Rating: Standard of training facilities

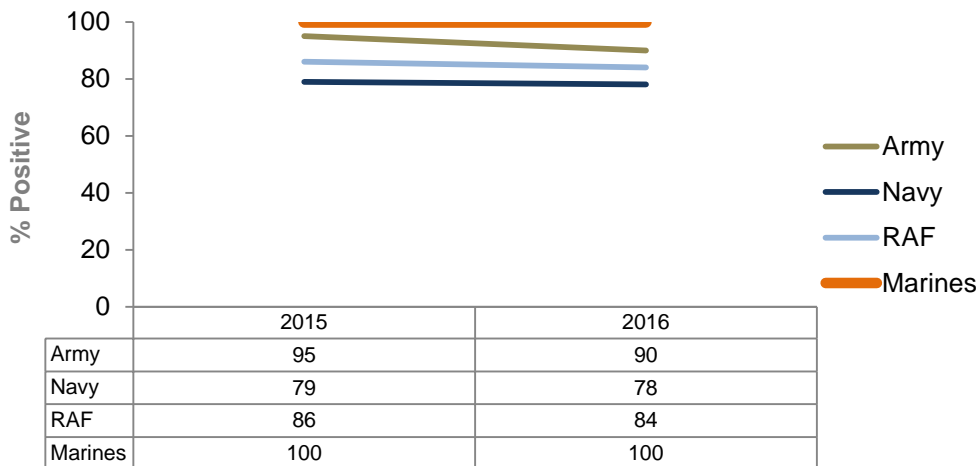
19. How would you rate each of the following: Standard of training facilities

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say good – significant differences and comments based on this

Current year results (%)



Trend



Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Over eight out of ten officer cadets (84%) rated the standard of training facilities as good or very good.
- Army officer cadets were less satisfied with the standard of training facilities than in 2015 (95% to 90%).
- All Royal Marines officer cadets (100%) rated the standard of training facilities as good or very good. However, it should be noted that the base size for the Royal Marines officer cadets is low.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

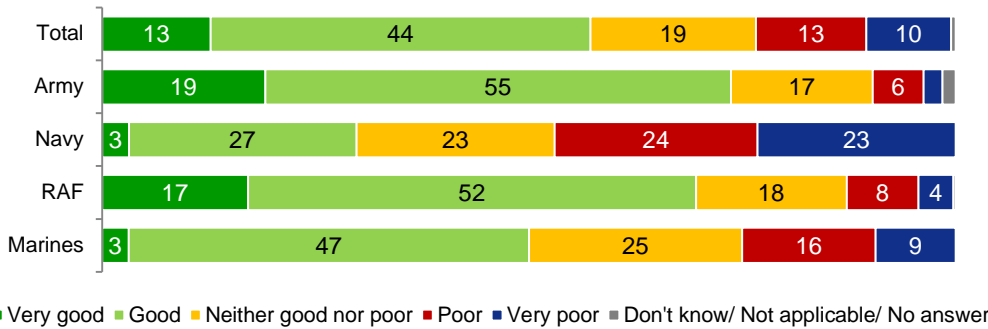
Rating: Food

19. How would you rate each of the following: Food

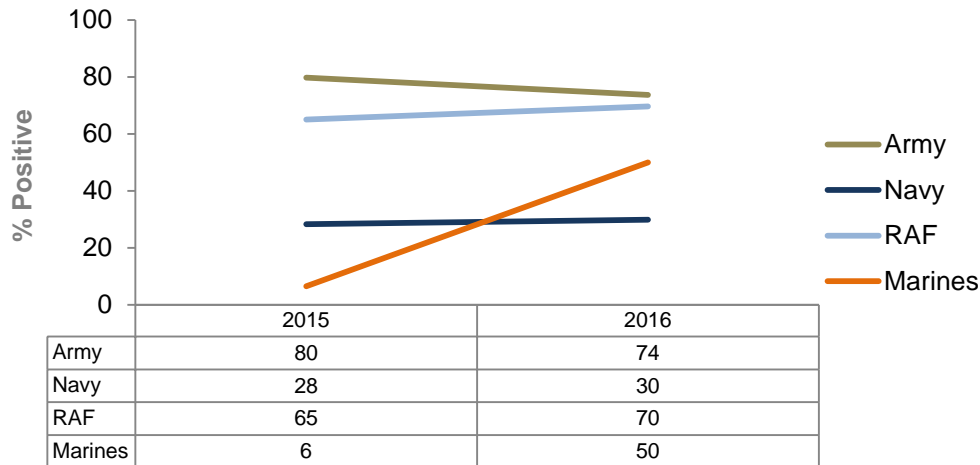
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Trend



Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Almost six in every ten officer cadets rated the food positively (57%). This is an increase on last year (51%).
- Royal Marines officer cadets were more satisfied with food this year with a higher proportion rating the food as good or very good (6% to 50%).

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

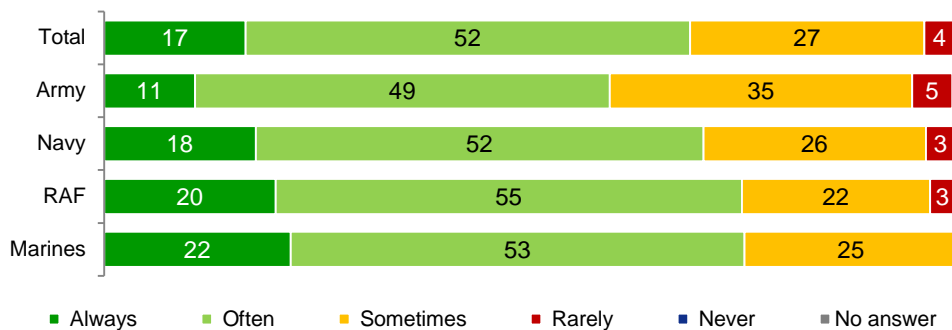


Whether given enough time to eat meals

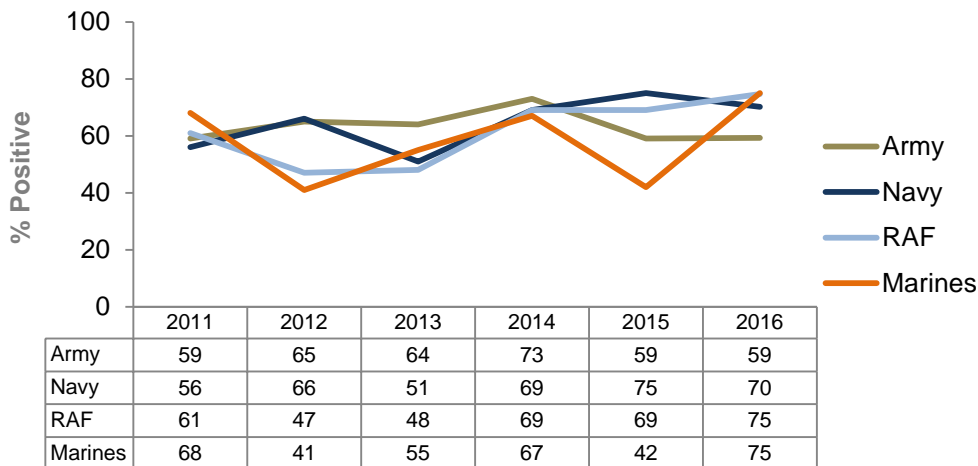
25. Were you given enough time to eat your meals?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say 'always' or 'often' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

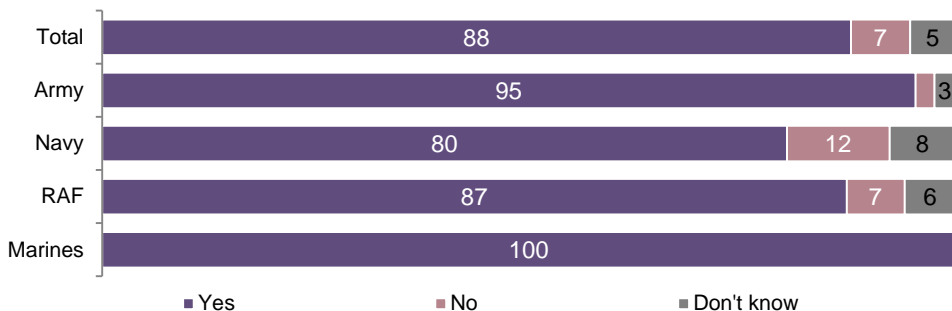
- Nearly seven out of ten officer cadets (69%) claimed they were given enough time to eat their meals always or often.
- Royal Marines officer cadets were more likely to be positive about this compared to 2015 (42% to 75%).

Option to comment on food

NEW26. Were you given the option to comment on the food whilst at XXX?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)



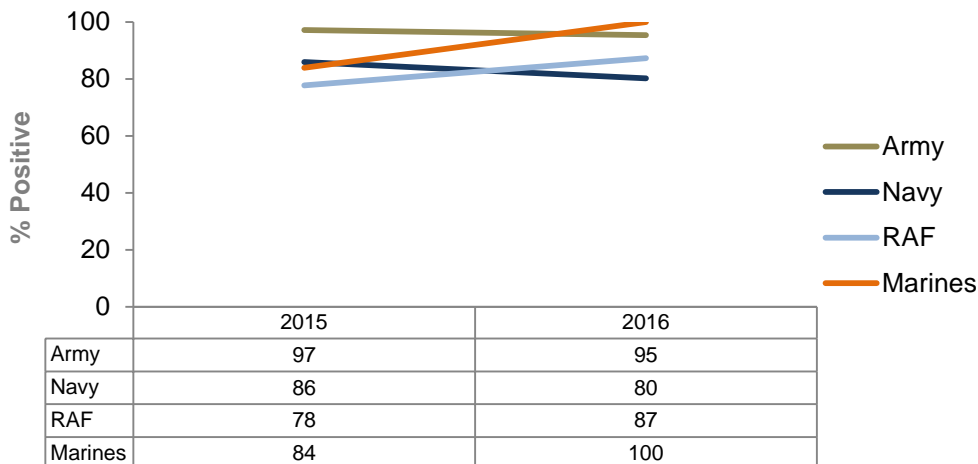
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	▲	▼	▲	▲

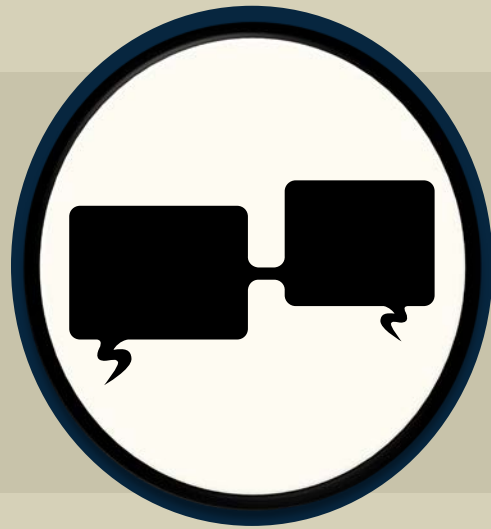
Additional information

- Nearly nine out of ten officer cadets (88%) stated that they had been given the option to comment on the food whilst at their unit.
- There has been a fall in the proportion of Royal Navy officer cadets who were given the option to comment on food since 2015 (86% to 80%).
- Conversely, RAF and Royal Marines officer cadets were more likely to be given the opportunity to comment (78% to 87% and 84% to 100% respectively).

Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.



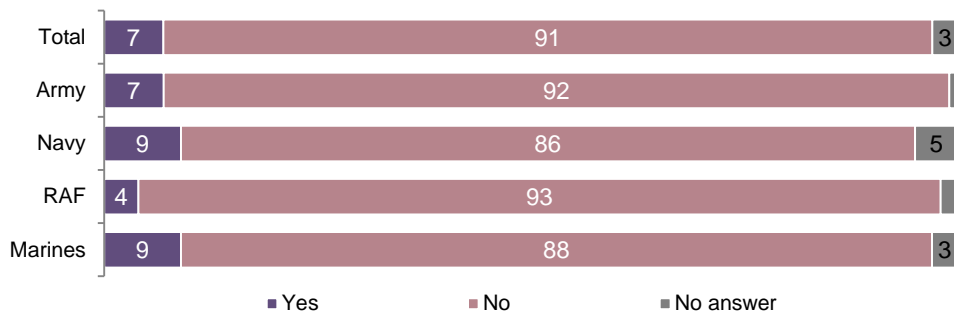
Support

Learning needs and difficulties

6a. Do you have any learning needs or difficulties?

Number of respondents at 6a: Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)

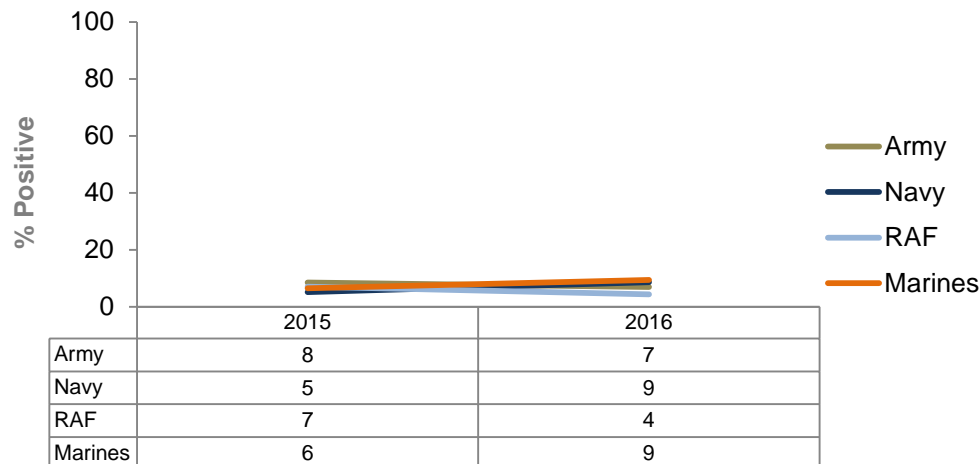


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	△ ▽	△ ▽	△ ▽

Additional information

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

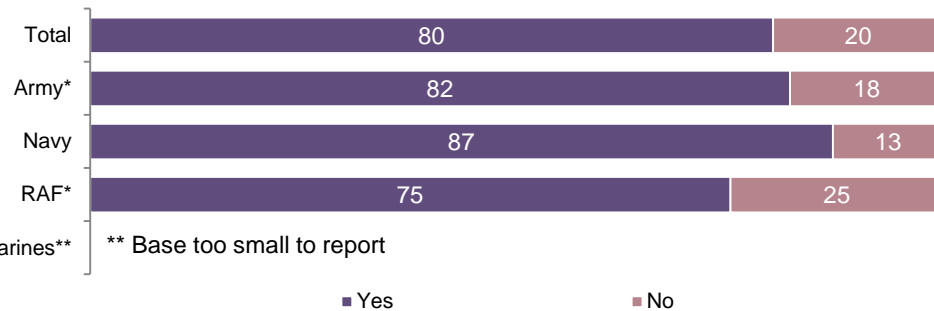
Learning needs and difficulties

6b. Did you tell the staff at XXX that you had a learning need or difficulty?

Number of respondents at 6b: Total (71), Army (22*), Navy (30), RAF (16*), Marines (3**)

% positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)

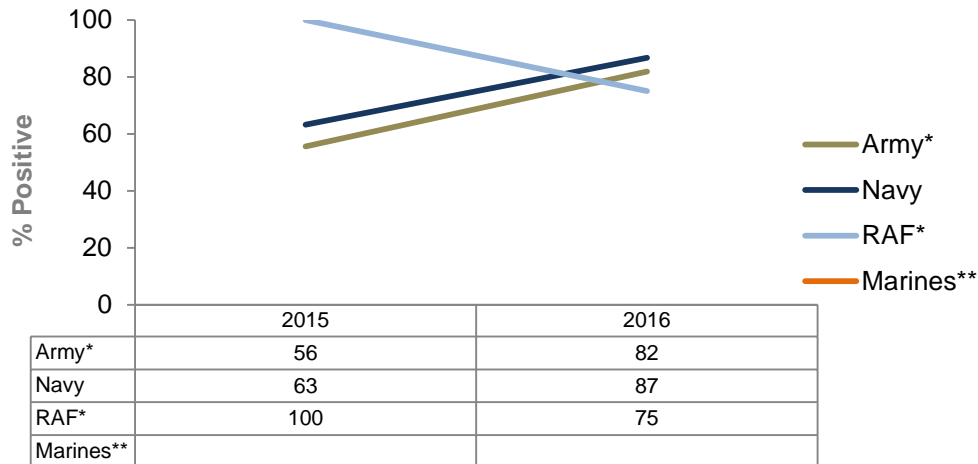


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	△ ▽	△ ▽	△ ▽

Additional information

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.

Results less than 3% are not labelled in the chart.

59

* Caution: low base (< 30 respondents) ** Base too small to report



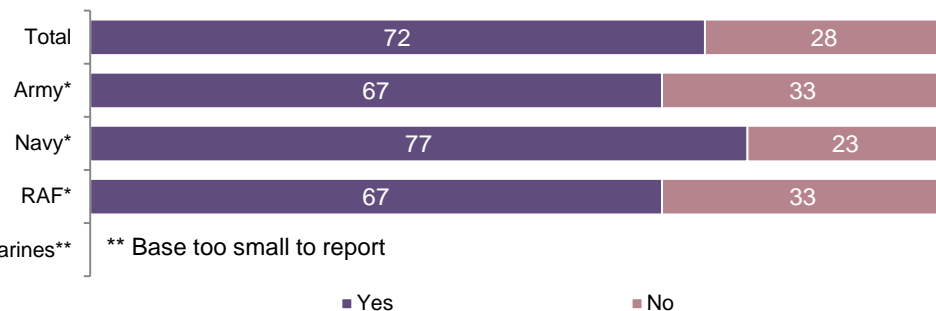
Support for learning needs and difficulties

Demog6c. Did you have all the support required for your learning need or difficulty?

Number of respondents: Total (57), Army (18*), Navy (26*), RAF (12*), Marines (1**)

% positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)



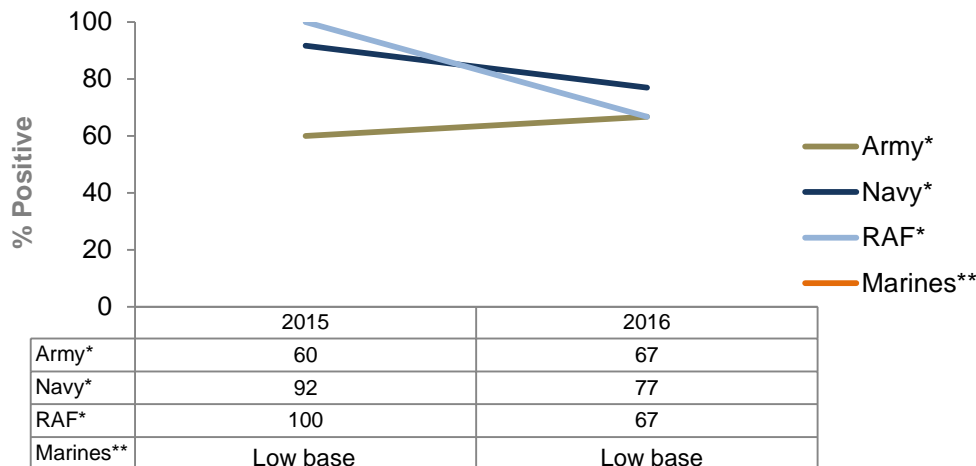
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Please note the low base sizes for this question.

Trend



Please refer to notes page for base size of previous years

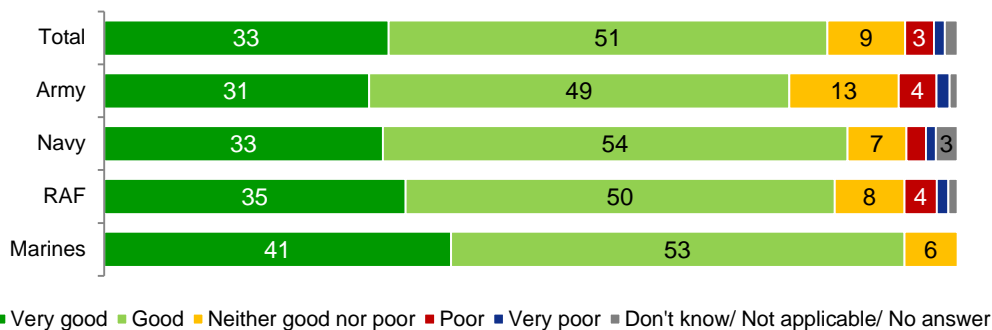
Opportunity to talk privately with training staff

27. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to... Talk privately with training staff

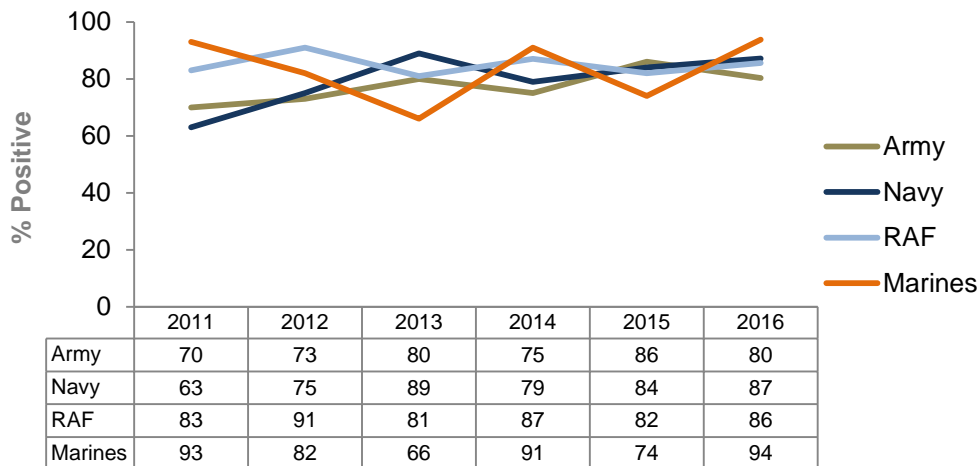
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Over four out of five officer cadets with a learning difficulty (85%) rated the opportunity to speak privately to training staff as good or very good.
- There was an increase in the proportion of Royal Marines officer cadets stating the opportunity to speak privately to training staff was good or very good (74% to 94%).
- Please note the answer option 'not applicable' was changed to 'not available' in 2015.



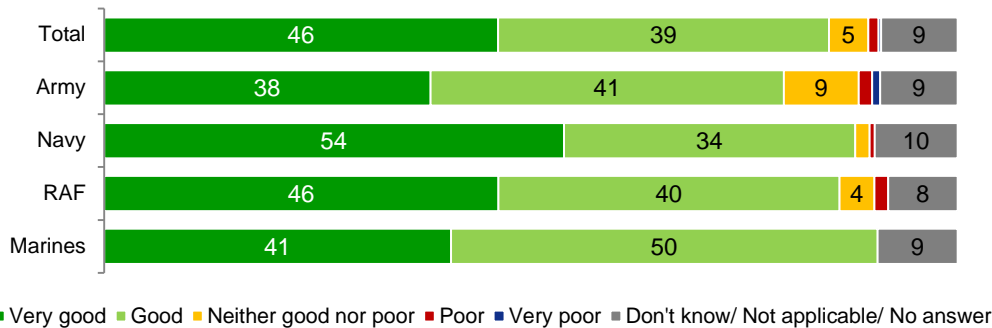
Opportunity to talk privately with Chaplains/Padre

27. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Talk privately with chaplains/padre

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



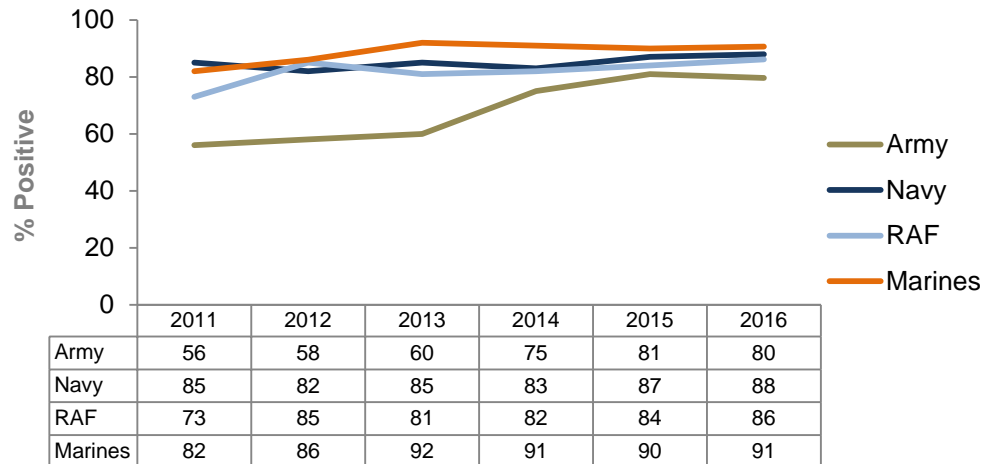
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Please note the answer option 'not applicable' was changed to 'not available' in 2015.

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

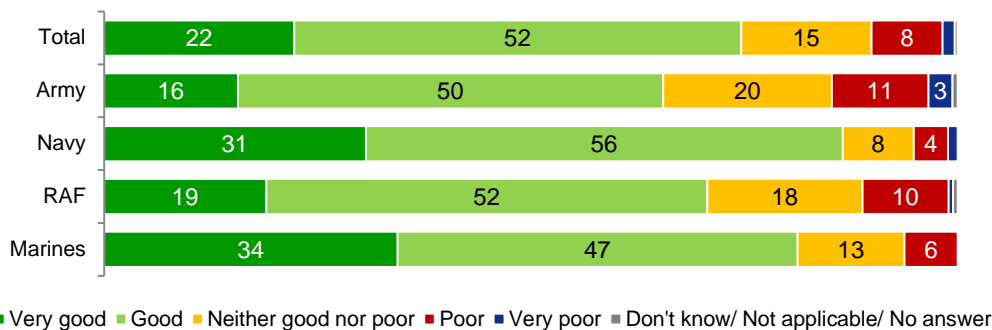
Opportunity to keep in contact with family and friends

27. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Keep in contact with family and friends

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



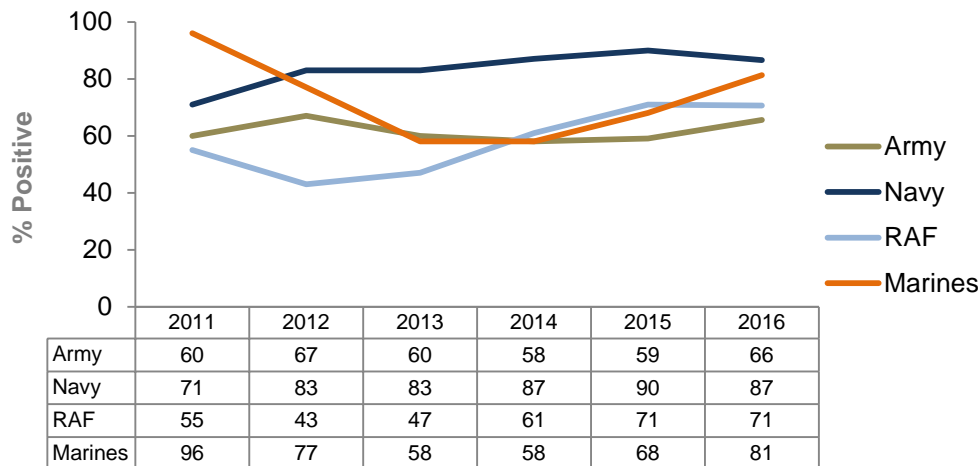
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Please note the answer option 'not applicable' was changed to 'not available' in 2015.

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

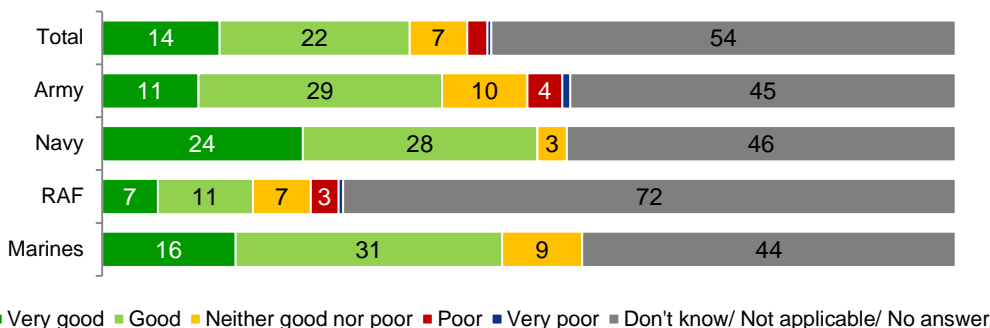
Opportunity to practice your faith/religion

27. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ... Practise your faith/religion

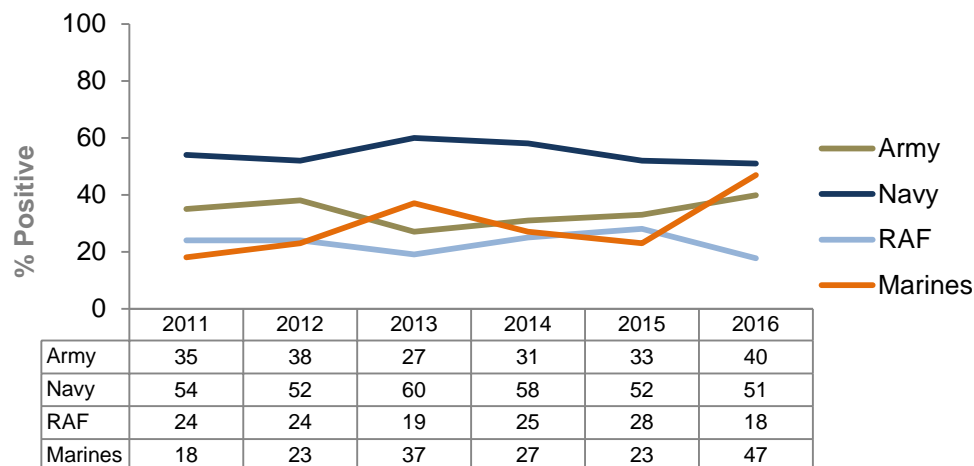
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

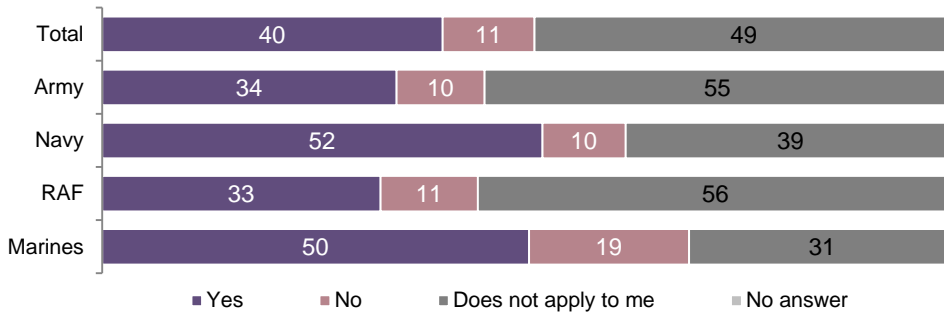
- Just over a third of officer cadets (36%) said the opportunity to practice faith/religion was good or very good; this is stable since 2015.
- There has been a decrease in the proportion of RAF officer cadets rating the opportunity to practice their faith/religion as good and very good (28% to 18%). However 72% of RAF officer cadets said they didn't know, that the question was not applicable or did not give an answer.
- Conversely, Royal Marines officer cadets were more positive on this element compared to 2015 (23% to 47%).
- Overall half of officer cadets answered 'don't know', 'not applicable' or 'no answer' (54%).
- Please note the answer option 'not applicable' was changed to 'not available' in 2015.

Someone to go to for administrative problems

28. Whether or not you needed to, if you had any problems with administration (pay, posting, JPA etc.) was there someone to help you deal with them?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)

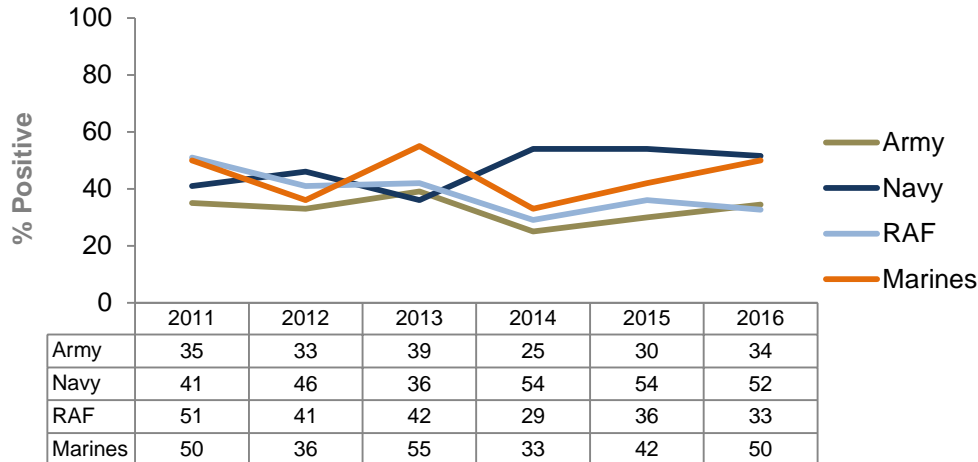


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	△ ▽	△ ▽	△ ▽

Additional information

Trend



Please refer to notes page for base size of previous years

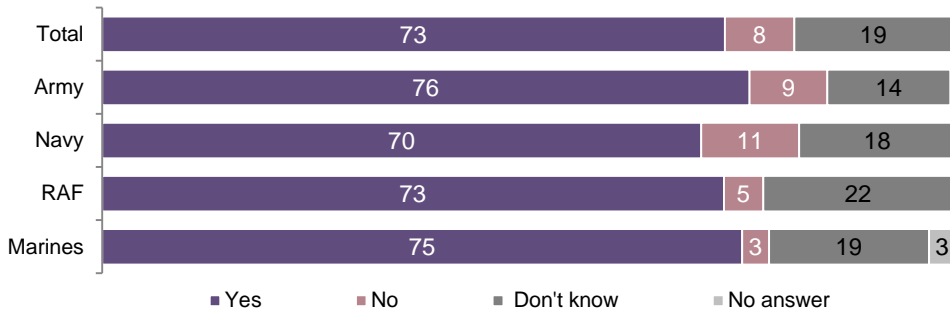
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Availability of staff for problems out of training hours

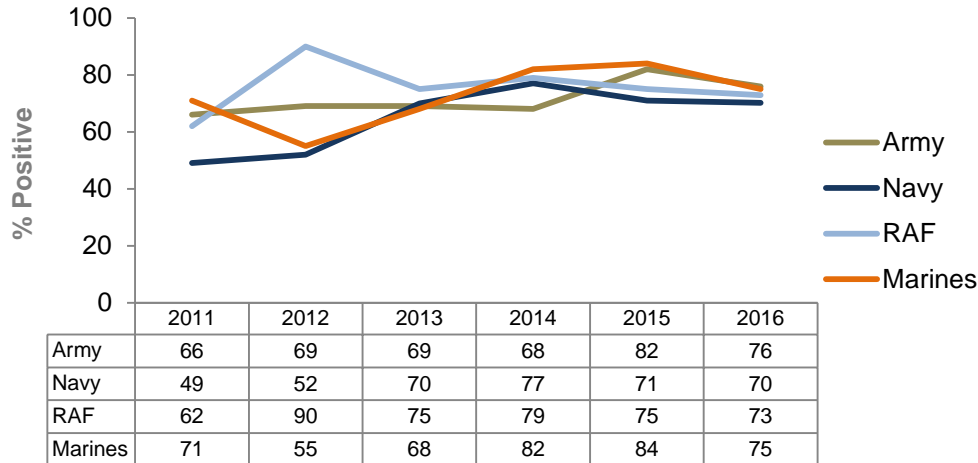
30. Whether or not you needed to, was there a member of staff easily available for you to go to if you had a problem outside of training hours?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

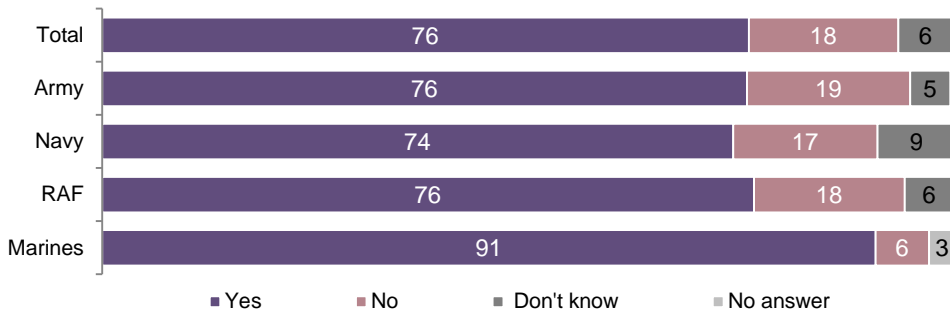
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Opportunity to raise all concerns with person in authority

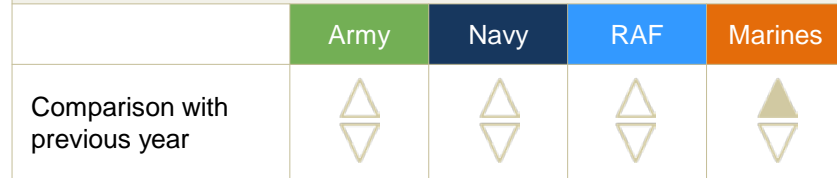
30. Whether or not you needed to, did you feel that you had the opportunity to raise all your concerns with a person in authority at unit?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)



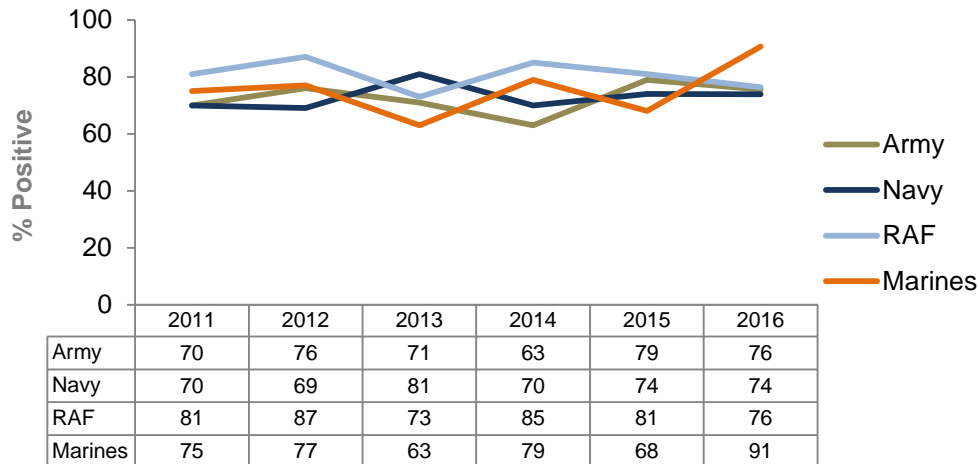
Differences



Additional information

- Just over three quarters of officer cadets (76%) felt they had the opportunity to raise all their concerns with a person in authority.
- Royal Marines officer cadets were more likely to give a positive response than in 2015 (68% to 91%).

Trend



Please refer to notes page for base size of previous years

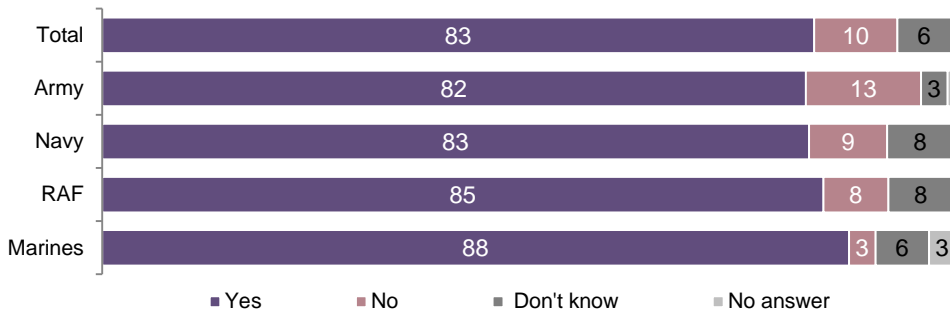
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Someone to go to for personal or emotional problems

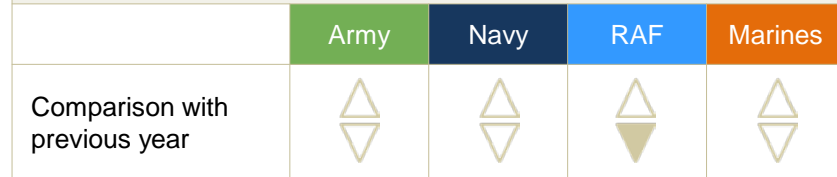
30. Whether or not you needed to, did you have someone at unit that you were happy to go to if you had any personal or emotional problems?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)



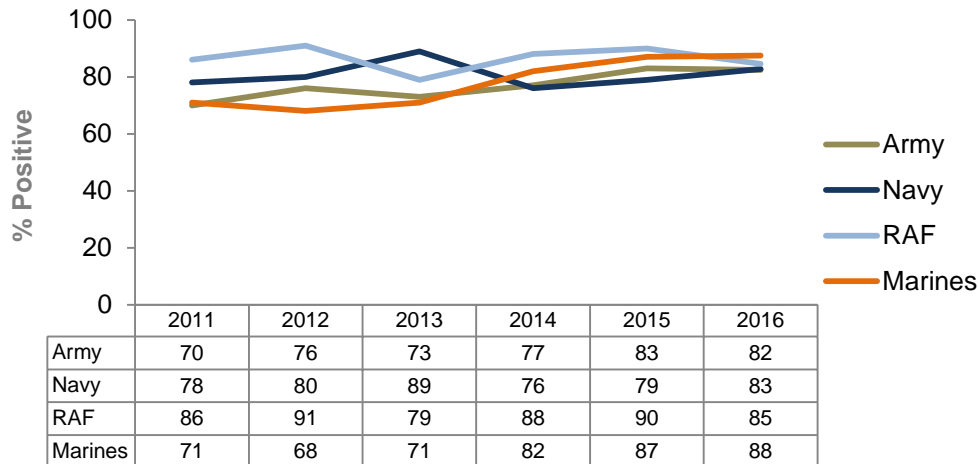
Differences



Additional information

- Over four out of every five officer cadets (83%) said they had someone to go to for personal and emotional problems.
- RAF officer cadets were less likely to give a positive response compared to 2015 (90%, down to 85%).

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.



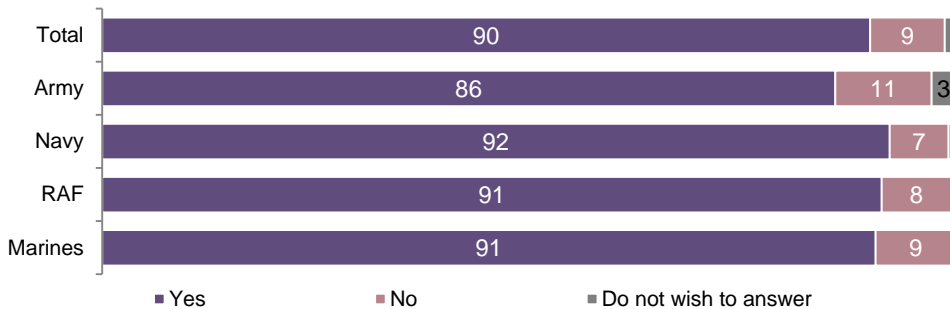
Fairness

Awareness of how to complain about poor or unfair treatment or bullying

37. Do you know how to complain about poor or unfair treatment or bullying at unit?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)



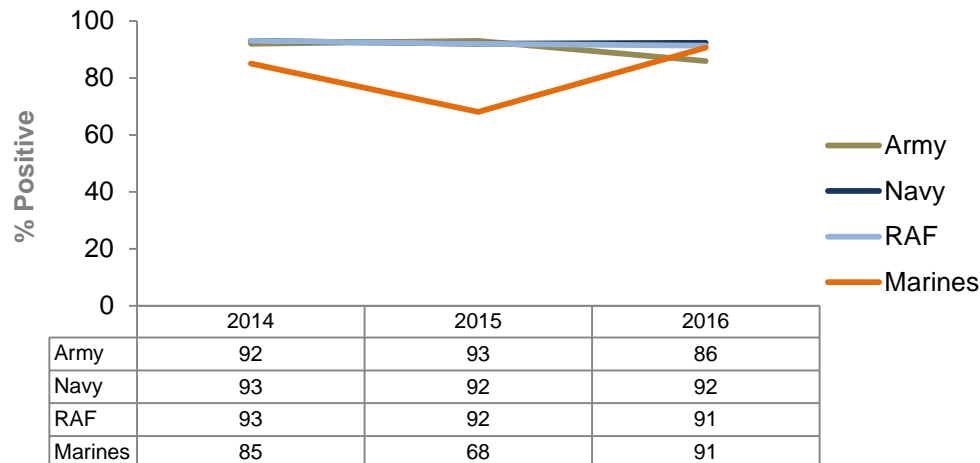
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	▲▼	▲▼	▲▼	▲▼

Additional information

- Nine out of every ten officer cadets (90%) stated that they knew how to complain about poor or unfair treatment or bullying at their unit.
- Since last year, a lower proportion of Army officer cadets knew how to complain about poor or unfair treatment (93%, down to 86%).
- However, there has been an increase in Royal Marines officer cadets knowing how to complain since 2015 (68%, up to 91%).

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

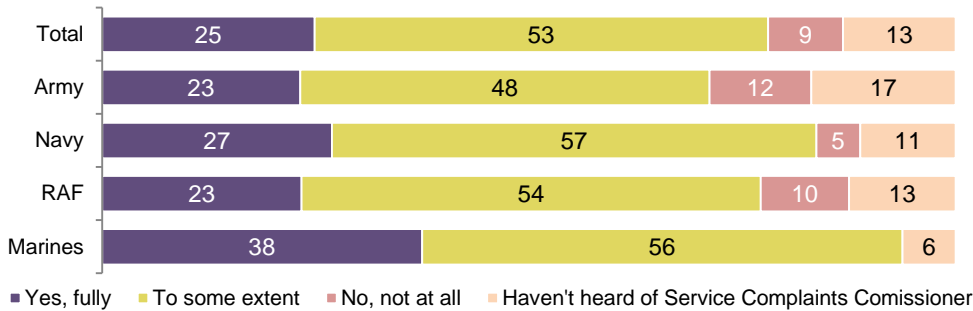
Knowledge of Service Complaints Ombudsman

(wording will change to Service Complaints Ombudsman from 2016)

37sc. Do you know how the Services Complaints Ombudsman can help you with a discrimination, harassment and/or bullying complaint?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say 'yes fully' – significant differences and comments based on this

Current year results (%)



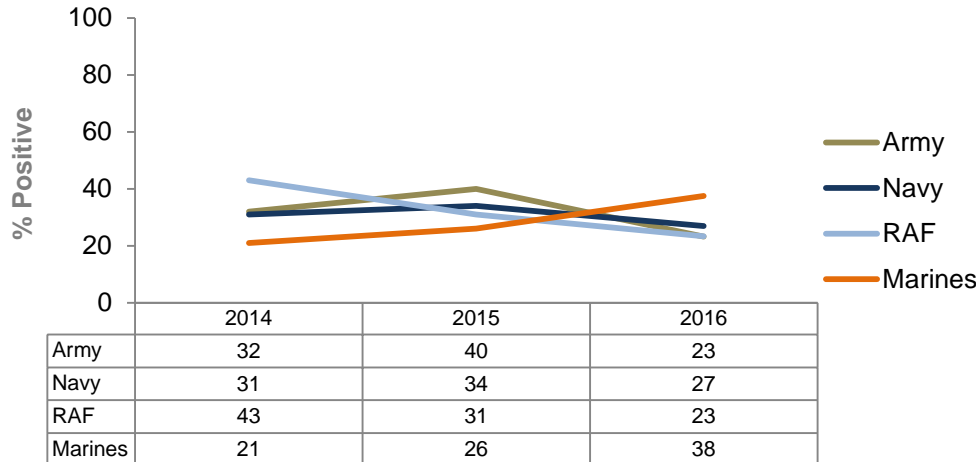
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Overall, a quarter (25%) were fully aware of how the Service Complaints Ombudsman could help them with a complaint. This is a drop since 2015 (34%).
- Full awareness amongst Army, Royal Navy and RAF officer cadets has fallen since 2015 (40% to 23%, 34% to 27% and 31% to 23%, respectively).

Trend



Please refer to notes page for base size of previous years

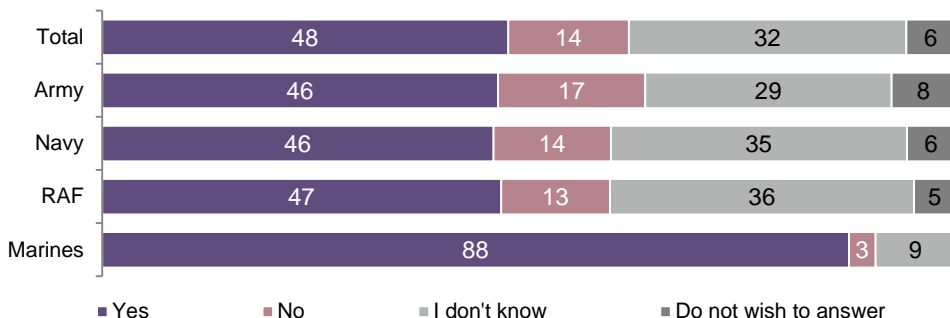
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Whether believe complaints are dealt with in a fair manner

38a. Generally, do you believe that complaints are dealt with in a fair manner at unit?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)



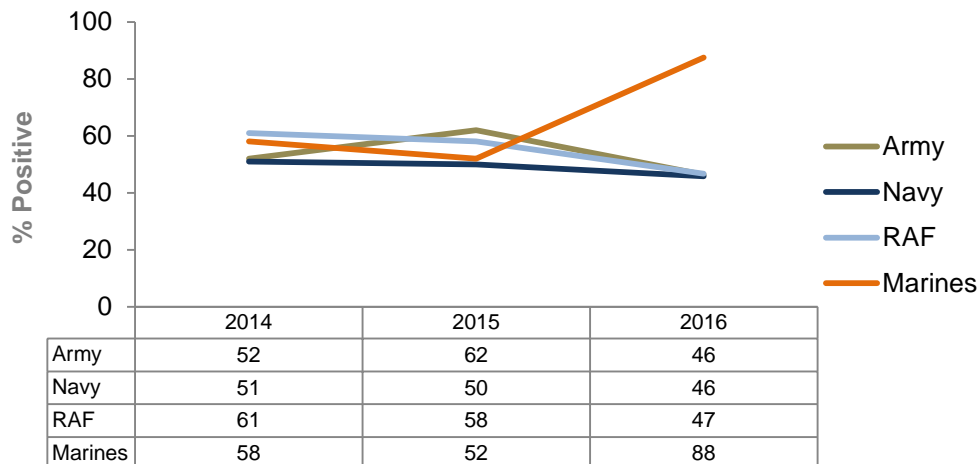
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Just under half (48%) of all officer cadets believed that complaints were dealt with in a fair manner. This is a decrease since last year (56%).
- The proportion of Army and RAF officer cadets who felt that complaints were dealt with in a fair manner has decreased since 2015 (62% to 46% and 58% to 47%, respectively).
- A higher proportion of Marines officer cadets believed complaints are dealt with fairly compared with last year (52%, up to 88%).

Trend



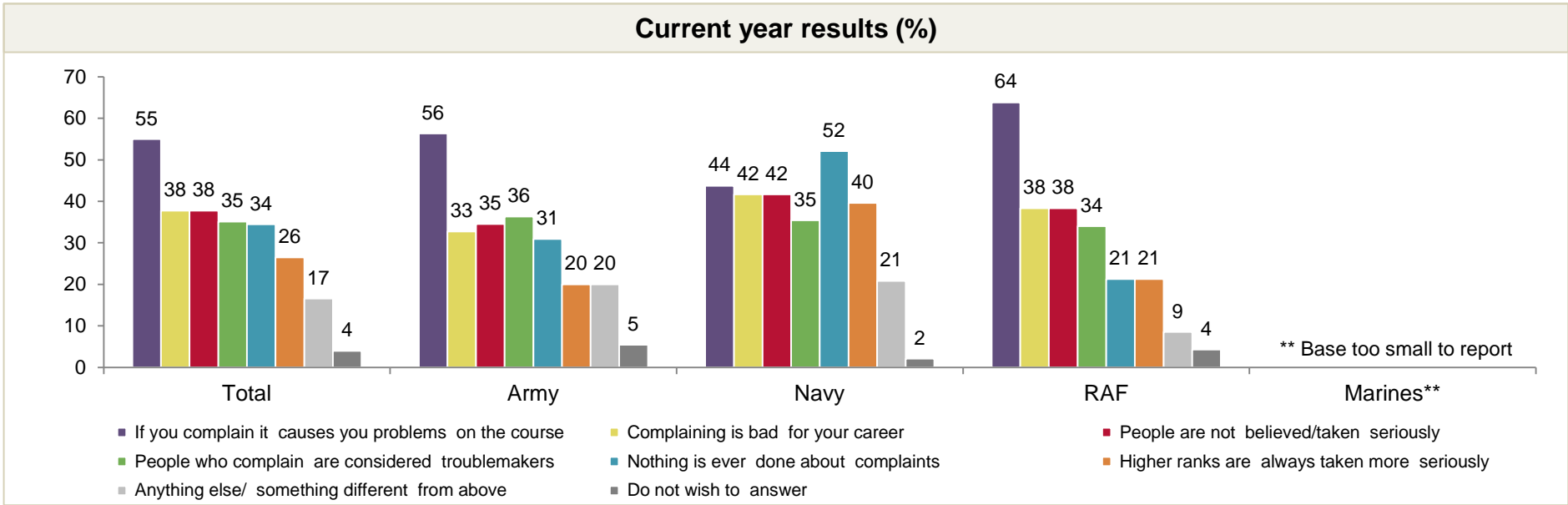
Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Reason why complaints are not dealt with in a fair manner

38b. Why do you feel that complaints are not dealt with in a fair manner?

Number of respondents (all respondents who said that they did not feel that complaints were dealt with in a fair manner): Total (151), Army (55), Royal Navy (48), RAF (47), Marines (1**)



Additional information

- The top reason for not believing that complaints were dealt with in a fair manner was that complaining causes you problems on the course (55%). This was followed by the beliefs that complaining is bad for your career (38%) and people who complain are not taken seriously (38%). However, quite a range of other options shown on the questionnaire were selected as well.
- Base sizes for this question are low so results should be viewed with caution.

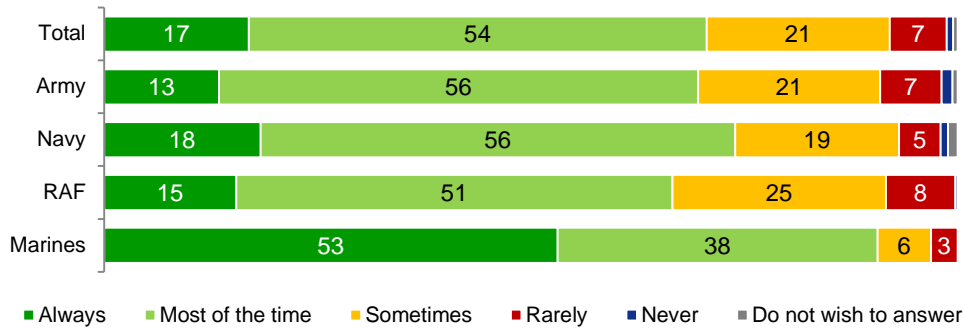
Fair treatment of cadets

40. Please indicate how often the following statements apply: Cadets were all treated fairly

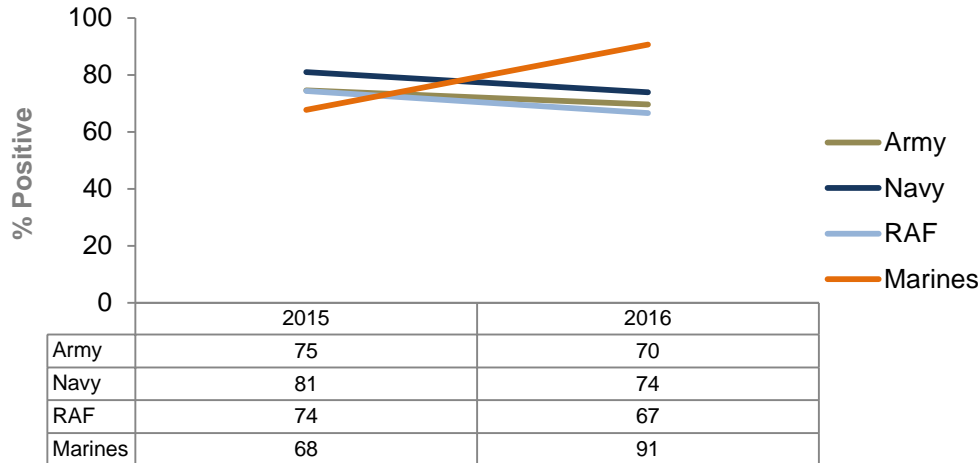
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'always' or 'most of the time' – significant differences and comments based on this

Current year results (%)



Trend



Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	▽	▽	▽

Additional information

- Seven in ten (71%) officer cadets felt that all cadets were treated fairly. This is a decrease since last year (77%).
- Since last year, there has been a decrease in the proportion of Royal Navy and RAF officer cadets who felt that all cadets were treated fairly (81% to 74% and 74% to 67%, respectively).
- In contrast there has been an increase in the proportion of Royal Marines cadets who felt that they were treated fairly compared with 2015 (68%, increased to 91%).

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

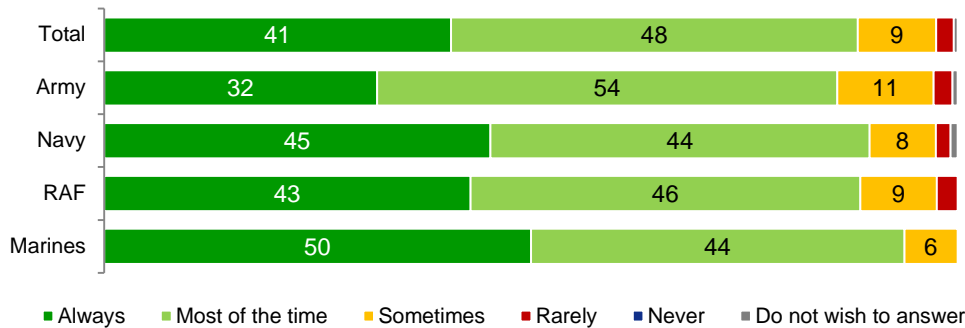
Fair treatment

40. Please indicate how often the following statements apply: I was treated fairly

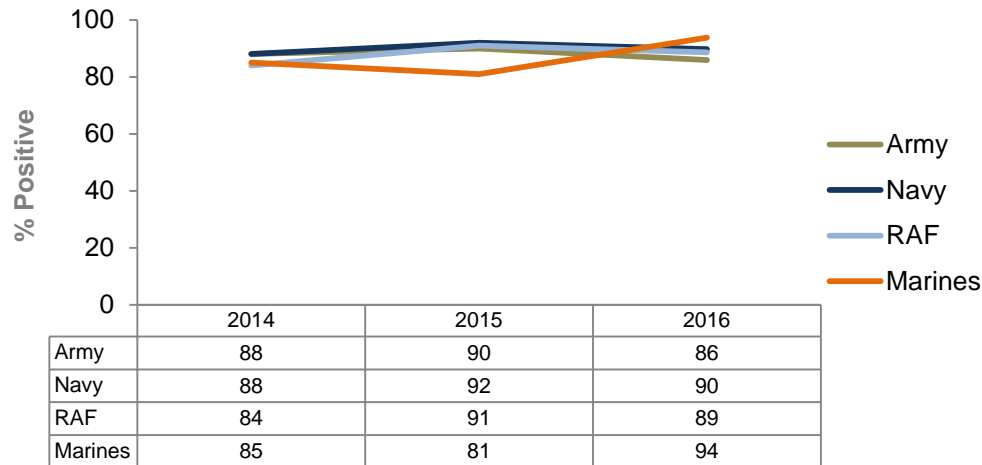
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'always' or 'most of the time' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Nearly nine out of ten (88%) officer cadets felt that they were treated fairly always or most of the time.
- BAME officer cadets were less likely to feel that they had been treated fairly (77%), compared with white officer cadets (89%).

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

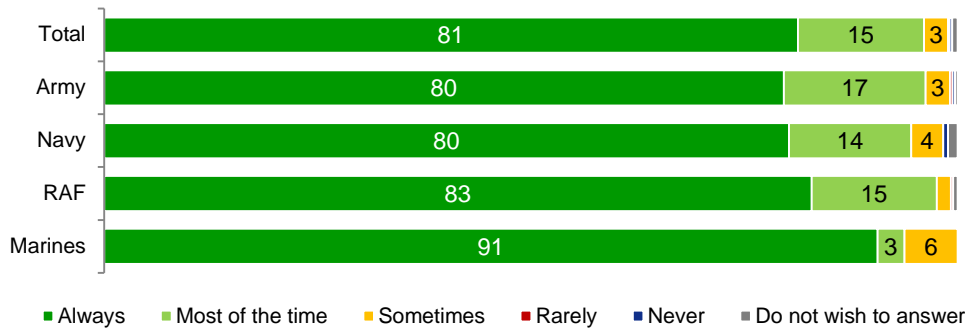
Sexual or racial harassment during training

40. Please indicate how often the following statements apply: Training was conducted without sexual or racial harassment

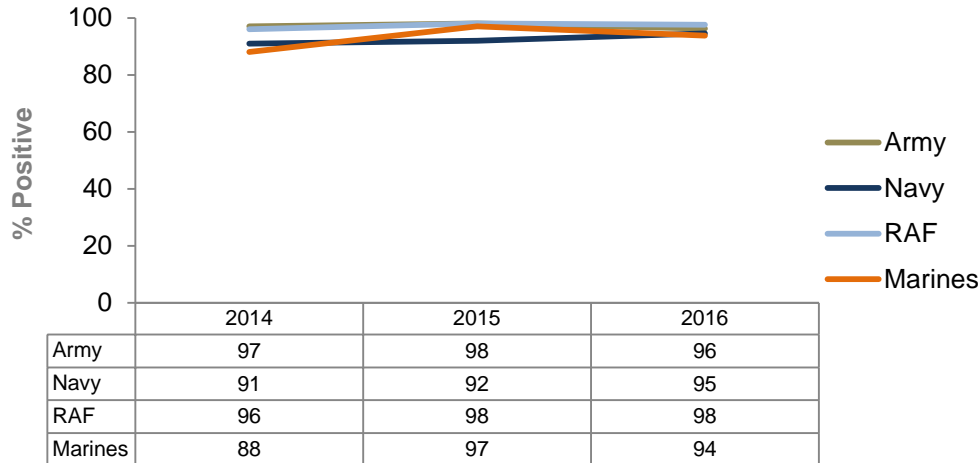
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'always' or 'most of the time' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- 96% of officer cadets reported that training was conducted without sexual or racial harassment always or most of the time.
- BAME officer cadets were less likely to agree, with 88% saying that training was conducted without sexual or racial harassment compared with 97% of white officer cadets.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

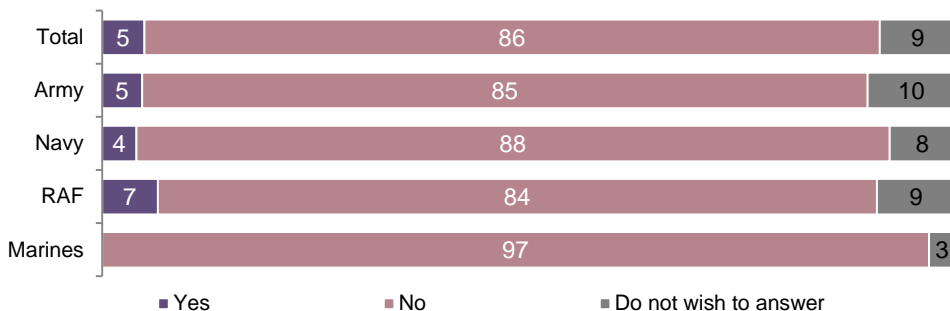
Whether badly or unfairly treated by staff

42a. Do you believe that you were badly or unfairly treated by the staff whilst at college?

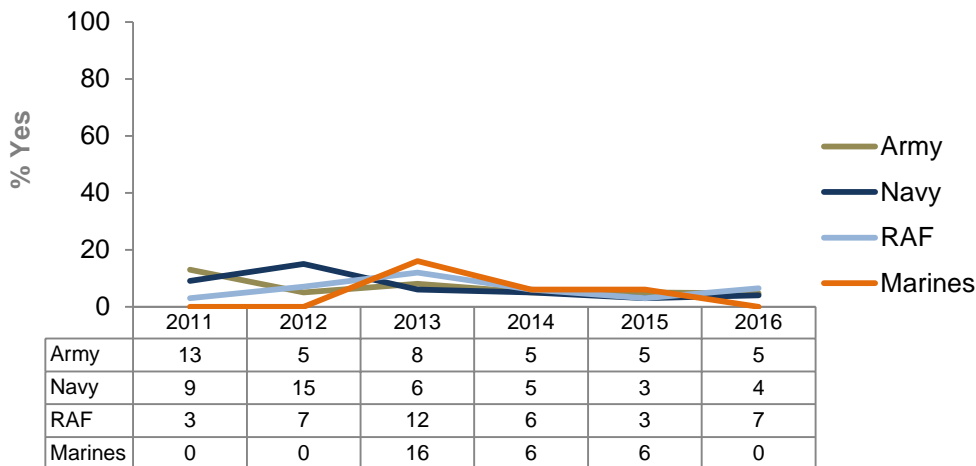
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

Significant differences based on % who say 'yes'

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- 5% of officer cadets thought they were badly or unfairly treated by staff.
- Compared to last year, more RAF officer cadets have felt that they were badly or unfairly treated (3% to 7%).

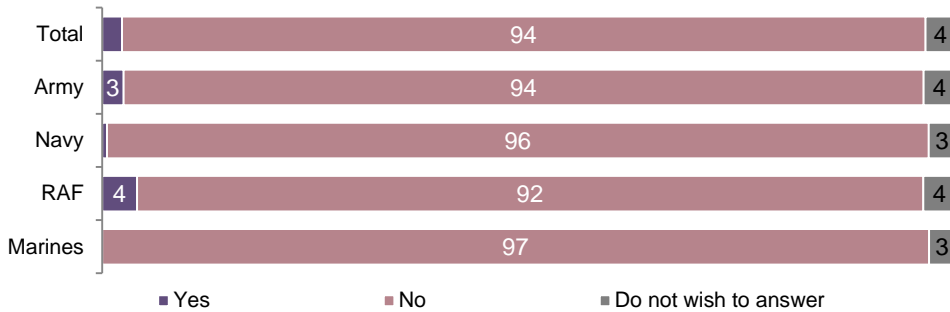


Whether badly or unfairly treated by other cadets

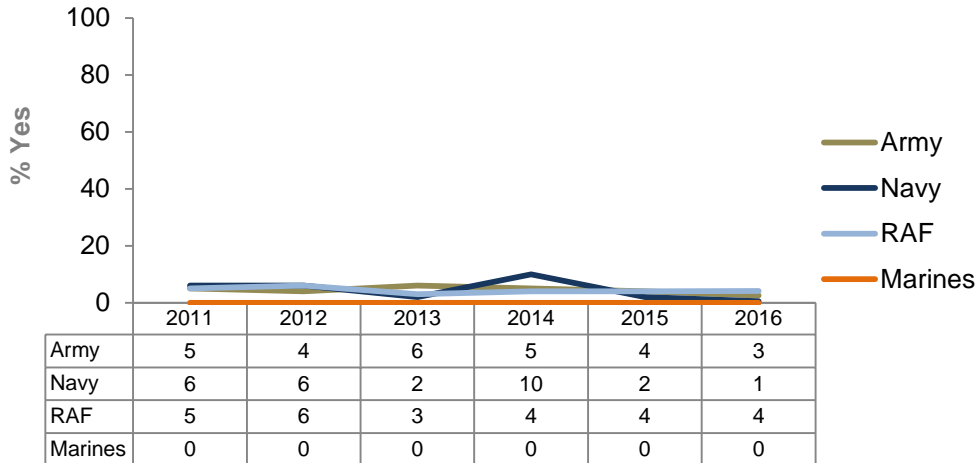
42b. Do you believe that you were badly or unfairly treated by other cadets whilst at college?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 Significant differences based on % who say 'yes'

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	▽	△	▽

Additional information

- 2% of officer cadets thought they were badly or unfairly treated by other cadets.
- Compared with 2015, fewer Royal Navy officer cadets felt they were badly or unfairly treated by other cadets (2%, down to 1%).
- Continuing the trend seen since the start of the survey, no Royal Marines officer cadets thought were badly or unfairly treated by other officer cadets.



Whether badly or unfairly treated by staff or other cadets

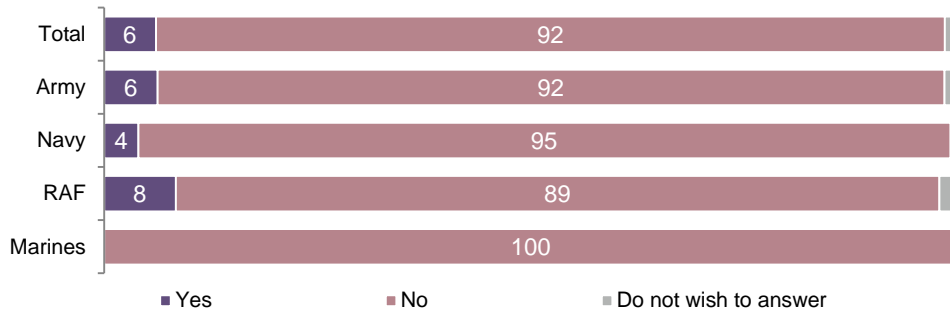
42a. Do you believe that you were badly or unfairly treated by other cadets whilst at unit?

42b. Do you believe that you were badly or unfairly treated by the staff whilst at unit?

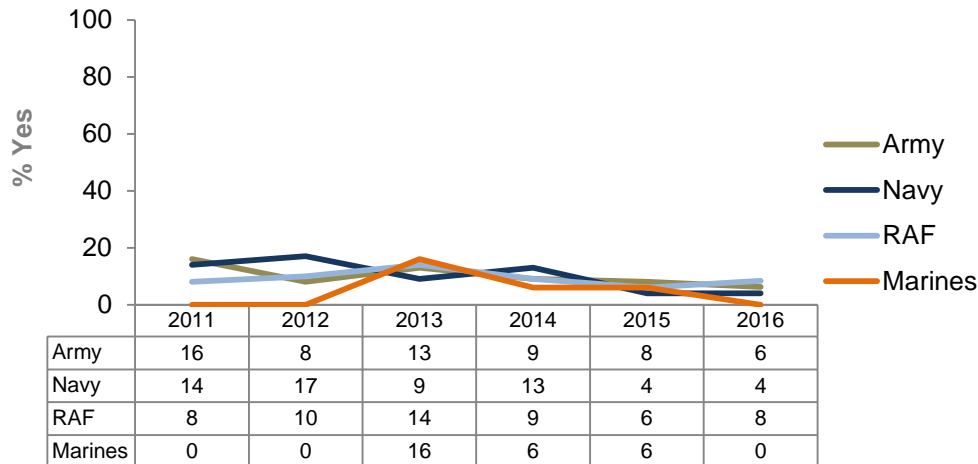
Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

Significant differences based on % who say 'yes' to either question

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- The responses to the two questions about bad or unfair treatment by staff and other officer cadets have been combined to show reported levels of officer cadets experiencing bad or unfair treatment overall.
- 6% of officer cadets believed they were badly or unfairly treated by staff or other officer cadets.
- Female officer cadets are more likely to say they were badly or unfairly treated than male officer cadets (13% and 5%, respectively).

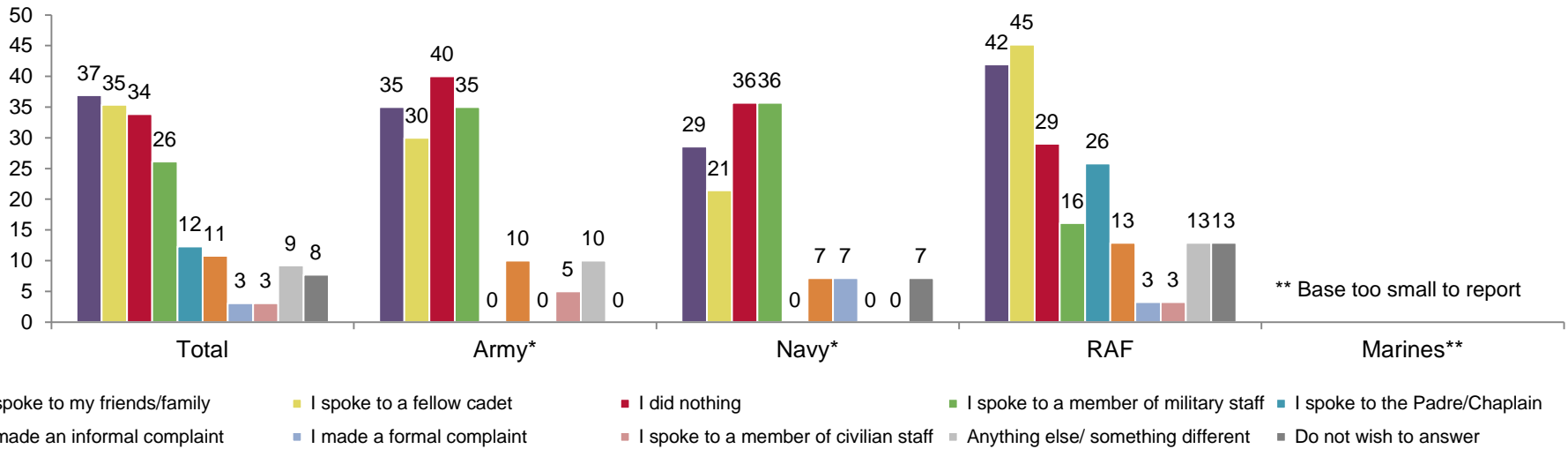


Action taken as a result of bad or unfair treatment

44. Which of the following did you do following the unfair treatment you experienced?

Number of respondents (all respondents who felt that they were badly or unfairly treated): Total (65), Army (20*), Royal Navy (14*), RAF (31), Marines (0**)

Current year results (% of officer cadets)



Additional information

- Base sizes for this question are particularly low (especially within Service) so results should be viewed with caution.
- The top action by officer cadets who felt they were badly or unfairly treated was to speak to friends and family (37%), closely followed by speaking to a fellow cadet (35%) and doing nothing (34%).

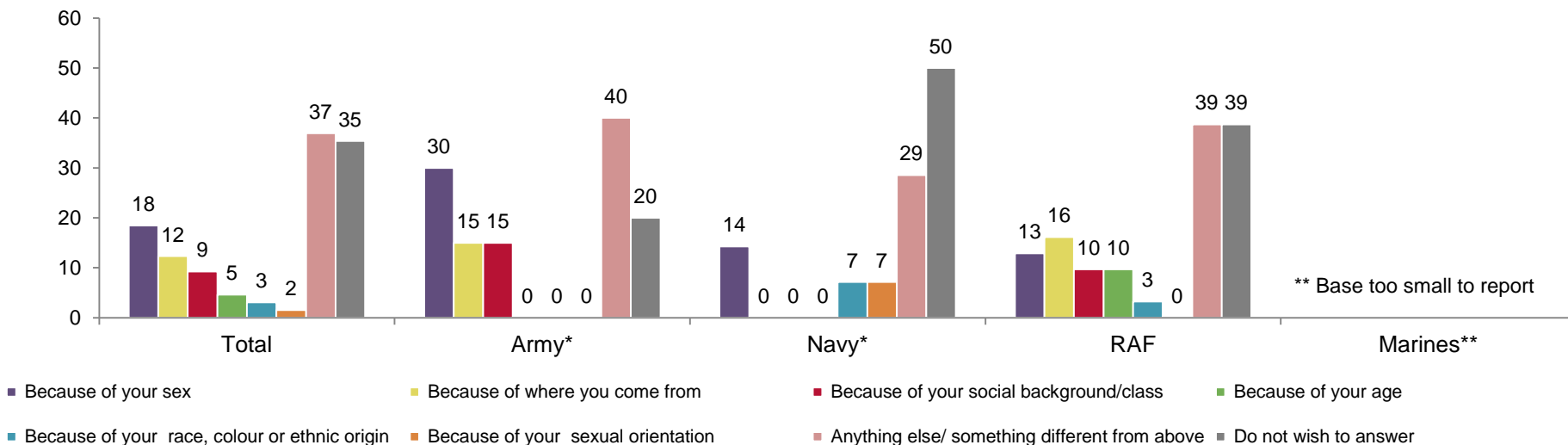


Perceived reason for bad or unfair treatment

45. Why do you think you were badly or unfairly treated?

Number of respondents (all respondents who felt they were badly or unfairly treated): Total (65), Army (20*), Royal Navy (14*), RAF (31), Marines (0**)

Current year results (% of officer cadets)



Additional information

- Base sizes for this question are particularly low (especially within Service) so results should be viewed with caution.
- The top perceived reason for bad or unfair treatment was because of the cadet's sex (18%), followed by where they come from (12%). However, a higher proportion of cadets felt that their poor treatment was due to other unspecified reasons. A number chose not to answer this question.

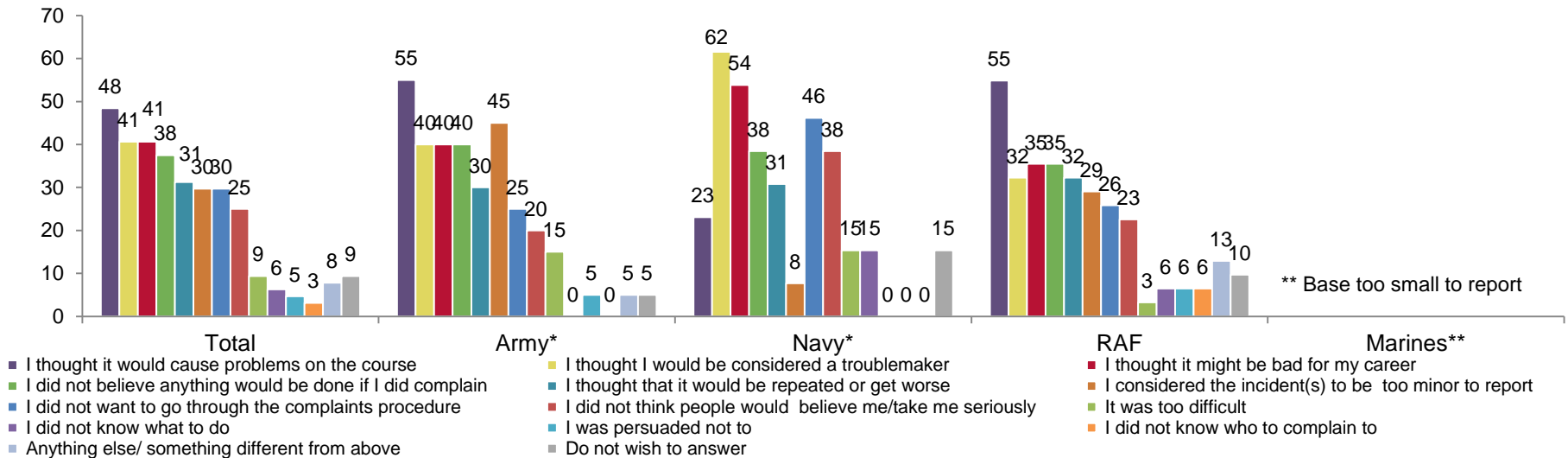
* Caution: low base (< 30 respondents)

Reason for not complaining about bad or unfair treatment

45. If you did not complain about any incident of bad or unfair treatment, why was this?

Number of respondents (all respondents who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): Total (65), Army (20*), Royal Navy (13*), RAF (31), Marines (0**)

Current year results (% of officer cadets)



Additional information

- Base sizes for this question are particularly low (especially within Service) so results should be viewed with caution.
- A sizeable number of officer cadets who did not complain said this was because they thought it would cause problems on their course (48%). In addition, 41% of officer cadets said that they would be considered a troublemaker or they thought it might be bad for their career. Generally a number of the pre-coded answers were selected in response to this question.

* Caution: low base (< 30 respondents)



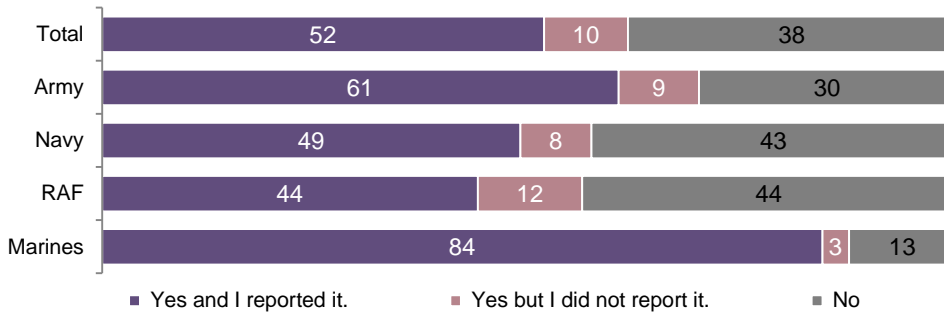
Setbacks during training

Illness or injury during training

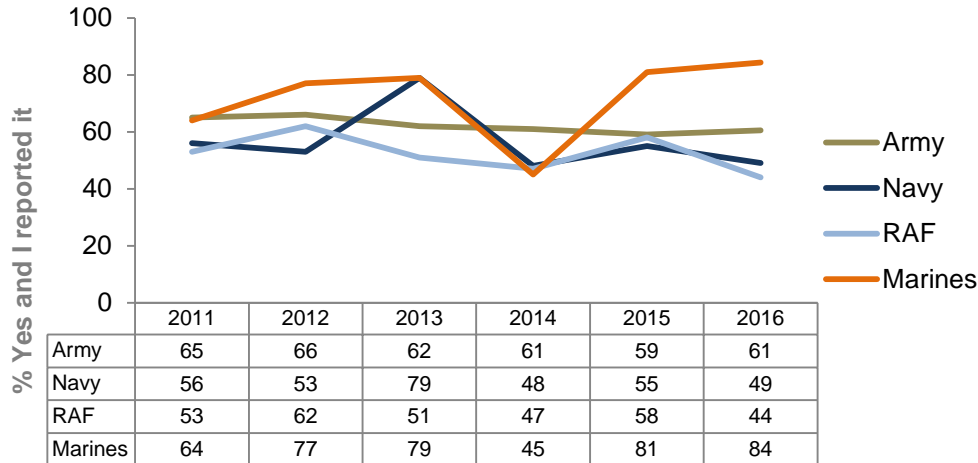
51. Were you ever ill or injured during training?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)
 Comments and significant differences based on % saying 'yes and I reported it'

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	▽	▽

Additional information

- 52% of officer cadets were ill or injured during training and reported it. This is a decrease since last year (58% to 52%), back to the level reported in 2014.
- There was a decrease in reported injuries amongst RAF officer cadets (58% to 44%).

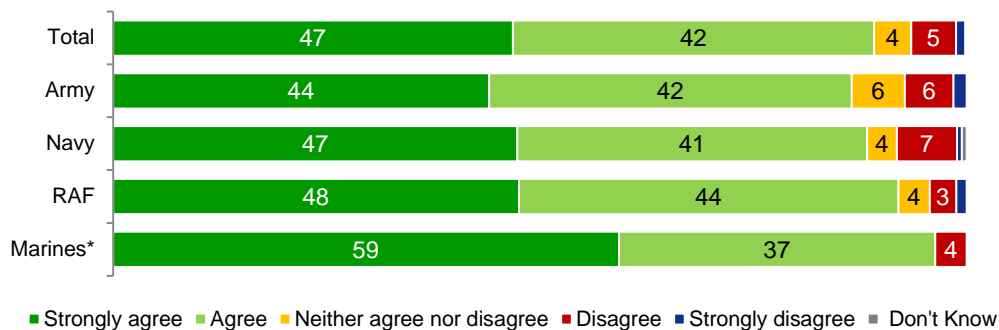


Whether illness/injury was properly dealt with

52. Please indicate how you feel about the following statements: My injury/illness was properly dealt with

Number of respondents (all respondents who were ill or injured and reported it): Total (553), Army (193), Royal Navy (171), RAF (162), Marines (27*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)

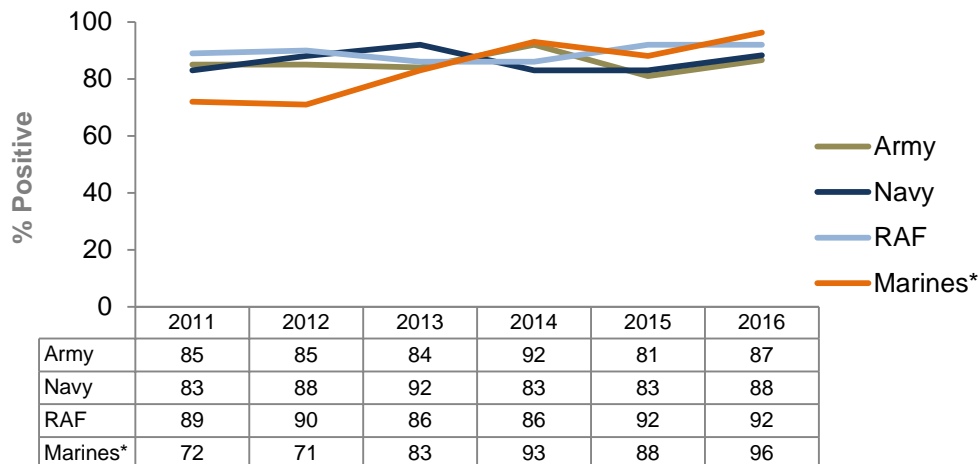


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	Base size too low to test significant differences

Additional information

Trend



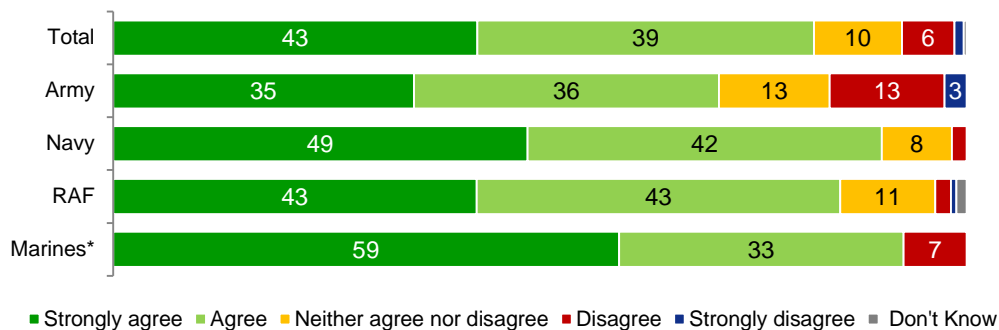
Please refer to notes page for base size of previous years

Staff help and support during illness/injury

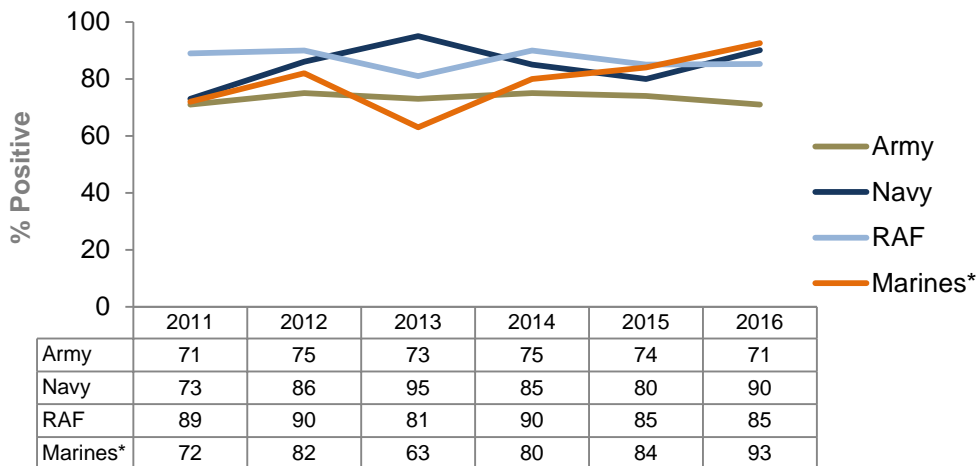
52. Please indicate how you feel about the following statements: Staff helped and supported me when I was ill/injured

Number of respondents (all respondents who were ill or injured and reported it): Total (553), Army (193), Royal Navy (171), RAF (162), Marines (27*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	Base size too low to test significant differences

Additional information

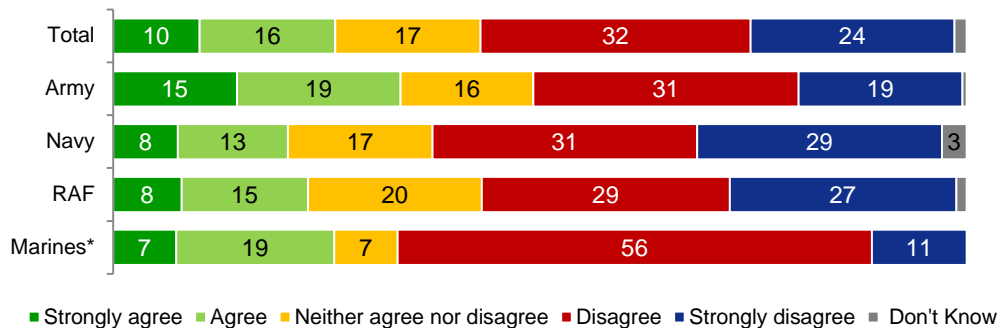
- Four in every five (82%) officer cadets who were ill or injured felt that staff helped and supported them when they were ill.
- The proportion of ill or injured Royal Navy officer cadets who felt that staff helped and supported them during their illness or injury has increased since last year (80% to 90%).

Advice for others on reporting sick

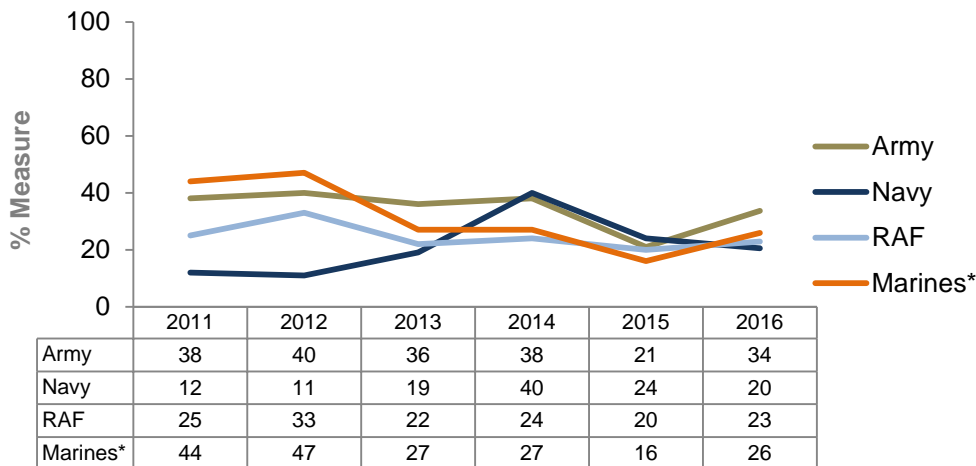
52. Please indicate how you feel about the following statements: I would advise others in a similar situation not to report sick if they can avoid it

Number of respondents (all respondents who were ill or injured and reported it): Total (553), Army (193), Royal Navy (171), RAF (162), Marines (27*)
 % measure equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	▲	▲	▲	Base size too low to test significant differences

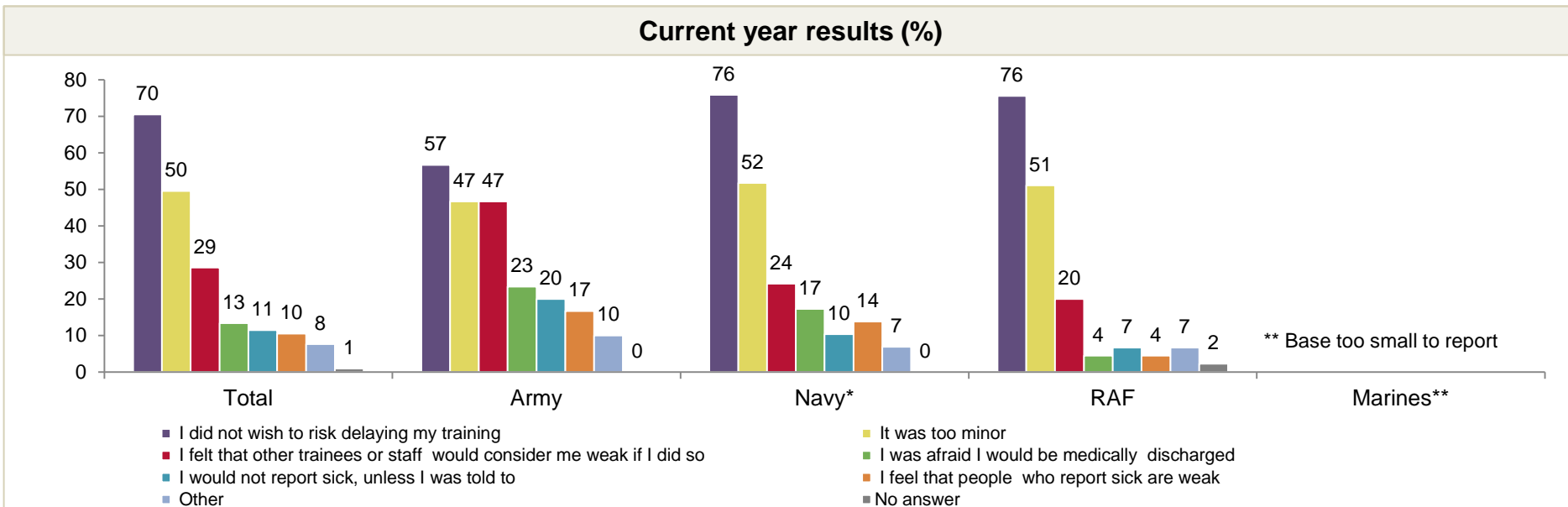
Additional information

- Just over a quarter (26%) of officer cadets said they would advise other cadets in a similar situation not to report sick if they can avoid it.
- There was a rise in the proportion of Army officer cadets who would advise others not to report sick (21%, increased to 34%).

Reason for not reporting illness or injury

53. Why did you not report it?

Number of respondents (all respondents who were ill or injured and did not report it): Total (105), Army (30), Royal Navy (29*), RAF (45), Marines (1**)



Additional information

- The most common reason for not reporting an illness or injury was that officer cadets did not wish to risk delaying their training (70%), and this was also the main reason given by officer cadets in 2015.
- The second and third ranked reasons were that the illness/injury was too minor (50%) and the fear that other trainees or staff would consider them weak (29%), respectively.
- There was a rise in the proportion of officer cadets feeling that other trainees or staff would consider them weak if they reported their injury (13% in 2015, up to 29% in 2016).

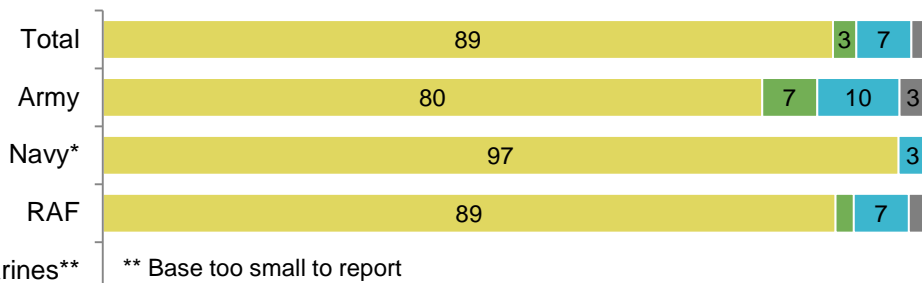
* Caution: low base (< 30 respondents)

Result of not reporting sick

54. What was the result of not reporting sick?

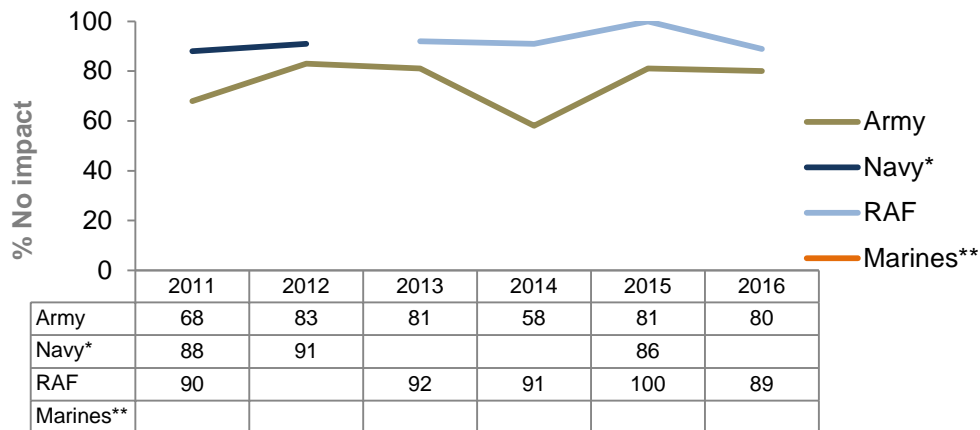
Number of respondents (all respondents who were ill or injured and did not report it): Total (105), Army (30), Royal Navy (29*), RAF (45), Marines (1**) Significant differences and comments based on proportion who say 'No impact'

Current year results (%)



- No impact
- Illness/injury worsened - forced to temporarily leave training to recover
- Illness/injury worsened - forced to leave unit to recover
- Other impact
- No answer

Trend



Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	Base size too low to test significant differences	△ ▽	Base size too low to test significant differences

Additional information



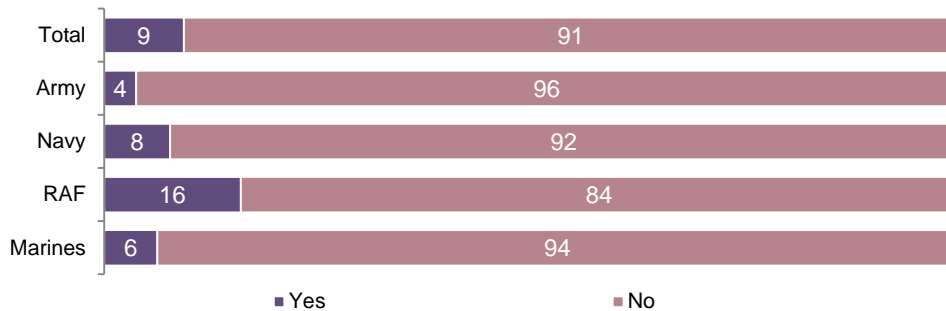
Repeating training

61. Did you have to repeat training?

Number of respondents (all respondents): Total (1,068), Army (319), Royal Navy (349), RAF (368), Marines (32)

Significant differences and comments based on proportion who say 'yes'

Current year results (%)

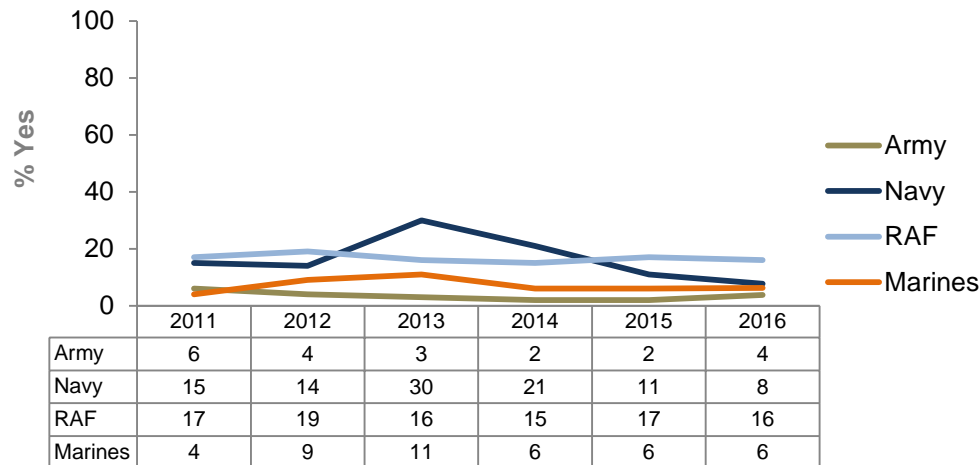


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	△ ▽	△ ▽	△ ▽

Additional information

Trend



Please refer to notes page for base size of previous years

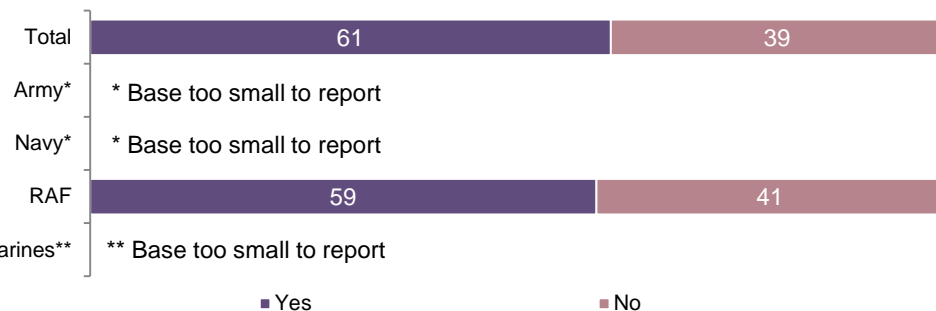
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Personal warning of possibility of repeating training

62. Were you warned personally that there was a possibility that you would have to repeat training?

Number of respondents (all respondents who repeated training): Total (100), Army (12*), Royal Navy (27*), RAF (59), Marines (2**) % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)



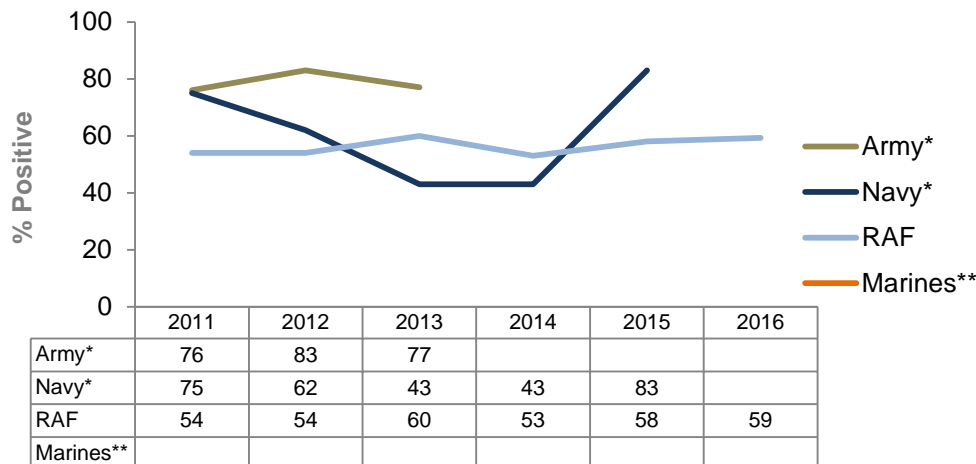
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	Base size too low to test significant differences	Base size too low to test significant differences		Base size too low to test significant differences

Additional information

- Base sizes for this question are particularly low so results should be viewed with caution.

Trend

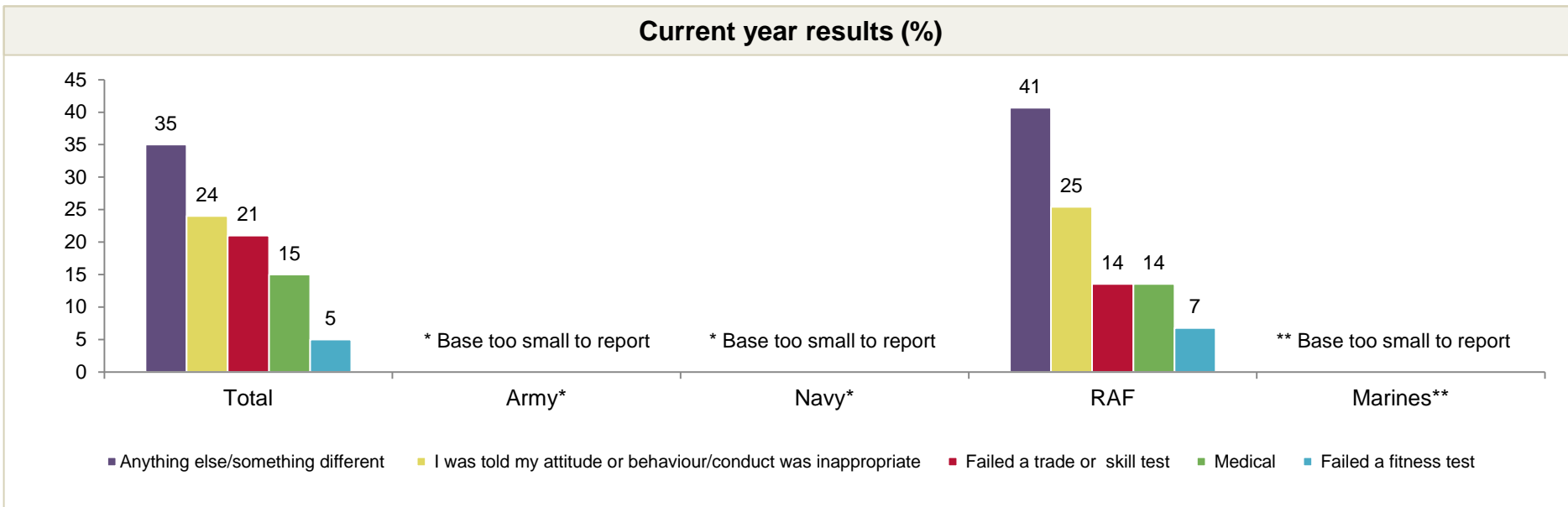


Please refer to notes page for base size of previous years

Reason given for repeating training

63. What reasons were you given for being repeating training?

Number of respondents (all respondents who had to repeat training): Total (100), Army (12*), Royal Navy (27*), RAF (59), Marines (2**)



Additional information

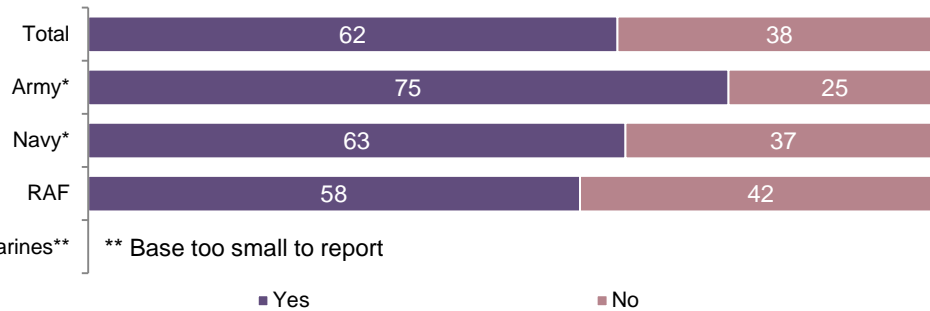
- The top reason given from the answer options on the questionnaire for having to repeat training was inappropriate attitude or behaviour (24%). This is a change since last year, when the top reason was failing a trade or skills test (28%). Please note, however, that a sizeable proportion selected the 'something else' answer option.
- Base sizes for this question are particularly low so results should be viewed with caution.

Whether agreed with repeating training

64. Did you agree with the reasons given for repeating training?

Number of respondents (all respondents who had to repeat training): Total (100), Army (12*), Royal Navy (27*), RAF (59), Marines (2**) % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)



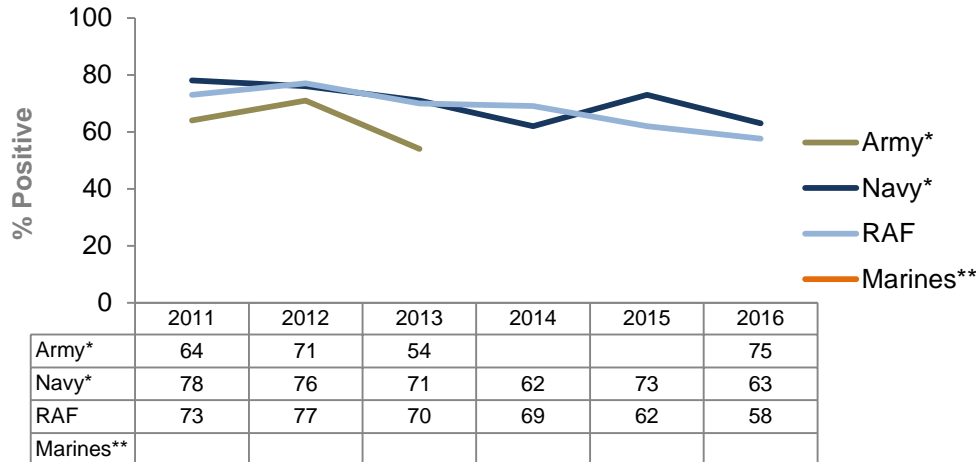
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	Base size too low to test significant differences	Base size too low to test significant differences		Base size too low to test significant differences

Additional information

- Base sizes for this question are particularly low so results should be viewed with caution.

Trend



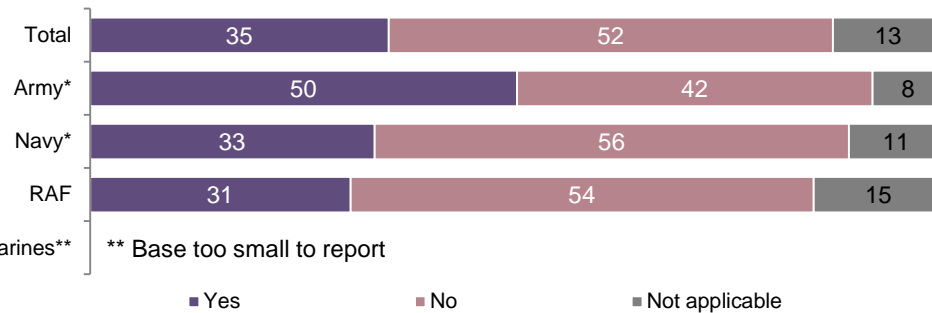
Please refer to notes page for base size of previous years

Opportunity to avoid repeating training

66. Do you feel you were given every opportunity to improve in order to avoid repeating training?

Number of respondents (all respondents who had to repeat training): Total (100), Army (12*), Royal Navy (27*), RAF (59), Marines (2**) % positive equals the proportion who say 'yes' – significant differences and comments based on this

Current year results (%)



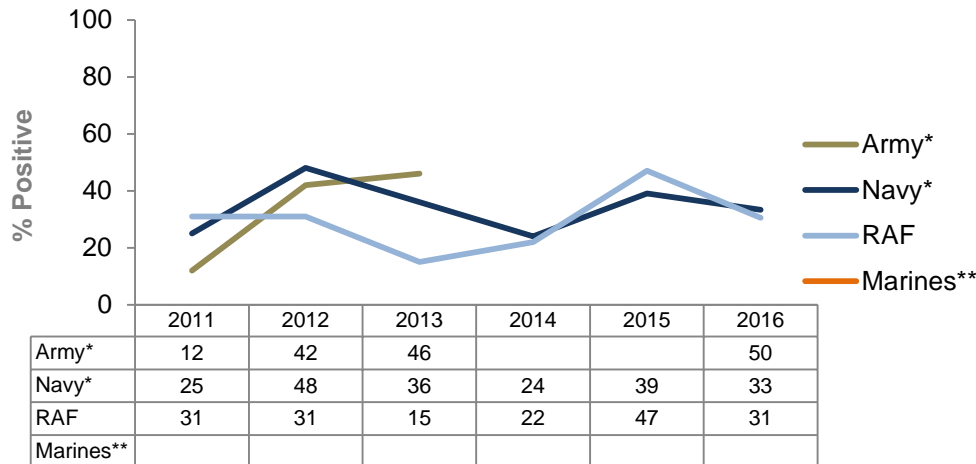
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	Base size too low to test significant differences	Base size too low to test significant differences		Base size too low to test significant differences

Additional information

- Base sizes for this question are particularly low so results should be viewed with caution.

Trend



Please refer to notes page for base size of previous years



General

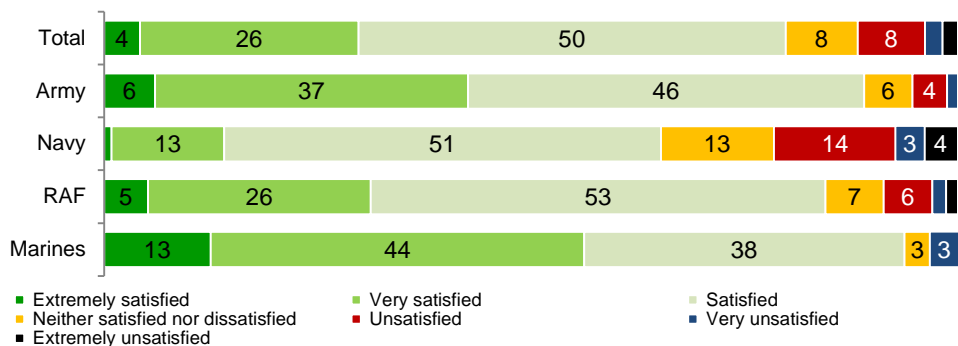
Satisfaction with training experience

KPI1. Taking everything into account, how would you rate your overall satisfaction with the training experience you have had at your unit?

Number of respondents: Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'extremely satisfied' or 'satisfied' – significant differences and comments based on this

Current year results (%)



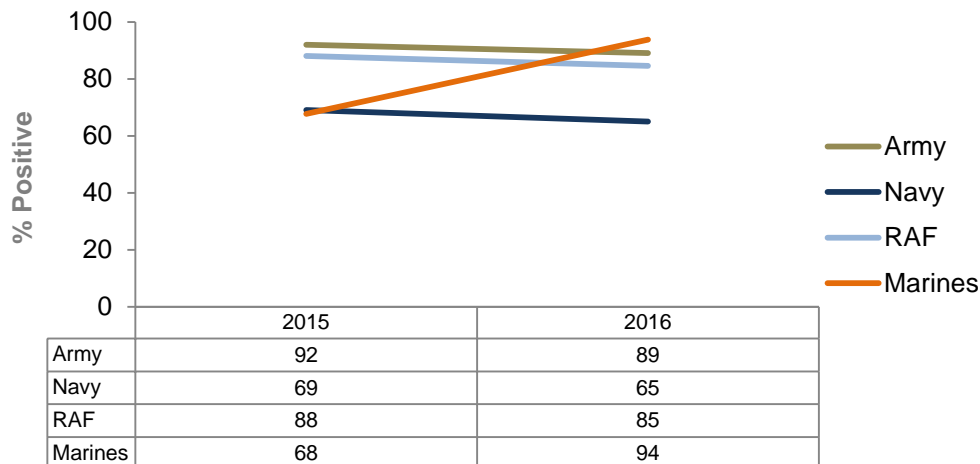
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Four fifths (80%) of officer cadets said they were satisfied with the training experience at their college.
- There has been an increase in the proportion of Royal Marines officer cadets rating their satisfaction with the training experience positively since last year (68%, up to 94%).

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

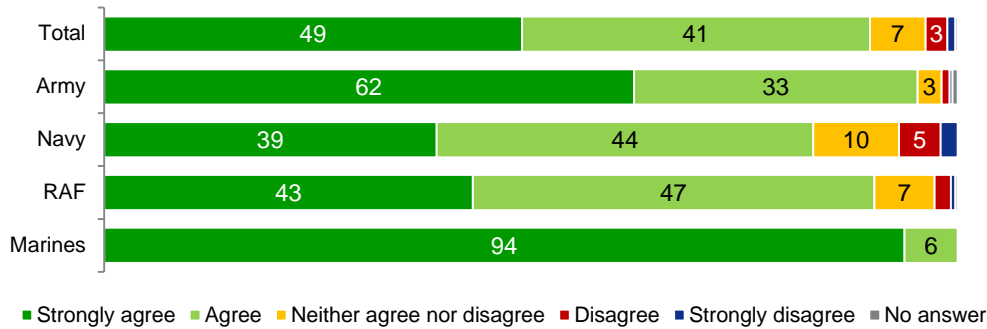
Personal benefit from the course

68. Below are some statements ... To what extent do you agree or disagree with each? I feel I personally benefited from the course

Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)

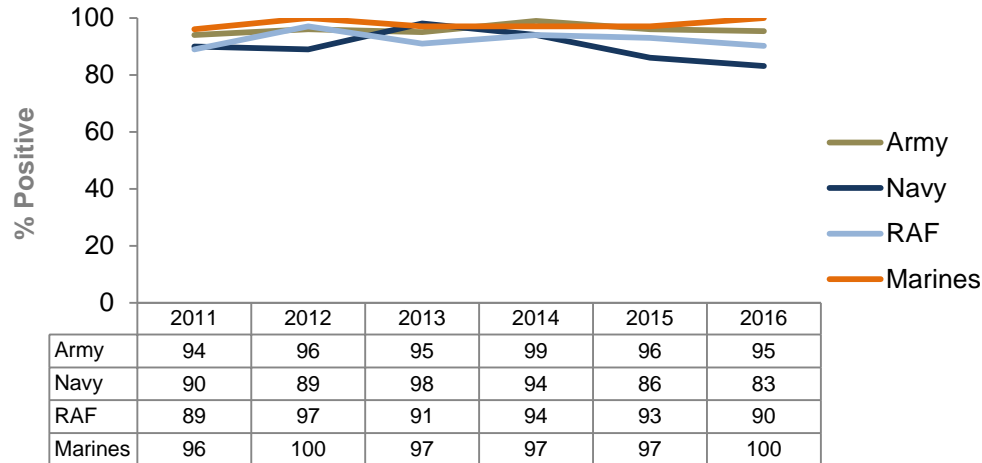


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	△ ▽	△ ▽	△ ▽

Additional information

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

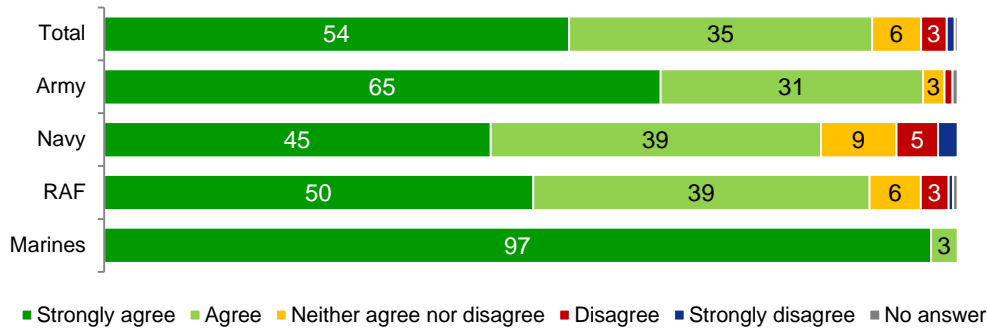
Sense of achievement

68. Below are some statements ... To what extent do you agree or disagree with each? I feel a sense of achievement

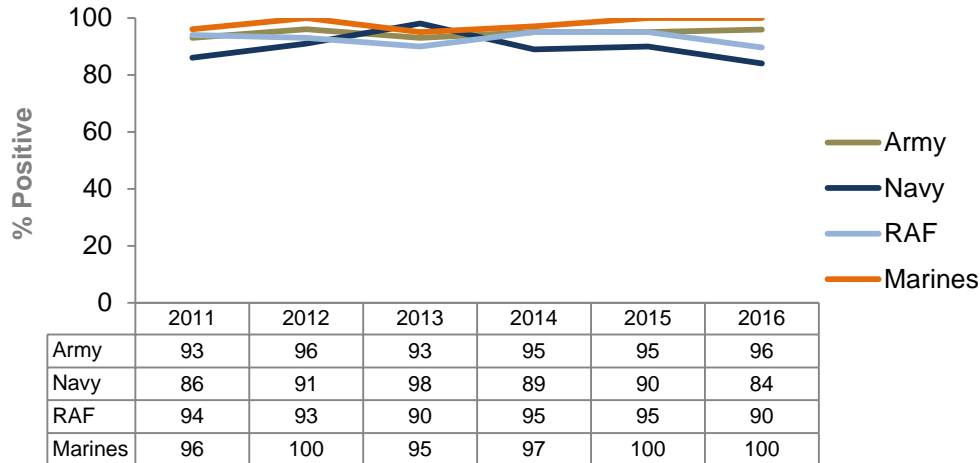
Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	▽	▽	▽

Additional information

- Nine in ten (90%) officer cadets felt a sense of achievement. This is a decrease since last year (93%).
- This decrease is driven by a decline in the number of Royal Navy and RAF officer cadets who agreed that they felt a sense of achievement (90% to 84% and 95% to 90%, respectively).

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

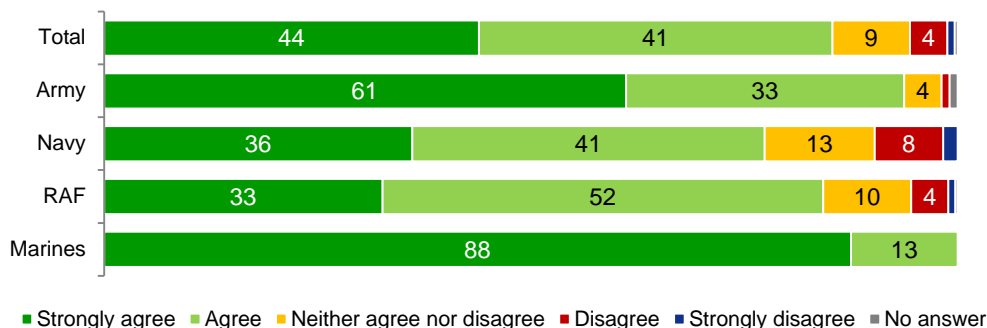
Challenge

68. Below are some statements ... To what extent do you agree or disagree with each? I felt challenged

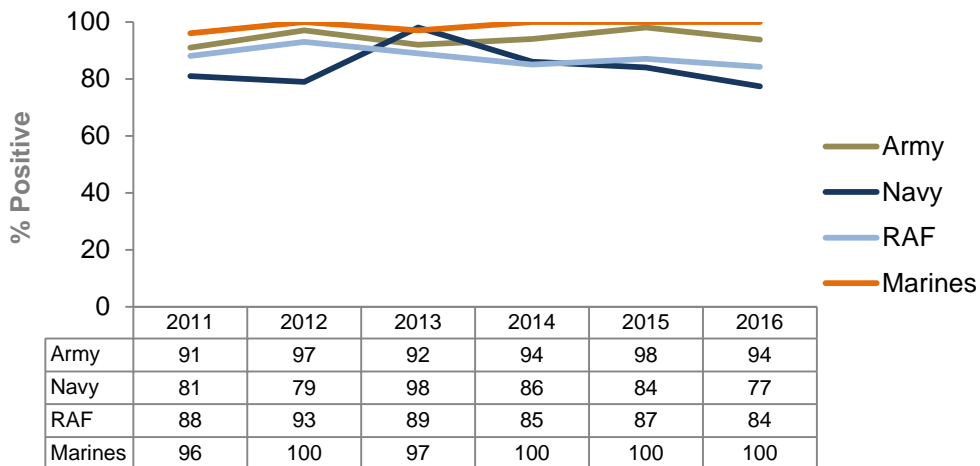
Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	⬇️	⬇️	⬇️	⬇️

Additional information

- 85% of officer cadets agreed that they felt challenged. This is a fall since last year (89%).
- This decrease is due in part to a drop in the proportion of Army and Royal Navy officer cadets who felt challenged compared with 2015 (98% to 94% and 84% to 77%, respectively).



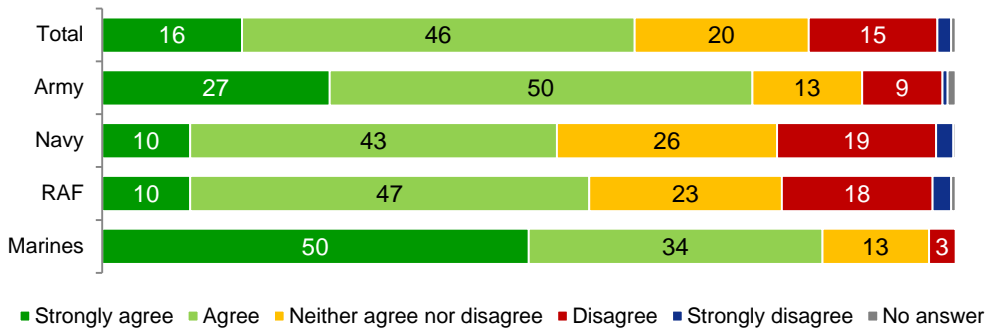
Training comparison to expectations

68. Below are some statements ... To what extent do you agree or disagree with each? The training was what I expected

Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)

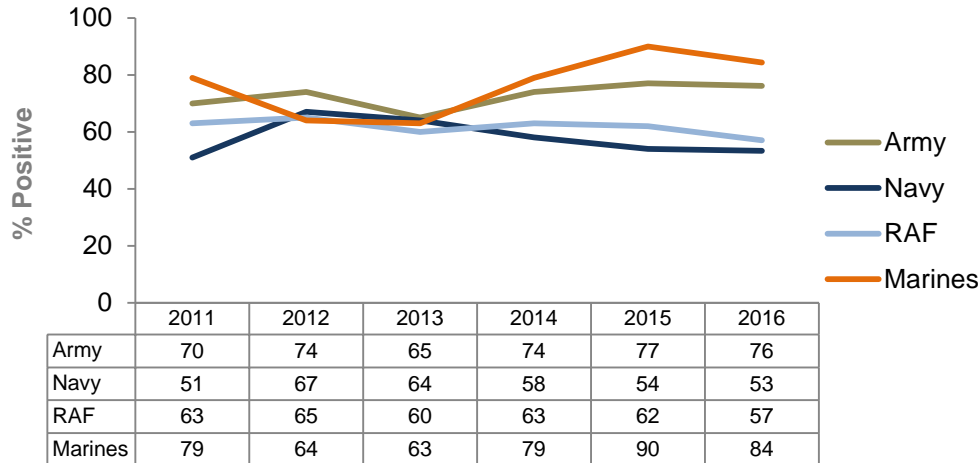


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	△ ▽	△ ▽	△ ▽

Additional information

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

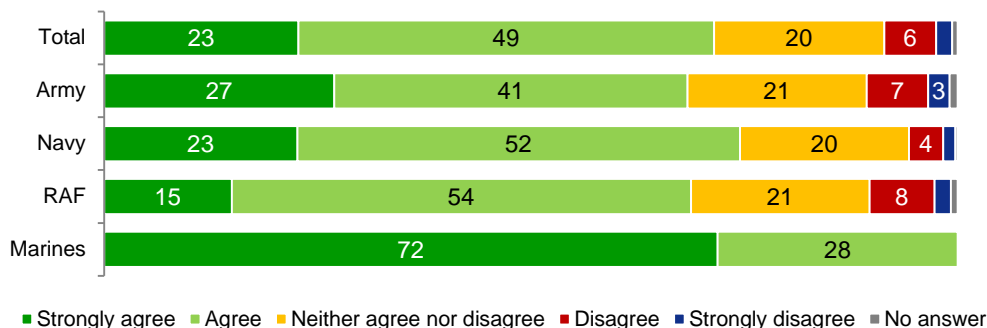
Enjoyment

68. Below are some statements ... To what extent do you agree or disagree with each? I enjoyed the course

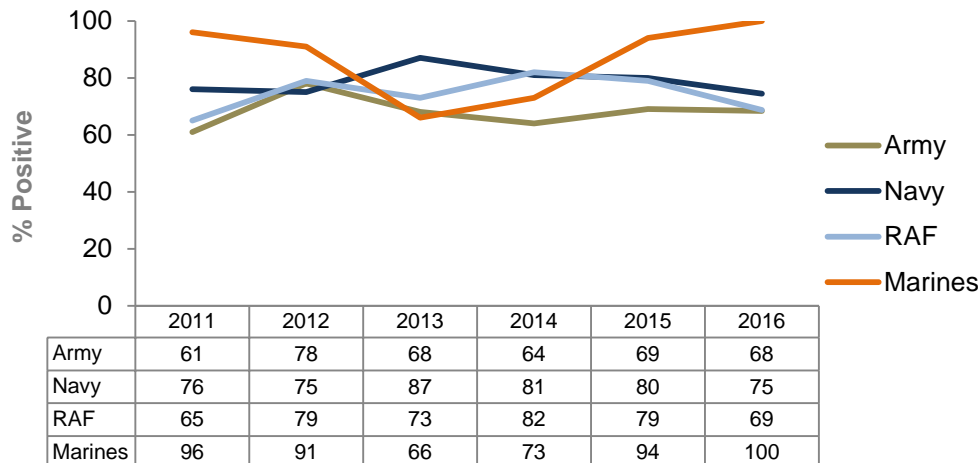
Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Just over seven in ten officer cadets agreed that they enjoyed the course (71%). This is a decrease compared with 2015 ratings (78%).
- There was a decrease in the proportion of positive responses from RAF officer cadets between 2015 and 2016 (79% to 69%).



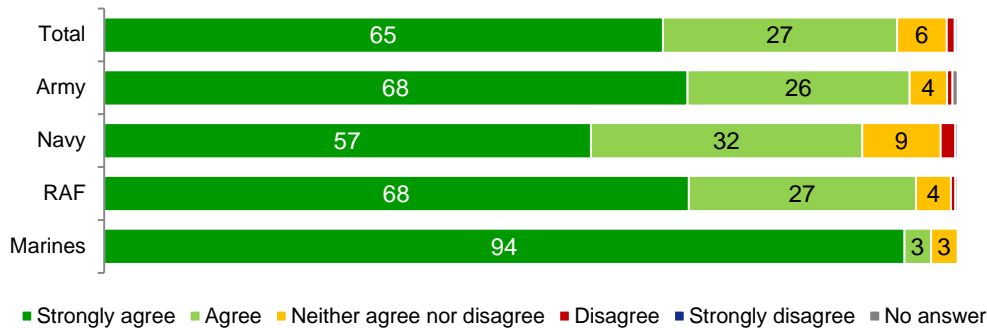
Pride

68. Below are some statements ... To what extent do you agree or disagree with each? I feel proud to be in the [Service]

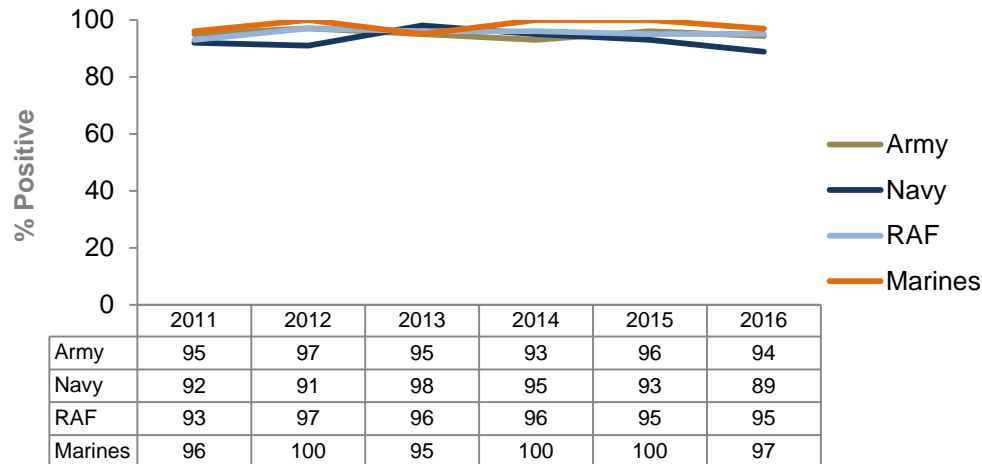
Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	▽	△	▽

Additional information

- The majority of officer cadets (93%) agreed that they felt proud to be in their Service.
- A lower proportion of Royal Navy officer cadets said they felt proud to be in the Royal Navy compared with last year (93%, down to 89%).



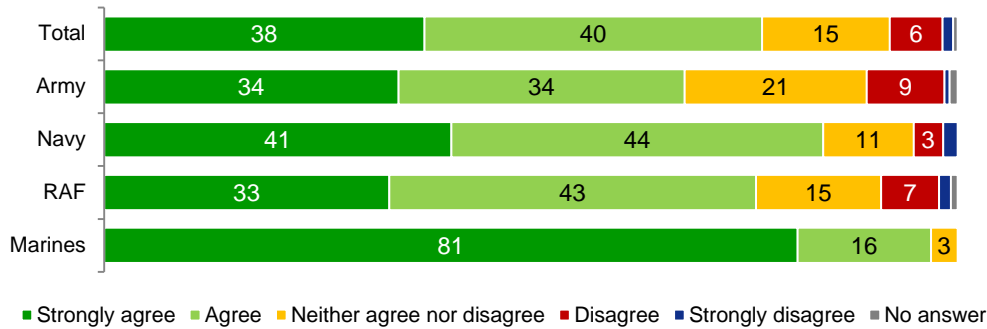
Morale

68. Below are some statements ... To what extent do you agree or disagree with each? Morale was good on my course

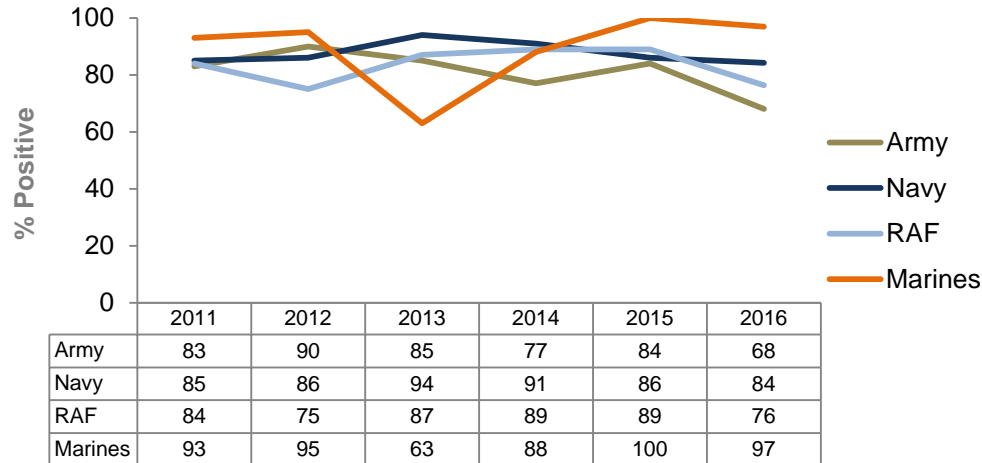
Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Over three quarters (77%) of officer cadets felt morale was good on their course. This is a drop of ten percentage points since 2015 (87%).
- This decrease is partly driven by a decrease in the number of Army and RAF officer cadets feeling that morale was good (84% to 68% and 89% to 76%, respectively).



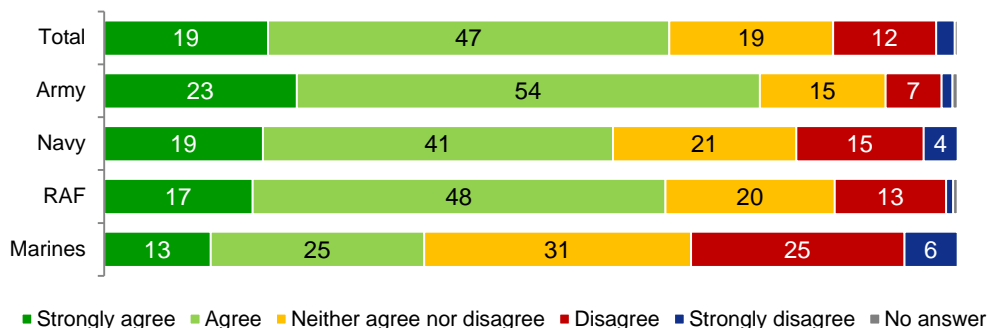
Regular feedback on performance

68. Below are some statements ... To what extent do you agree or disagree with each? I received regular feedback on my performance

Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



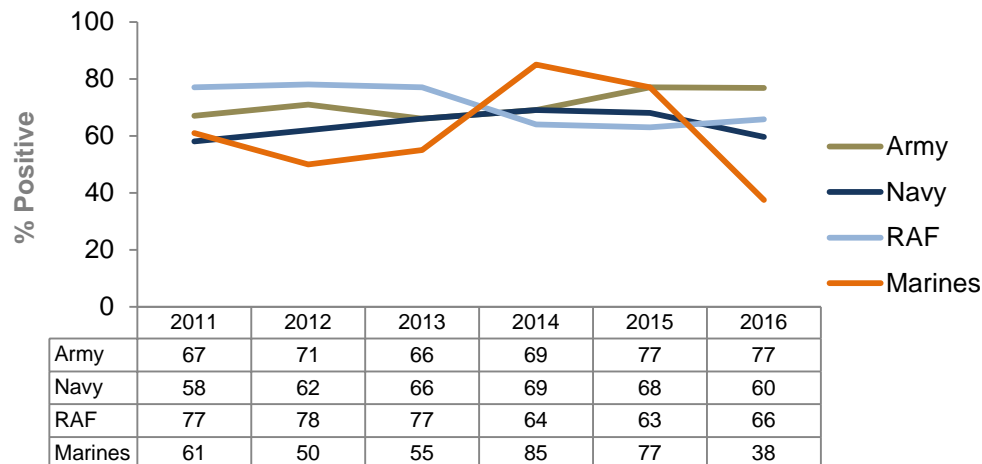
Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	▽	△	▽

Additional information

- Two thirds of officer cadets (66%) agreed or strongly agreed that they received regular feedback on their performance.
- Since last year, less Royal Navy and Royal Marines officer cadets received regular feedback (68% to 60% and 77% to 38%, respectively).

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

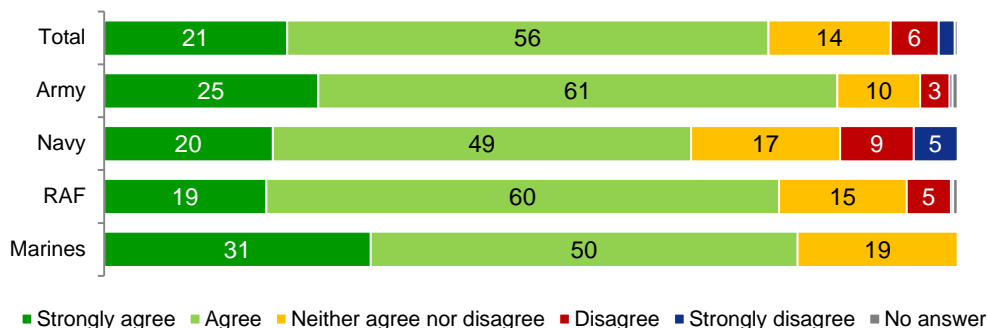
Explanation of training objectives and aims

68. Below are some statements ... To what extent do you agree or disagree with each? Training objectives and aims were explained to me

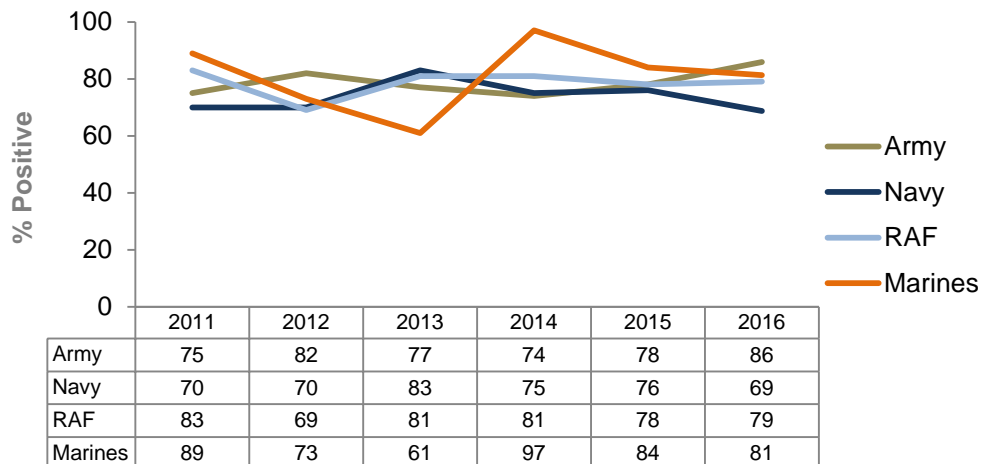
Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	▲	▼	▲	▼

Additional information

- Almost four in every five (78%) cadets agreed that training objectives and aims were explained to them.
- Since 2015, there has been an increase in the proportion of Army officer cadets agreeing with this statement (78%, up to 86%).
- However, there has been a decline in the proportion of Royal Navy officer cadets who felt that the training objectives and aims were explained to them since last year (76%, down to 69%).



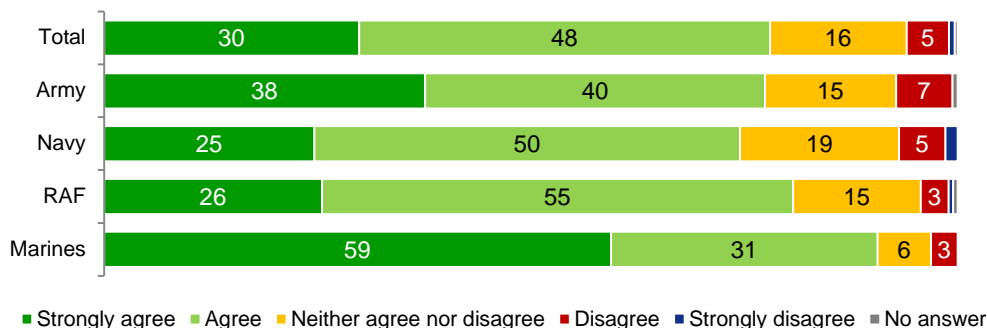
Commitment of staff/instructors to support success

68. Below are some statements ... To what extent do you agree or disagree with each? The staff/instructors did all they could to help me succeed

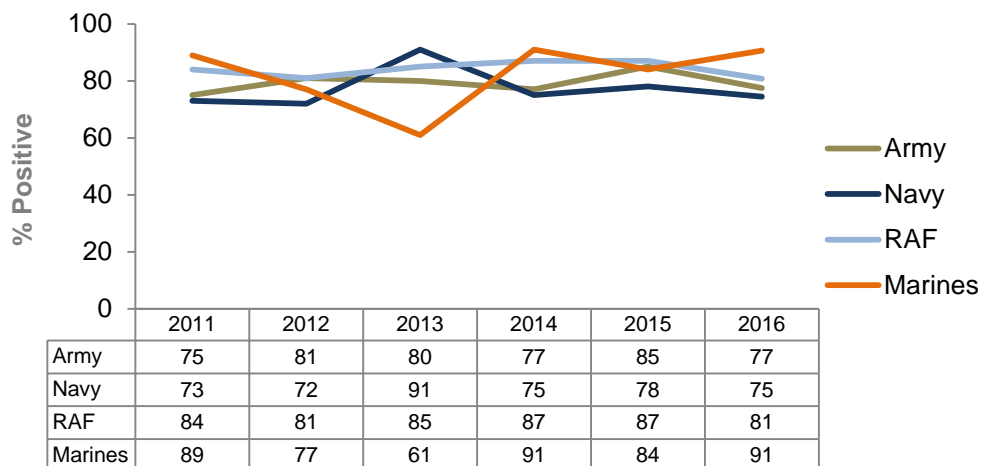
Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say "strongly agree" or "agree" – significant differences and comments based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- Just under four fifths of cadets (78%) agreed that staff and instructors did everything they could to help cadets succeed. This is a decrease since last year (83%).
- Falls in the proportions of Army and RAF officer cadets who felt that staff were committed to their success since last year (85% to 77% and 87% to 81% respectively) have contributed to this overall decrease.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

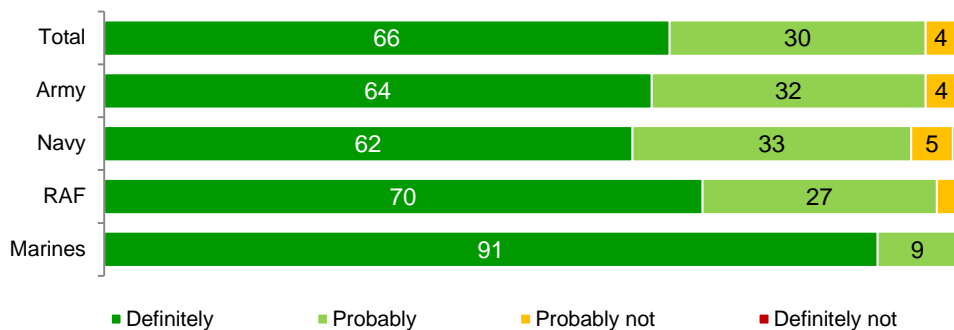
Recommendation of joining Service

69. Would you recommend joining your Service to others?

Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who 'definitely' or 'probably' – significant differences and comments based on this

Current year results (%)

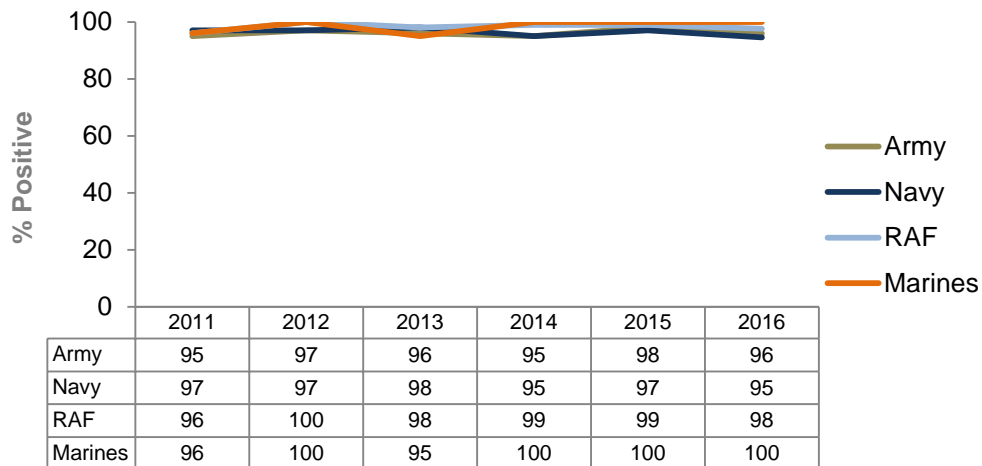


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	△ ▽	△ ▽	△ ▽

Additional information

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

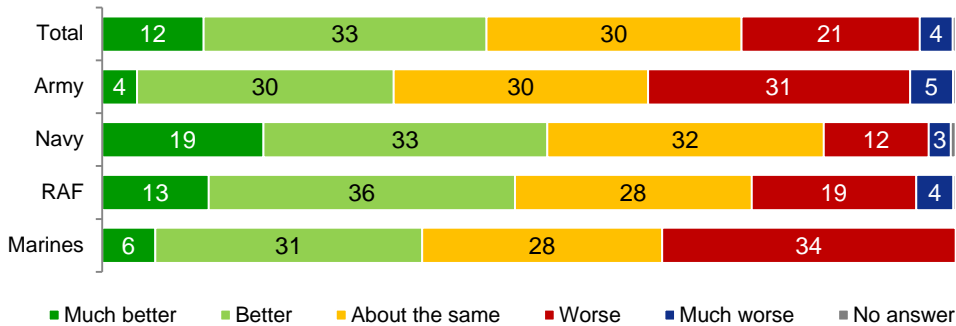
Perceptions of pay compared with non-military friends at home

71. How do you think your pay compares with your non-military friends at home?

Number of respondents (all respondents): Total (1,068), Army (319), Navy (349), RAF (368), Marines (32)

% positive equals the proportion who say 'mine is much better' or 'mine is better' – significant differences and comments based on this

Current year results (%)

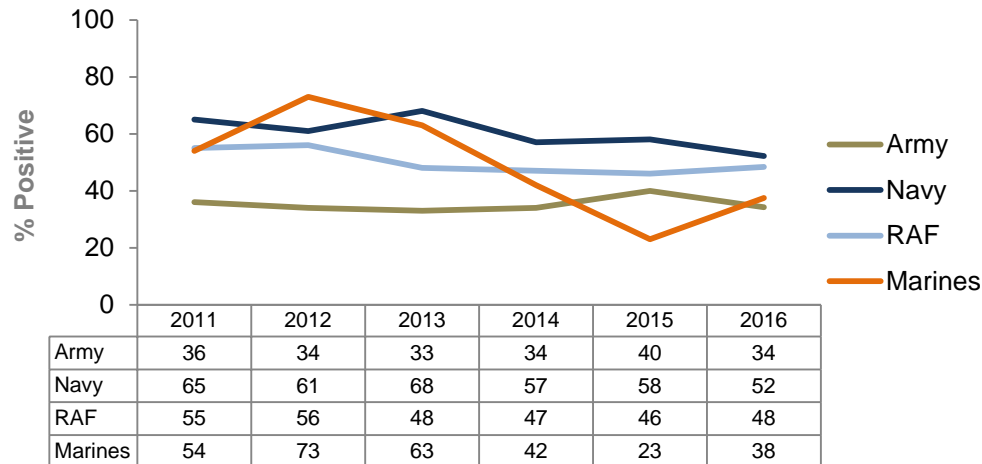


Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△ ▽	△ ▽	△ ▽	△ ▽

Additional information

Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.



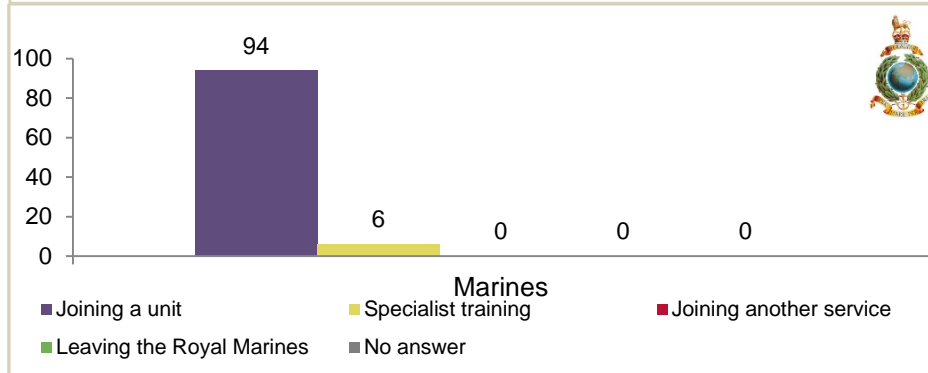
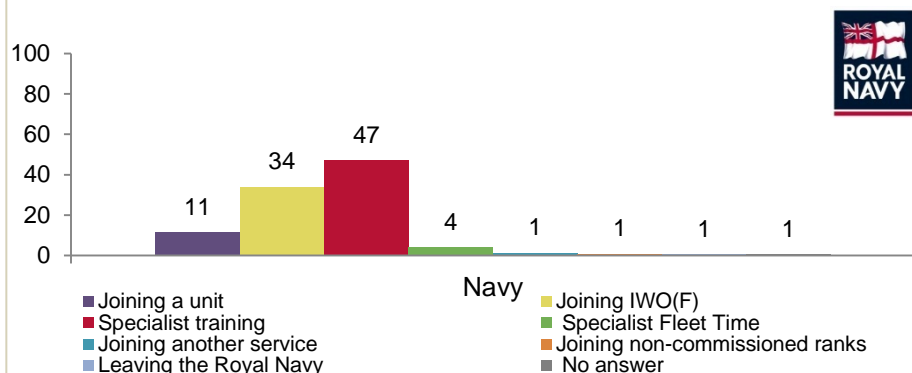
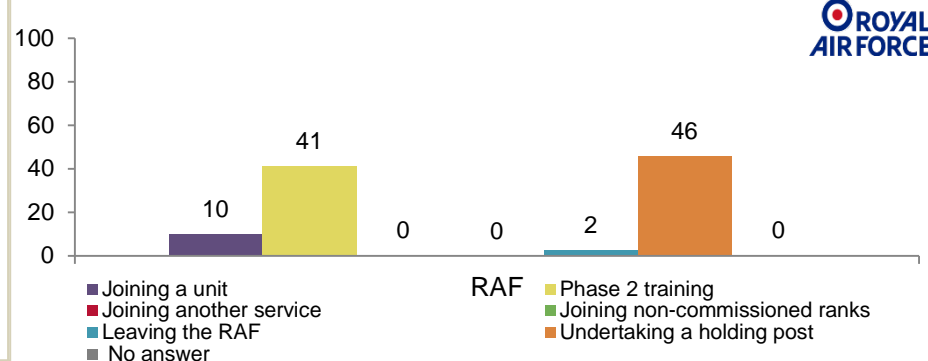
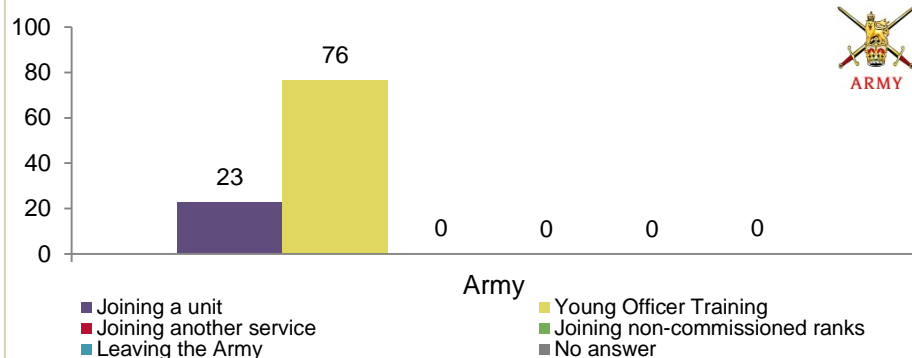
Hopes for the future

Plan for after training

72. On leaving [unit], what are you doing next?

Number of respondents (all respondents): Army (319), Royal Navy (349), RAF (368), Marines (32)

Current year results (%)



Additional information

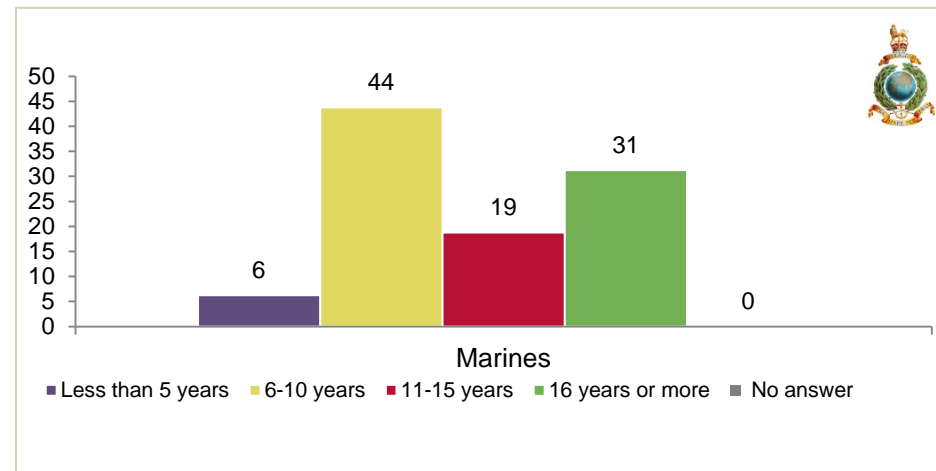
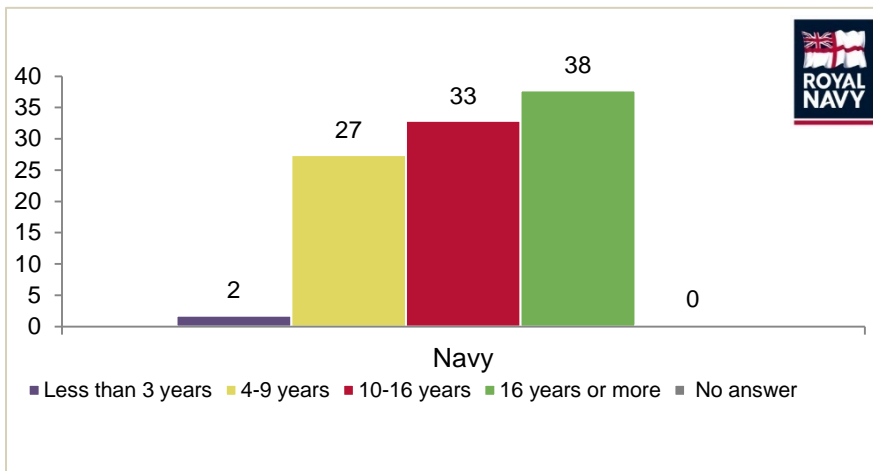
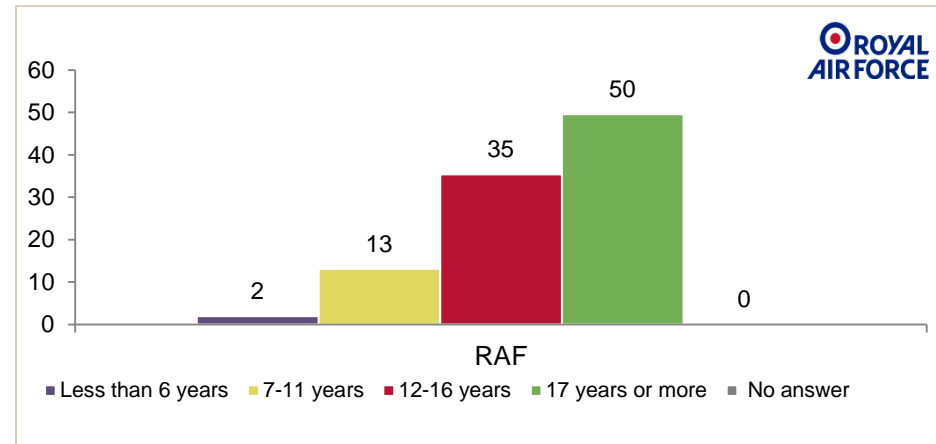
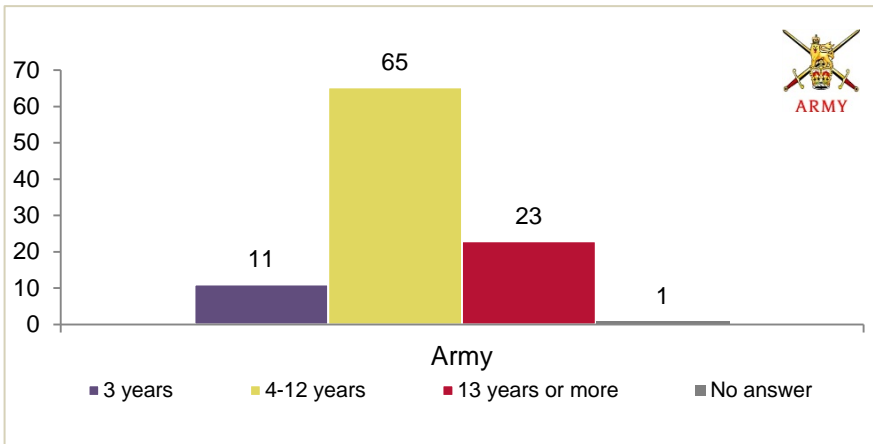
- Plans for after training vary across the services with most Army officer cadets going into Young Officer Training while a large proportion of RAF officer cadets will be undertaking a holding post. The largest proportion of Royal Navy officer cadets will be undertaking specialist training while almost all Royal Marines officer cadets will be joining a unit.
- Respondents who are leaving the Service were asked why they are leaving and whether they plan to reapply, however results are not included in this report due to low base sizes.

Intended length of stay in the Service

78. How long do you intend to stay in the Service?

Number of respondents (all respondents): Army (319), Royal Navy (347), RAF (359), Marines (32)

Current year results (%)

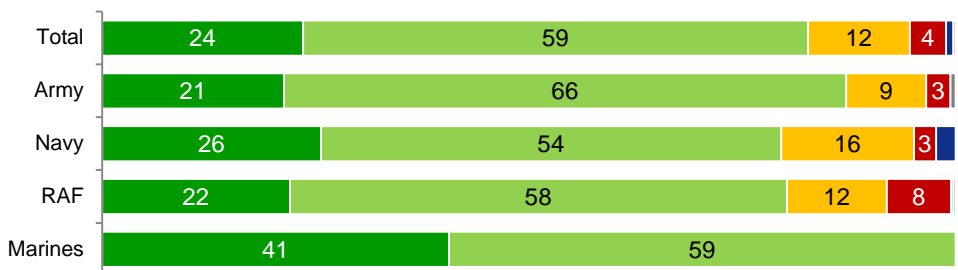


Preparedness to go onto the next stage of career

79. To what extent do you agree with the following statement? – I feel prepared to go on to the next stage of my career/training

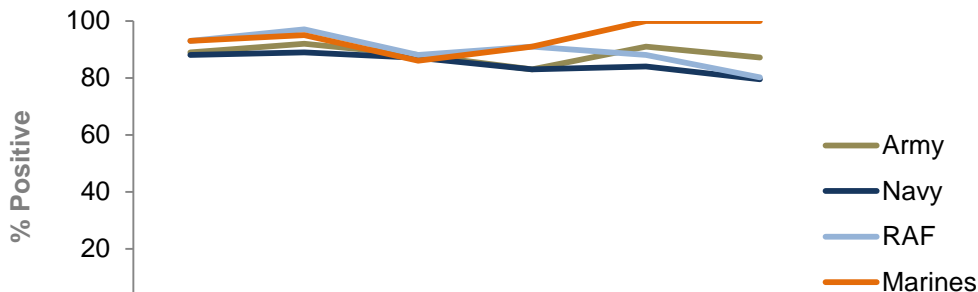
Number of respondents (all respondents who are not leaving the Service): Total (1,057), Army (319), Royal Navy (347), RAF (359), Marines (32)
 % positive equals the proportion who “strongly agree” or ‘agree’ – significant differences and comments based on this

Current year results (%)



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ No answer

Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF	Marines
Comparison with previous year	△	△	△	△

Additional information

- 83% of officer cadets from all services feel prepared to go on to the next stage of their career or training. This is a smaller proportion than seen last year (87%).
- Fewer RAF officer cadets feel prepared to go on to the next stage of training compared with 2015 (88% to 80%).
- Notable, all Royal Marines officer cadets (100%) agreed or strongly agreed that they felt prepared to go onto the next stage of their career or training (no change since last year).

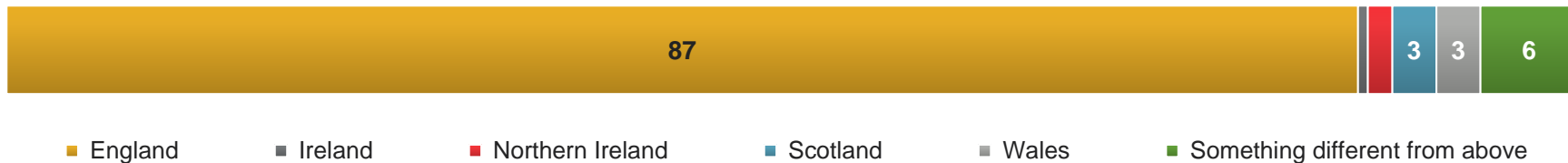


Respondent profiles

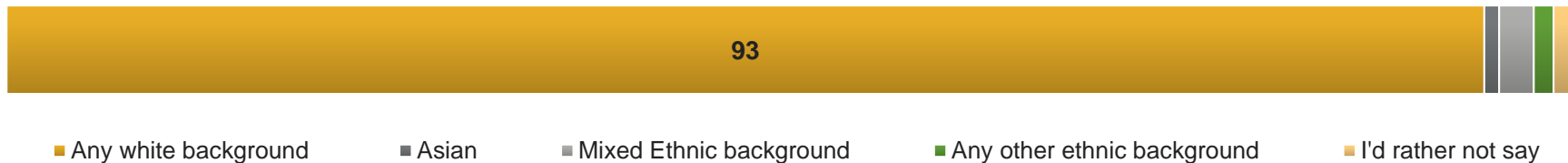
Sample Profile: where from, background, religion

11. Where are you from?, 12. What is your background, 13. Are you...? [religion]

Where are you from?



Background



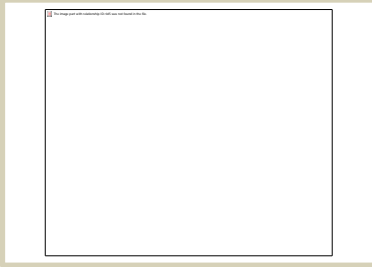
Religion



Number of respondents (all respondents): Army (319)

Sample Profile: gender, age, marital status, sexual orientation

4. What gender are you?, 5. Age, 578. Which of the following applies to you [marital status], 579. Are you...? [sexual orientation]



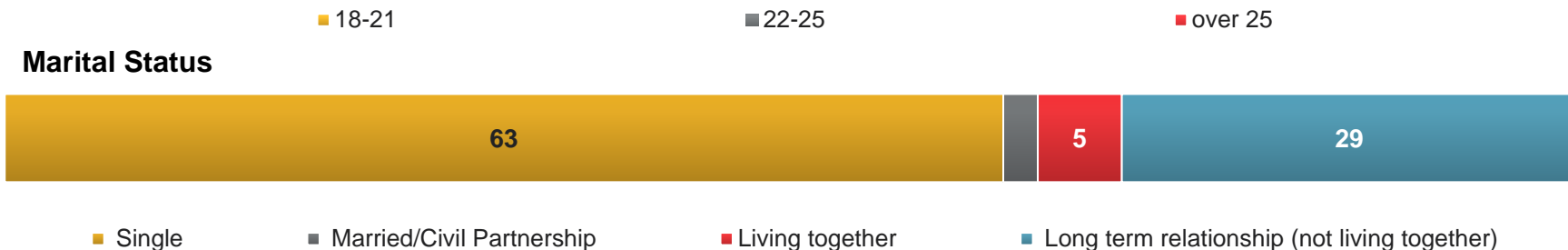
Gender



Age



Marital Status



Sexual Orientation



Number of respondents (all respondents): Army (319)

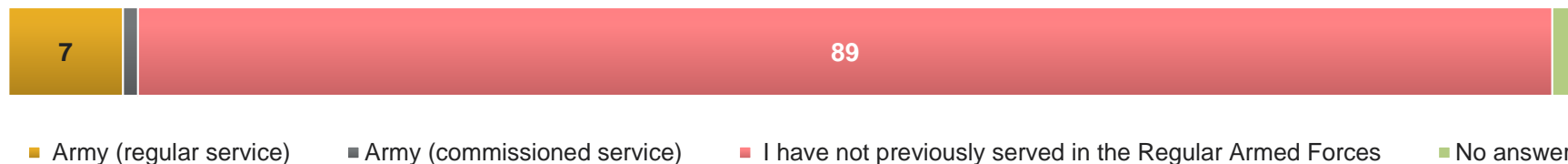
Sample Profile: membership of other organisations and previous Service

7. Prior to joining have you been a member of any of the following organisations for longer than 6 months?
8. Have you previously served in the Regular Armed Forces?

Membership of other organisations



Previous Service in Armed Forces



Number of respondents (all respondents): Army (319)

Sample Profile: where from, background, religion



11. Where are you from?, 12. What is your background?, 13. Are you...? [religion]

Where are you from?



■ England ■ Ireland ■ Northern Ireland ■ Scotland ■ Wales ■ Something different from above

Background



■ Any white background ■ Asian ■ Black ■ Mixed ethnic background ■ Any other ethnic background ■ I'd rather not say

Religion



■ Christian ■ No religion ■ Other ■ I'd rather not say

Number of respondents (all respondents): Royal Navy (349)

Sample Profile: gender, age, marital status, sexual orientation



4. What gender are you?, 5. Age, 578. Which of the following applies to you [marital status], 579. Are you...? [sexual orientation]

Gender



Age



Marital Status



Sexual Orientation



Number of respondents (all respondents): Royal Navy (349)

Sample Profile: membership of other organisations and previous Service



7. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

8. Have you previously served in the Regular Armed Forces?

Membership of other organisations



■ Cadet organisations

■ University units

■ Reserve forces

■ None

■ No answer

Previous Service in Armed Forces



■ Navy (regular service)

■ Royal Marines (commissioned service)

■ No answer

■ Royal Marines (regular service)

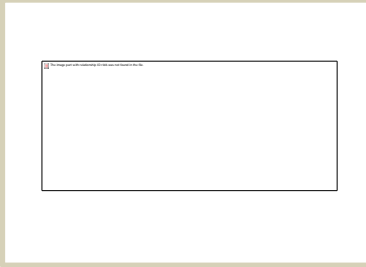
■ I have not previously served in the Regular Armed Forces

Number of respondents (all respondents): Royal Navy (349)



Sample Profile: where from, background, religion

11. Where are you from?, 12. What is your background?, 13. Are you...? [religion]



Where are you from?



■ England ■ Northern Ireland ■ Scotland ■ Wales ■ Something different from above

Background



■ Any white background ■ Black ■ Mixed ethnic background ■ I'd rather not say

Religion

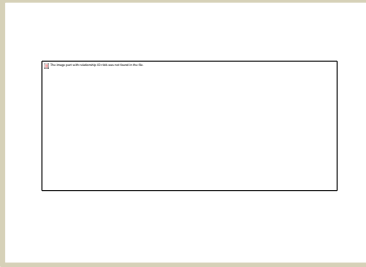


■ Christian ■ No religion ■ Other ■ I'd rather not say

Number of respondents (all respondents): RAF (368)

Sample Profile: gender, age, marital status, sexual orientation

4. What gender are you?, 5. Age, 578. Which of the following applies to you [marital status], 579. Are you...? [sexual orientation]



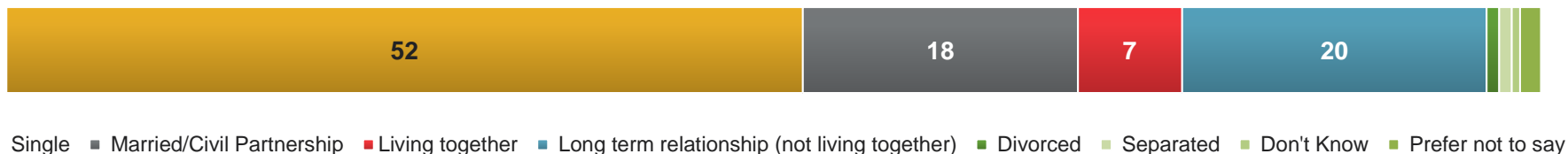
Gender



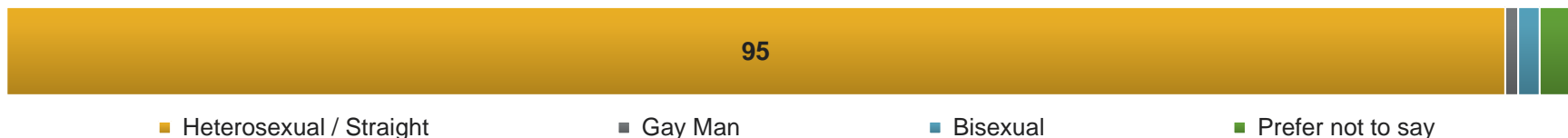
Age



Marital Status



Sexual Orientation

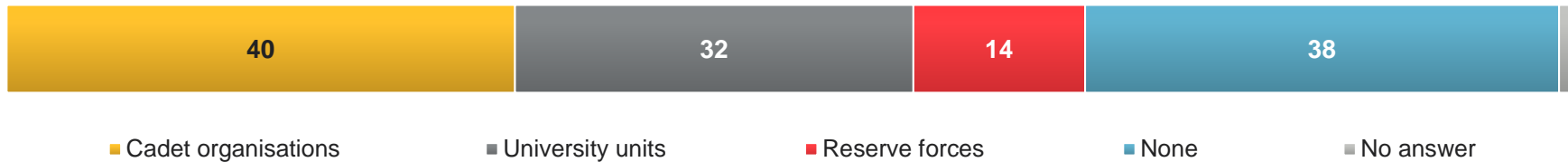


Number of respondents (all respondents): RAF (368)

Sample Profile: membership of other organisations and previous Service

7. Prior to joining have you been a member of any of the following organisations for longer than 6 months?
8. Have you previously served in the Regular Armed Forces?

Membership of other organisations



Previous Service in Armed Forces



Number of respondents (all respondents): RAF (368)

Sample Profile: where from, background, religion

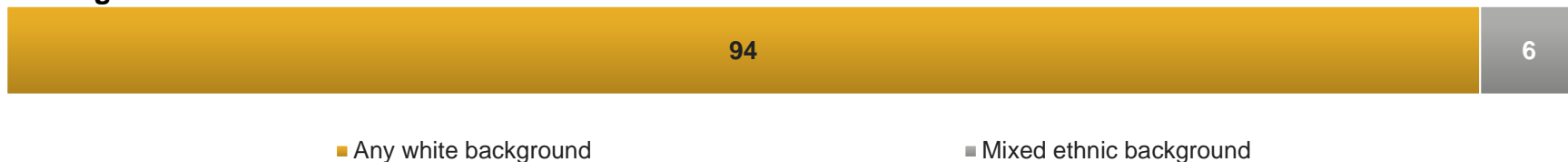


11. Where are you from?, 12. What is your background?, 13. Are you...? [religion]

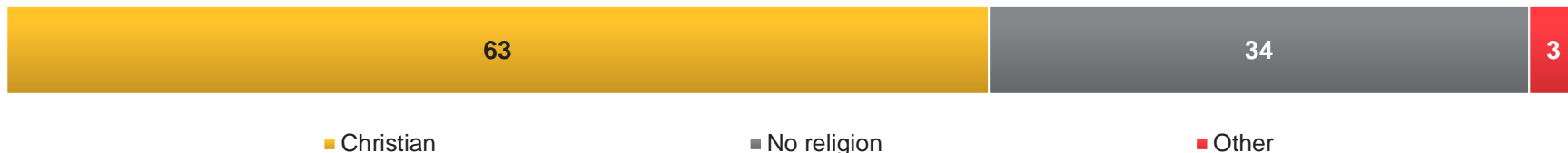
Where are you from?



Background



Religion



Number of respondents (all respondents): Marines (32)

Sample Profile: gender, age, marital status, sexual orientation

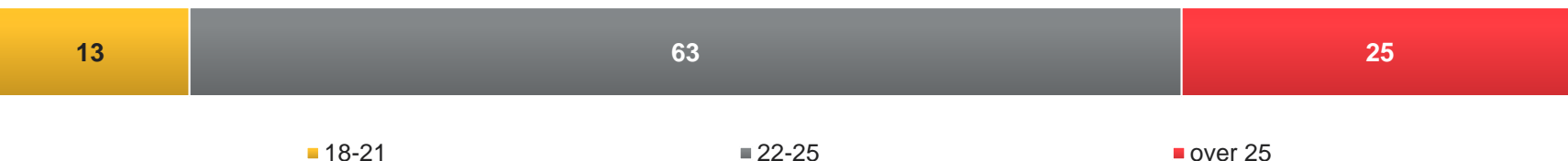


4. What gender are you?, 5. Age, 578. Which of the following applies to you [marital status], 579. Are you...? [sexual orientation]

Gender



Age



Marital Status



Sexual Orientation



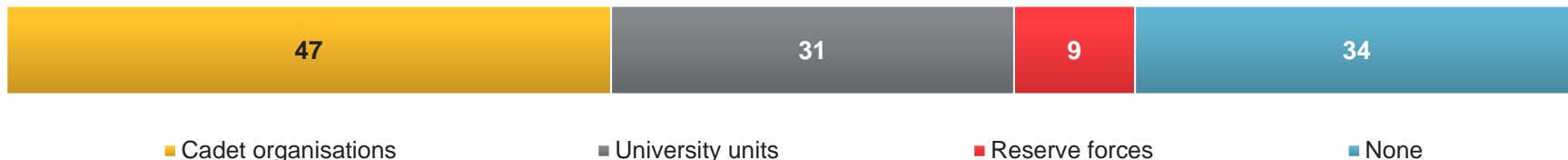
Number of respondents (all respondents): Marines (32)

Sample Profile: membership of other organisations and previous Service

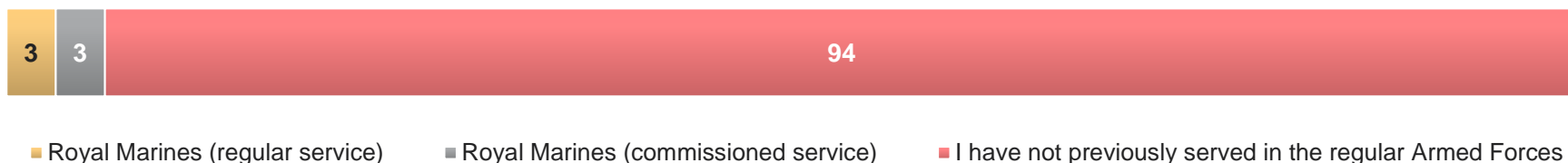


- 7. Prior to joining have you been a member of any of the following organisations for longer than 6 months?
- 8. Have you previously served in the Regular Armed Forces?

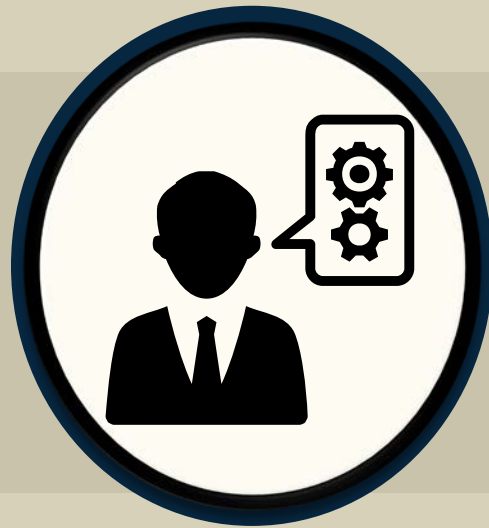
Membership of other organisations



Previous Service in Armed Forces



Number of respondents (all respondents): Marines (32)



Annex A

Statistical reliability

Annex A: Statistical reliability

Only a sample of the overall 'population' has been surveyed so we cannot be certain that the figures obtained are exactly those that would have been found had everybody been interviewed (the 'true' values).

For any percentage given, however, we can estimate 'confidence intervals' within which the true values are likely to fall. For example; if 50% of our sample of 1068 officer cadets strongly agreed that the training was what they expected, we can be 95% confident that the 'true' value would be between 46.7% and 53.3%, i.e. a margin of 3.3% on each side.

Similar margins for other percentages and sub-groups of the respondents are given in the following table. It should be remembered that the 'true' finding is much more likely to be towards the centre of the possible range of responses than towards the margins.

For similar reasons, apparent differences in results relating to sub groups may, if small, not necessarily reflect genuine attitudinal differences. We can be 95% confident that differences exceeding those in the table on the next page are genuine or 'significant' differences.

Please note confidence intervals in the table overleaf refer to questions where all respondents are asked. For routed questions where only a sub-set of respondents are asked (e.g. those who were ill or injured during training), confidence intervals will be larger.

Annex A: Statistical reliability

95% Confidence Intervals

Size of sample on which survey results are based	10% or 90% ±	20% or 80% ±	30% or 70% ±	40% or 60% ±	50% ±
All Officer Cadets (1068)	1.8	2.4	2.7	2.9	3.0
Army officer cadets (319)	3.3	4.4	5.0	5.4	5.5
Royal Navy officer cadets (349)	3.2	4.2	4.8	5.1	5.3
RAF officer cadets (368)	3.1	4.1	4.7	5.0	5.1
Royal Marines officer cadets (32)	10.6	14.1	16.1	17.2	17.6

Source: Ipsos MORI



Annex B

Service Comparisons

Significant Differences between Services

- The following pages show significant differences between Services.
- A result is statistically significant if it is unlikely to have occurred by chance and it simply means there is statistical evidence of a difference between two figures; it does not mean the difference is necessarily large, important, or significant in the common meaning of the word. A statistical difference can still occur if the overall percentage remains the same due to the large base sizes included in the dataset.
- Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.



Significant Differences between Services

	Army				Royal Navy				RAF				Royal Marines			
	%	Higher than			%	Higher than			%	Higher than			%	Higher than		
PREPARING FOR TRAINING																
Information prior to arrival: Prepared self for physical demands	85%	R Navy	-	-	59%	-	-	-	83%	-	R Navy	-	94%	-	R Navy	-
Information prior to arrival: Accurate picture of what life would be like	55%	R Navy	-	-	40%	-	-	-	52%	-	R Navy	-	63%	-	R Navy	-
Information prior to arrival: Accurate information about what training involved	71%	R Navy	-	-	51%	-	-	-	65%	-	R Navy	-	81%	-	R Navy	-
Satisfaction with recruitment	46%	-	-	-	61%	Army	-	-	67%	Army	-	-	81%	Army	R Navy	-
FACILITIES AND AMMENITIES																
Standard of living accommodation	69%	R Navy	-	-	39%	-	-	-	80%	Army	R Navy	-	88%	Army	R Navy	-
Sports facilities	93%	R Navy	-	-	69%	-	-	-	89%	-	R Navy	-	97%	-	R Navy	-
Opportunity for competitive sports	62%	-	RAF	RM	73%	Army	RAF	RM	30%	-	-	-	25%	-	-	-
Medical care	91%	R Navy	-	-	85%	-	-	-	91%	-	R Navy	-	100%	-	R Navy	-
Dental care	83%	R Navy	-	-	50%	-	-	-	89%	Army	R Navy	-	94%	-	R Navy	-
Access to IT for personal use	52%	-	-	-	83%	Army	-	RM	79%	Army	-	RM	59%	-	-	-
Internet access	54%	-	-	-	88%	Army	RAF	-	72%	Army	-	-	84%	Army	-	-
Laundry facilities	28%	-	RAF	-	26%	-	RAF	-	16%	-	-	-	22%	-	-	-
Personal kit	76%	-	-	-	72%	-	-	-	79%	-	R Navy	-	78%	-	-	-
Training facilities	90%	R Navy	RAF	-	78%	-	-	-	84%	-	-	-	100%	-	R Navy	RAF
Food	74%	R Navy	-	RM	30%	-	-	-	70%	-	R Navy	RM	50%	-	R Navy	-
IT support for software issues	23%	-	-	-	35%	Army	RAF	-	26%	-	-	-	25%	-	-	-
Access to gym in spare time	80%	-	RAF	-	78%	-	RAF	-	54%	-	-	-	72%	-	-	RAF
Provision of free WiFi hotspots	63%	-	RAF	-	86%	Army	RAF	-	22%	-	-	-	88%	Army	-	RAF
IT support for hardware issues	22%	-	-	-	33%	Army	-	-	27%	-	-	-	25%	-	-	-
Leisure and retail facilities	57%	R Navy	RAF	-	39%	-	RAF	-	29%	-	-	-	47%	-	-	RAF
Whether given enough time to eat meals	59%	-	-	-	70%	Army	-	-	75%	Army	-	-	75%	-	-	-
Given option to comment on meals	95%	R Navy	RAF	-	80%	-	-	-	87%	-	R Navy	-	100%	-	R Navy	RAF

Significant Differences between Services

	Army				Royal Navy				RAF				Royal Marines			
	%	Higher than			%	Higher than			%	Higher than			%	Higher than		
SUPPORT																
Opportunity to talk privately with training staff	80%	-	-	-	87%	Army	-	-	86%	-	-	-	94%	-	-	-
Opportunity to talk privately with Chaplains/Padre	80%	-	-	-	88%	Army	-	-	86%	Army	-	-	91%	-	-	-
Opportunity to keep in contact with family/friends	66%	-	-	-	87%	Army	RAF	-	71%	-	-	-	81%	-	-	-
Opportunity to practise your faith/religion	40%	-	RAF	-	51%	Army	RAF	-	18%	-	-	-	47%	-	-	RAF
Availability of staff for problems out of training hours	76%	-	-	-	70%	-	-	-	73%	-	-	-	75%	-	-	-
Someone to go to for personal or emotional problems	82%	-	-	-	83%	-	-	-	85%	-	-	-	88%	-	-	-
Administrative problems adequately dealt with	34%	-	-	-	52%	Army	RAF	-	33%	-	-	-	50%	-	-	RAF
Opportunity to raise all concerns with person in authority	76%	-	-	-	74%	-	-	-	76%	-	-	-	91%	-	R Navy	-
FAIRNESS																
Awareness of how to complain about poor or unfair treatment or bullying	86%	-	-	-	92%	Army	-	-	91%	Army	-	-	91%	-	-	-
Whether believe complaints are deal with in a fair manner	46%	-	-	-	46%	-	-	-	47%	-	-	-	88%	Army	R Navy	RAF
Cadets were all treated fairly	70%	-	-	-	74%	-	RAF	-	67%	-	-	-	91%	Army	R Navy	RAF
I was treated fairly	86%	-	-	-	90%	-	-	-	89%	-	-	-	94%	-	-	-
Training conducted without sexual or racial harassment	96%	-	-	-	95%	-	-	-	98%	-	R Navy	-	94%	-	-	-
Badly or unfairly treated by staff	5%	-	-	-	4%	-	-	-	7%	-	-	-	0%	-	-	-
Badly or unfairly treated by other officer cadets	3%	R Navy	-	-	1%	-	-	-	4%	-	R Navy	-	0%	-	-	-
Badly or unfairly treated by staff or other officer cadets	6%	-	-	-	4%	-	-	-	8%	-	R Navy	-	0%	-	-	-



Significant Differences between Services

	Army				Royal Navy				RAF				Royal Marines			
	%	Higher than			%	Higher than			%	Higher than			%	Higher than		
SETBACKS DURING TRAINING																
Injury was properly dealt with	87%	-	-	-	88%	-	-	-	92%	-	-	-	96%	-	-	-
Staff helped and supported when ill/injured	71%	-	-	-	90%	Army	-	-	85%	Army	-	-	93%	-	-	-
Would advise others in a similar situation not to report sick if they can avoid it	34%	R Navy	RAF	-	20%	-	-	-	23%	-	-	-	26%	-	-	-
GENERAL																
Overall satisfaction with training experience	89%	R Navy	-	-	65%	-	-	-	85%	-	R Navy	-	94%	-	R Navy	-
Received regular feedback on performance	77%	R Navy	RAF	RM	60%	-	-	RM	66%	-	-	RM	38%	-	-	-
Training objectives and aims were explained	86%	R Navy	RAF	-	69%	-	-	-	79%	-	R Navy	-	81%	-	-	-
Staff/instructors did all they could to help succeed in training	77%	-	-	-	75%	-	-	-	81%	-	R Navy	-	91%	-	R Navy	-
Felt personally benefited from the course	95%	R Navy	RAF	-	83%	-	-	-	90%	-	R Navy	-	100%	-	R Navy	-
Feel a sense of achievement	96%	R Navy	RAF	-	84%	-	-	-	90%	-	R Navy	-	100%	-	R Navy	-
Felt challenged	94%	R Navy	RAF	-	77%	-	-	-	84%	-	R Navy	-	100%	-	R Navy	RAF
Training was what expected	76%	R Navy	RAF	-	53%	-	-	-	57%	-	-	-	84%	-	R Navy	RAF
Enjoyed the course	68%	-	-	-	75%	-	-	-	69%	-	-	-	100%	Army	R Navy	RAF
Feel proud to be in the Navy/RM/Army/RAF	94%	R Navy	-	-	89%	-	-	-	95%	-	R Navy	-	97%	-	-	-
Prepared to go onto next stage of career	87%	R Navy	RAF	-	80%	-	-	-	80%	-	-	-	100%	Army	R Navy	RAF
Would recommend joining Service to others	96%	-	-	-	95%	-	-	-	98%	-	R Navy	-	100%	-	-	-
Morale was good on my course	68%	-	-	-	84%	Army	RAF	-	76%	Army	-	-	97%	Army	-	RAF