

Officer Cadet Survey 2019-20



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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 and ISO 20252.
- For more details on Ipsos MORI's Standards and Accreditations please see Annex D.



Executive Summary



Key points

- In 2019-20, responses were received from 116 Army Officer Cadets, representing a response rate of 19%.
- This summary highlights any changes against 2018-19 that are statistically significant at the 99% confidence level.
- Compared to last year, there have been five changes, with two gains and three falls.

Facilities and Amenities

- Against 2018-19, there have been two gains in the facilities and amenities section, as well as two falls.
 - There has been a rise in Army Officer Cadets ratings of internet access (72% to 84% rating as 'very good' or 'good') and laundry facilities (16% to 30%).
 - Conversely two food-related metrics have fallen - enough time to eat meals (79% to 62%) and whether given the option to comment on food (93% to 84%).

General

- Compared to 2018-19, one change is evident in the general section with a lower proportion of Army Officer Cadets saying they felt challenged (from 96% in 2018-19 to 90% in 2019-20).

There is no change from the previous year in the following sections: Recruitment and Preparing for Training, Support, Fairness and Setbacks During Training and Hopes for the Future.



Statistically significant areas of change year on year: 2018-19 vs 2019-20

Gains	% 2018-19	% 2019-20
FACILITIES AND AMENITIES		
Internet Access	72	84
Laundry facilities	16	30

Falls	% 2018-19	% 2019-20
FACILITIES AND AMENITIES		
Given enough time to eat meals	79	62
Given option to comment on food	93	84
GENERAL		
Felt challenged	96	90



Key points

- In 2019-20, responses were received from 305 Royal Navy Officer Cadets, representing a response rate of 88%.
- This summary highlights any changes against 2018-19 that are statistically significant at the 99% confidence level.
- Year-on-year there has been four gains and two falls.

Recruitment and Preparing for Training

- Compared to 2018-19 there was one change in the rating scores in this section, with a rise in Royal Navy Officer Cadets agreeing that the pre-training information was useful and accurate about what kit and equipment to pack (51% to 62%).

Facilities and Amenities

- In the facilities and amenities section, there have been three gains and two falls compared to 2018-19.
 - There has been a rise in Royal Navy Officer Cadets saying that they had 'very good' or 'good' free Wi-Fi Hotspots (73% to 83%), they were given enough time to eat meals (59% to 70%), and given the option to comment on food (85% to 94%).
 - Conversely, there has been a fall in ratings in terms of opportunity for competitive sport (56% to 34%) and for the personal kit (75% to 66%).

There is no change from the previous year in the following sections: Support, Fairness, Setbacks During Training, General and Hopes for the Future.



Statistically significant areas of change year on year: 2018-19 vs 2019-20

Gains	% 2018-19	% 2019-20
RECRUITMENT AND PREPARING FOR TRAINING		
Information...provided me with useful and accurate information about what kit and equipment to pack	51	62
FACILITIES AND AMENITIES		
Provision of free Wi-Fi hotspots	73	83
Given enough time to eat meals	59	70
Given option to comment on food	85	94

Falls	% 2018-19	% 2019-20
FACILITIES AND AMENITIES		
Opportunity for competitive sport	56	34
Personal kit (e.g. boots and uniform)	76	66

Key points

- In 2019-20, 416 RAF Officer Cadets completed the survey, representing a response rate of 98%.
- This summary highlights any changes against 2018-19 that are statistically significant at the 99% confidence level.
- Against the previous year there have been nine gains and three falls.

Recruitment and preparing for training

- Compared to 2018-19 there has been one rise in this section with an increased in the proportion of RAF Officer Cadets agreeing the pre-course information was useful about what kit and equipment to pack (50% to 62%).

Facilities and amenities

- There has been four gains and three falls in the facilities and amenities section.
 - There have been a rise in ratings that centred around IT: internet access (50% to 66%), free Wi-Fi Hotspots (7% to 33%), IT support for hardware issues (18% to 30%), and IT support for software issues (20% to 29%).
 - Conversely, there has been a fall in ratings of the standard of living accommodation (36% to 10%, a marked fall), laundry facilities (14% to 8%) and those claiming they were given the option to comment on food (91% to 80%).

Support

- Two improvements in the support area are evident compared to 2018-19.
 - A rise in RAF Officer Cadets saying they had the opportunity to talk privately with chaplains/padre (75% to 85%) and to keep in contact with family and friends (69% to 79%).

Fairness

- There was one gain in this section, with a rise in RAF Officer Cadets agreeing that training was conducted without sexual or racial harassment (87% to 96%).

General

- One gain was recorded here, with a rise in the proportion of RAF Officer Cadets who felt they personally benefitted from the course (83%, up to 89%).

There is no change from the previous year in the following sections: Setbacks During Training and Hopes for the Future.

Statistically significant areas of change year on year: 2018-19 vs 2019-20

Gains	% 2018-19	% 2019-20
RECRUITMENT AND PREPARING FOR TRAINING		
Information... provided me with useful and accurate information about what kit and equipment to pack	50	62
FACILITIES AND AMENITIES		
Internet Access	50	66
Provision of free Wi-Fi hotspots	7	33
IT support for hardware issues	18	30
IT support for software issues	20	29
SUPPORT		
Opportunity to talk privately with chaplains/ padre	75	85
Opportunity to keep in contact with family and friends	69	79
FAIRNESS		
Training conducted without sexual or racial harassment	87	96
GENERAL		
Personally benefitted from the course	83	89

Falls	% 2018-19	% 2019-20
FACILITIES AND AMENITIES		
Standard of living accommodation	36	10
Laundry facilities	14	8
Given option to comment on food	91	80



Key points

- 28 Royal Marines officer cadets completed the survey, representing a response rate of 57%.
- Due to the small sample size in this group, trends amongst this group are likely to be volatile.
- This summary highlights any changes against 2018-19 that are statistically significant at the 99% confidence level.
- As the number of Royal Marine officer 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.
- **There were no statistically significant gains or falls compared to 2018/19.**

Statistically significant areas of change year on year: 2018-19 vs 2019-20

Gains	% 2018-19	% 2019-20
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No gains were recorded this year

Falls	% 2018-19	% 2019-20
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No falls were recorded this year



Introduction

Purpose

- The Officer Cadet Survey (OCS) was established in 2010 to monitor Officer Cadets' experience of training at all four initial Officer training colleges.
- The OCS 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
 - Monitor bad or unfair treatment across the training establishments
- In this report, performance is reported by Service only and not for individual units. By analysing all responses over the period April 2019 – March 2020 we provide an overview of the results focusing on key findings, and in doing so complement and summarise the data available at a school level on a reporting portal.

Administration

- All Officer Cadets who have completed at least two weeks training are invited to participate in the survey. All respondents completing the survey are reassured that they will not be asked to record their name anywhere on the survey, and are told how their information will be made available to those at their unit and involved in the training evaluation process.
- Survey completion is voluntary and recruits can opt out of participating at any point. The data set used for the annual report includes full survey completes only.

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. For the purposes of this report, trend data is shown for the past 5 years, that is since 2014.

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.
- The portal provides access to the results for each school. If changes are made to the survey these are reflected on the portal. The functionality of the portal is reviewed and technical development work is carried out as required.



- This report represents data collected from 1st April 2019 to 31st March 2020.
- Previous data collection periods are as follows:

Label	Period
2019-20	1 st April 2019 – 31 st March 2020
2018-19	1 st April 2018 – 31 st March 2019
2017-18	1 st April 2017 – 31 st March 2018
2016-17	1 st April 2016 – 31 st March 2017
2015-16	1 st April 2015 – 31 st March 2016
2014-15	1 st April 2014 – 31 st March 2015

- For questions where trend data is displayed, the base sizes for each year are shown in Annex C.
- Significant year-on-year trends within Services have been highlighted and commented on in the text.
- Significant differences between Services are shown in Annex B.

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 by Services are commented on throughout the report.

Base sizes

- Throughout the report, the base size refers to the number of respondents asked a particular question, if this is not the case it is clearly indicated in the base description. Please note the base sizes can vary as a result of certain questions only being asked for particular groups as opposed to the entire respondent base (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 to 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

- 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.



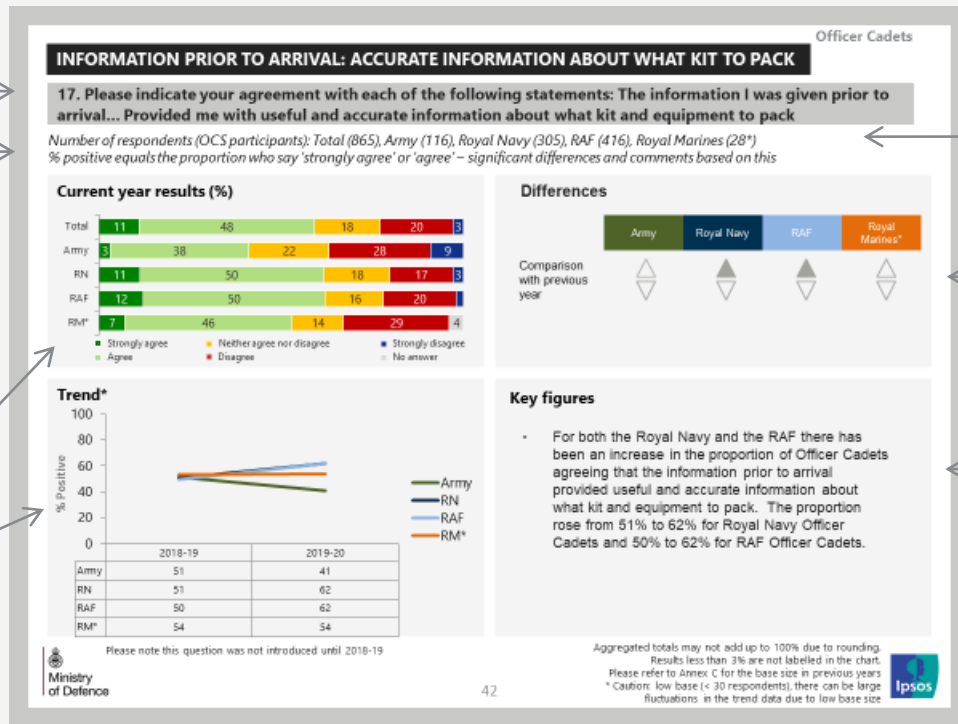
- This annual report has been redesigned following a period of consultation with end users. The format of each page varies depending on the type of question but most features are the same. Please see the guide below for how to read the results:

Question text as asked in the online survey

Clarification on aggregated % positive answer options i.e. those answering. Significant differences, trend data and commentary 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 compared with last years based on % positive

Summary of results and additional information such as previous questionnaire changes

RESPONSE RATES

Officer Cadets

- Over the twelve-month survey period, there were 865 responses to the questionnaire. A breakdown of responses by College is shown below:

	Total Responses		Response rate % *	
	2019-20	2018-19	2019-20	2018-19
RMAS	116	476	19	77
BRNC	305	249	88	75
RAFC	416	412	98	79
CTCRM	28	28	57	50
TOTAL OCS	865	1,165	61	76

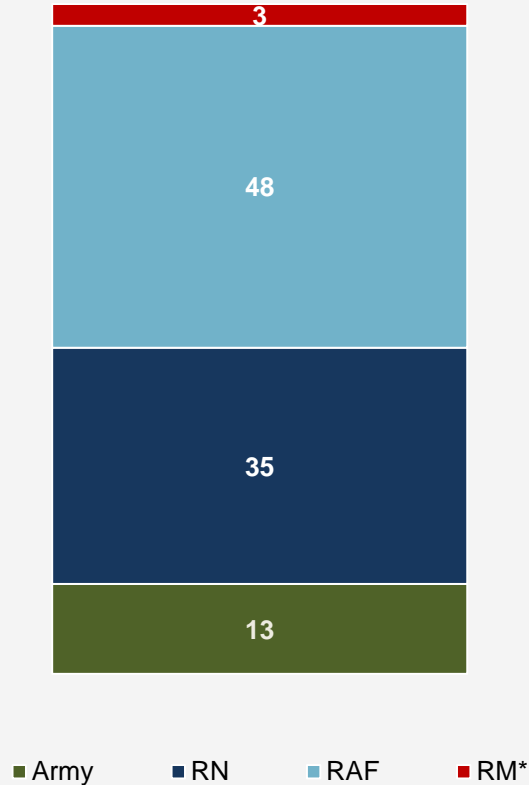
- * Response rates are based on the number of Officer Cadets who had completed at least 2 weeks training. In some cases, Officer Cadets may have not been given the opportunity to complete the survey, rather than actively not choosing to complete the survey.
- Please note that, although in some places in this report, comments have been made about the 'total' respondent base, no adjustment or weighting has been applied to this data 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 A.

RESPONDENT PROFILES

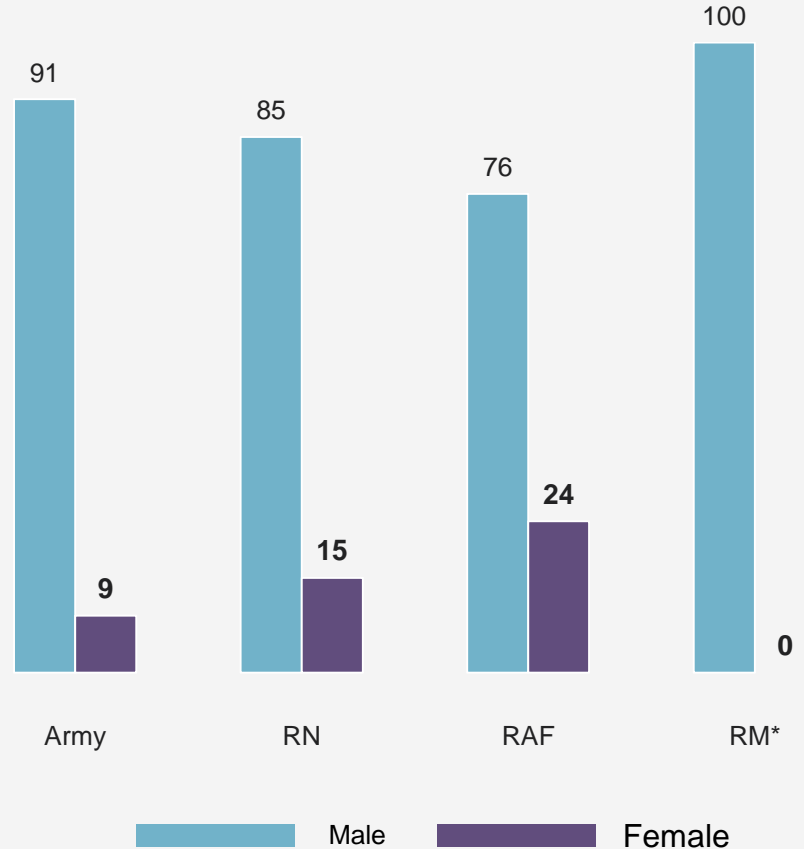
Officer Cadets

Number of respondents: Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

Service Profile (%)



Gender Profile (%)



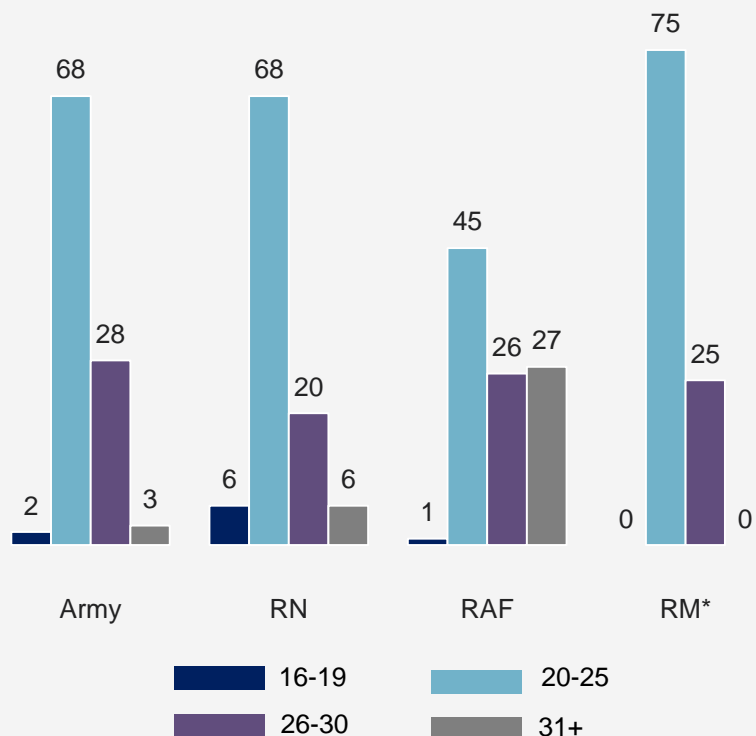
Totals may not add up to 100% due to rounding
* Caution: low base (<30 respondents), there can be large fluctuations in the trend data due to low base size

RESPONDENT PROFILES

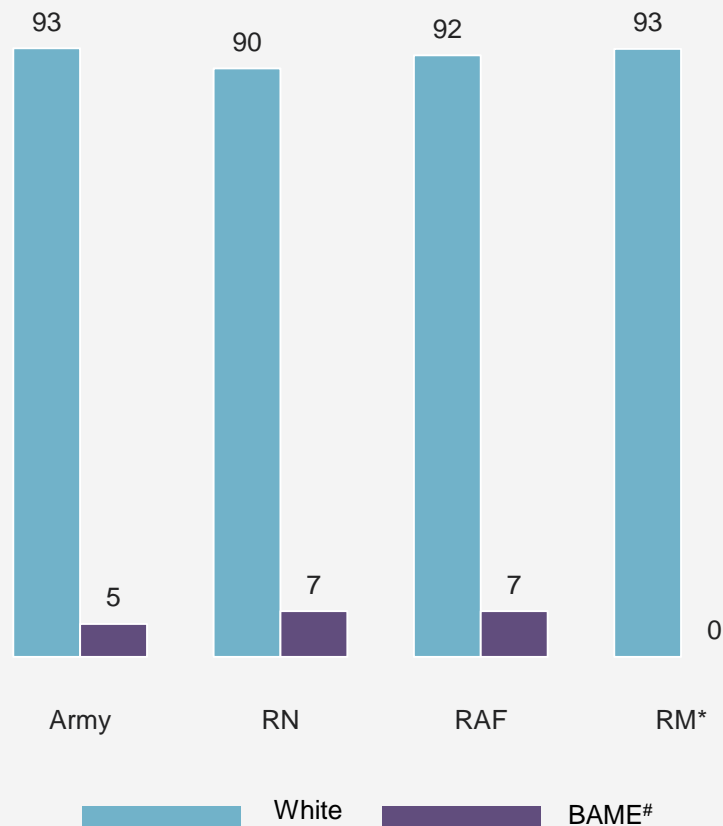
Officer Cadets

Number of respondents: Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

Age Profile (%)



Ethnicity Profile (%)





Detailed findings



Recruitment and preparing for training



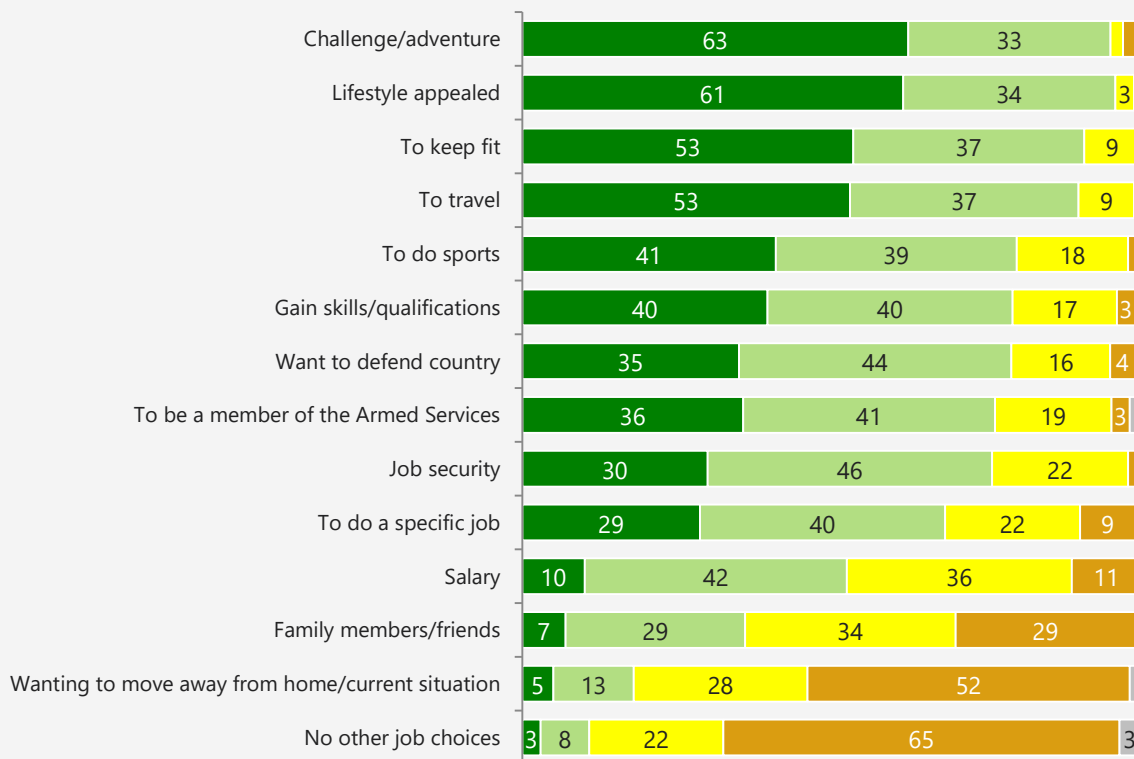
14. How important were each of the following in your decision to join the Service?

Number of respondents (OCS participants): Army (116)

Current year results (%)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

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



Key figures



For challenge and adventure

96%



Lifestyle appealed

96%



To keep fit

91%



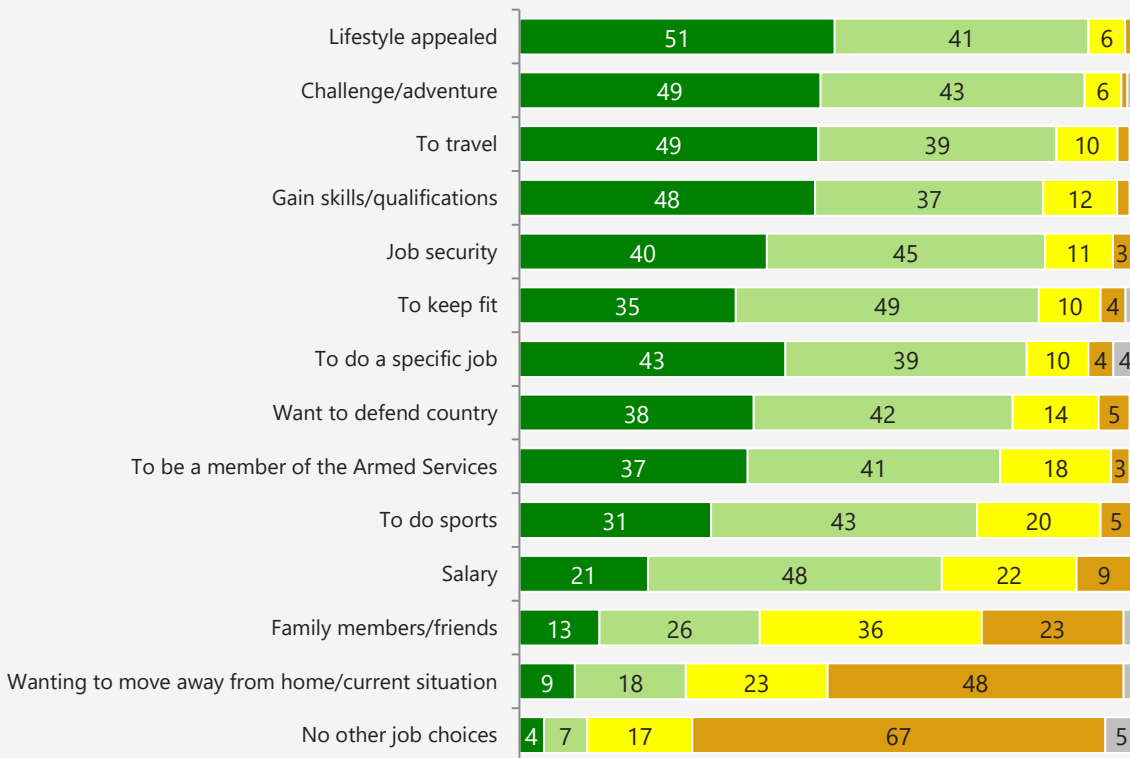
14. How important were each of the following in your decision to join the Service?

Number of respondents (OCS participants): Royal Navy (305)

Current year results (%)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

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



Key figures



Lifestyle appealed

93%



For challenge and adventure

92%



To travel

88%

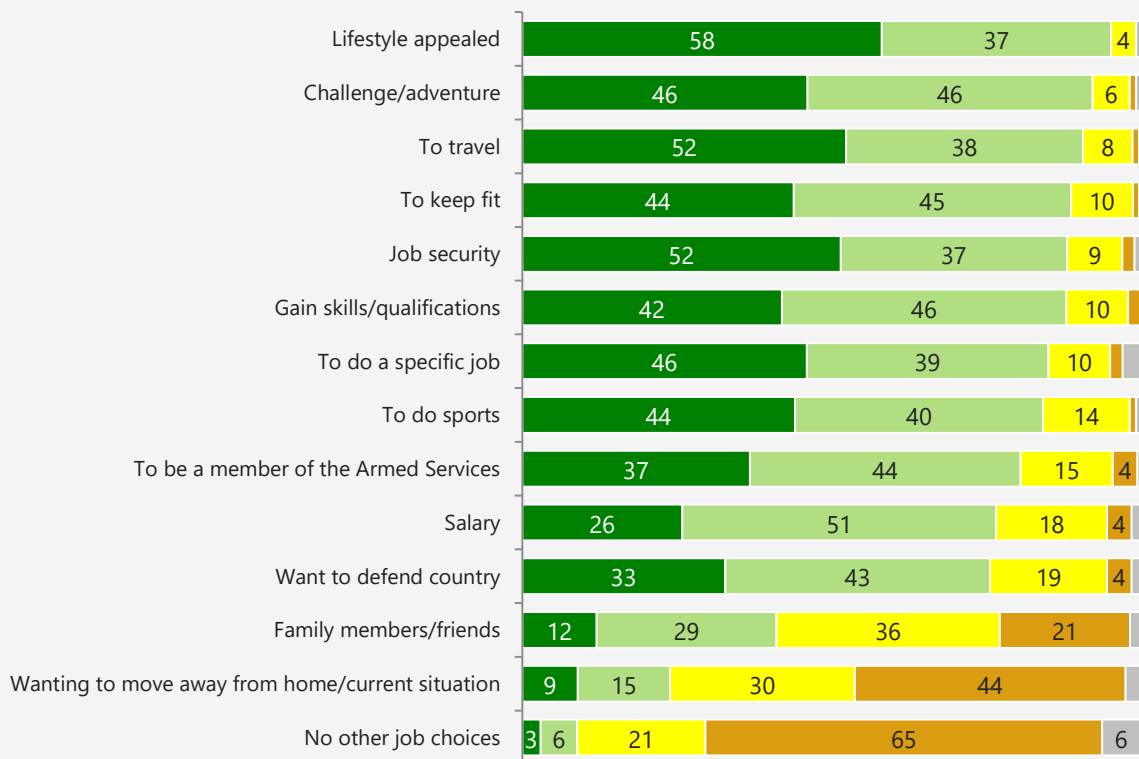
14. How important were each of the following in your decision to join the Service?

Number of respondents (OCS participants): RAF (416)

Current year results (%)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

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



Key figures



Lifestyle appealed

95%



Challenge adventure

92%



To travel

91%



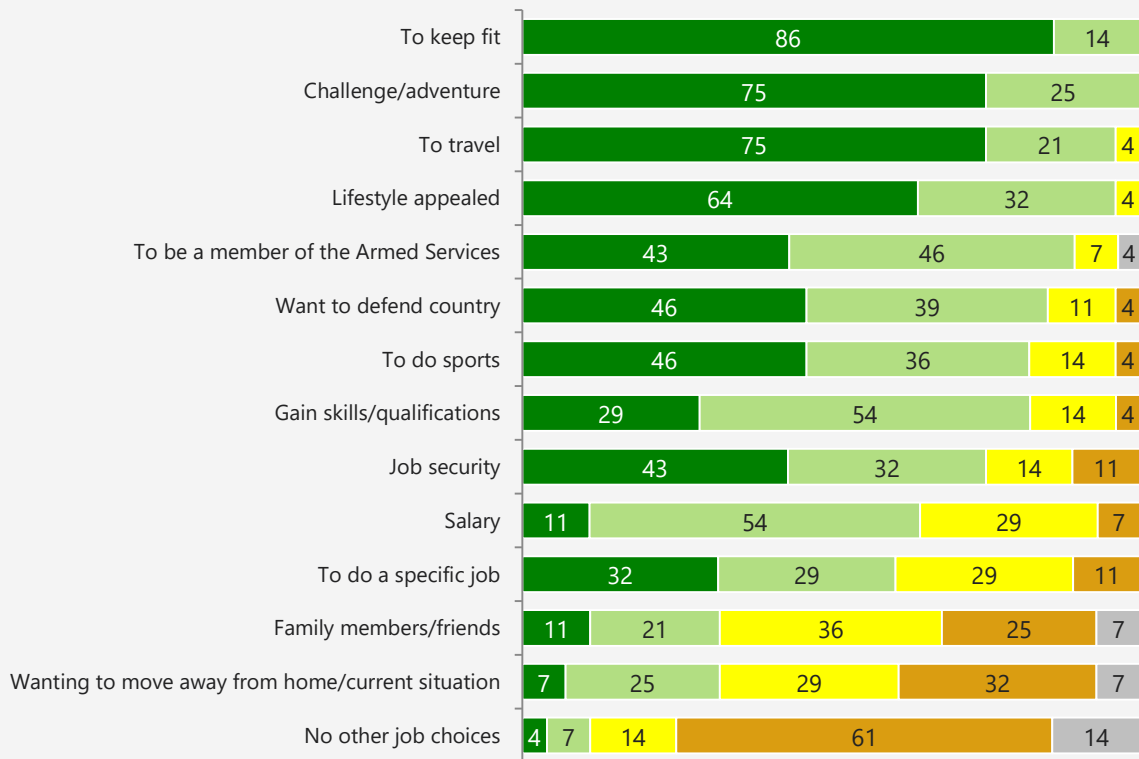
14. How important were each of the following in your decision to join the Service?

Number of respondents (OCS participants): Royal Marines (28*)

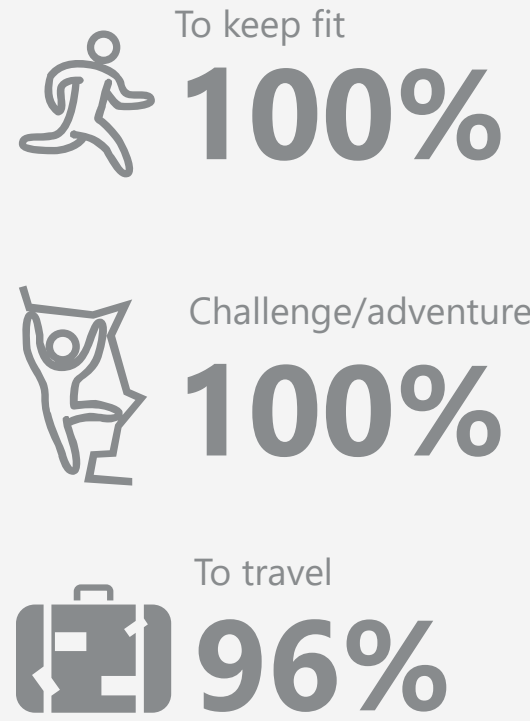
Current year results (%)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

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



Key figures

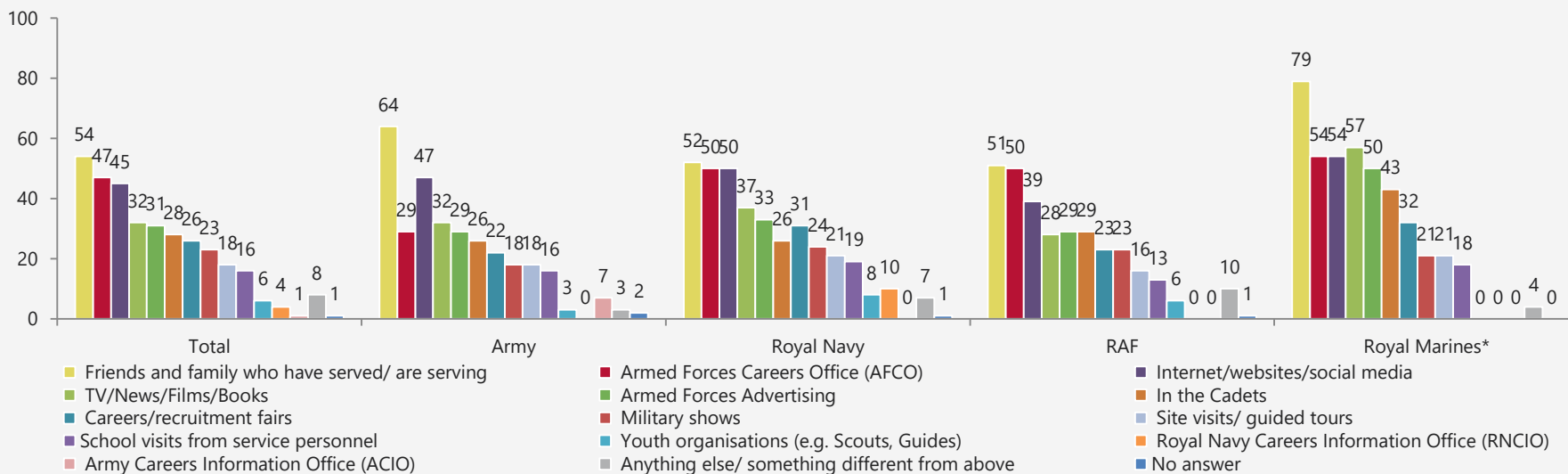


* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

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

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

Current year results (%)



Key figures

- Overall, friends and family who have served/are serving (54%), Armed Forces Careers Office (47%) and internet/websites/social media (45%) were the key sources for Officer Cadets to learn about careers in the Armed Forces.
- Friends and family was the top source of information for careers among all services, but particularly for Army Officer Cadets (64%) and Royal Marines Officer Cadets (79%). Across all services a mix of information sources are used.

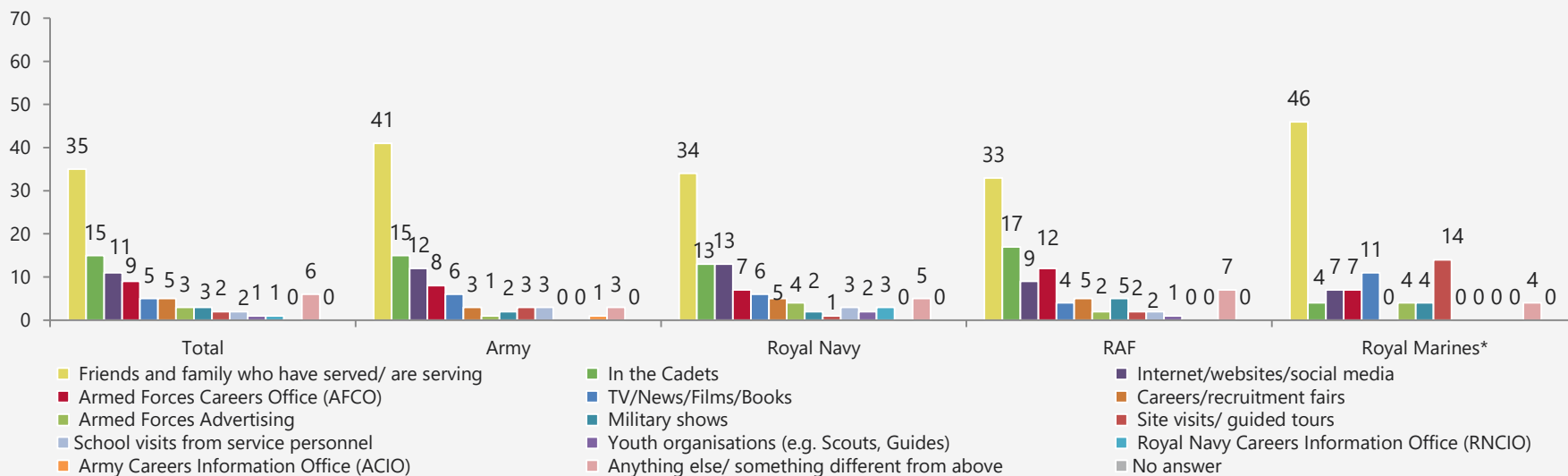
WHAT MOST INFLUENCED DECISION TO JOIN ARMED FORCES

Officer Cadets

14d. What most influenced your decision to join the Armed Forces?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

Current year results (%)



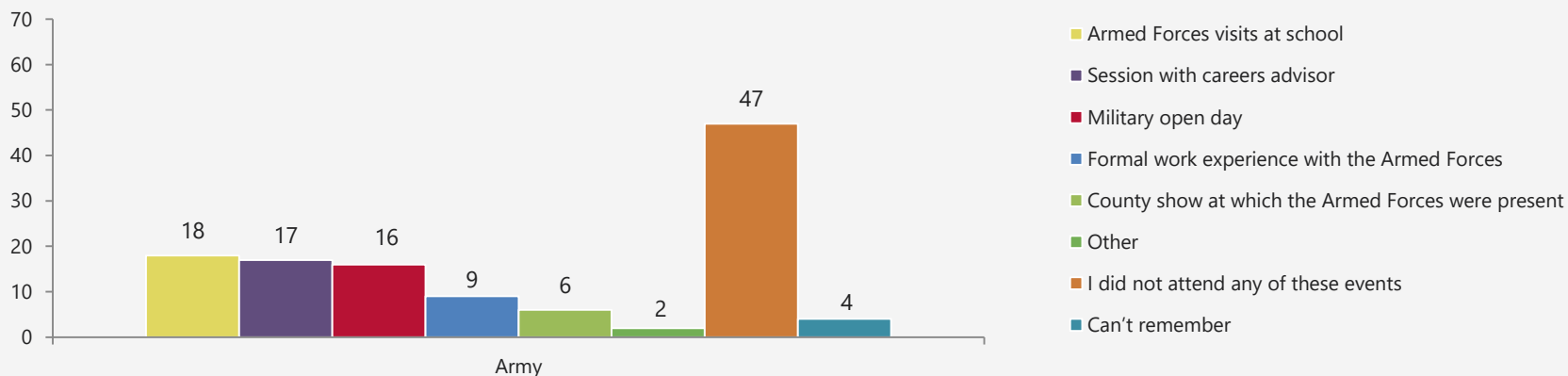
Key figures

- This is a new question introduced for 2019-20.
- By a substantial margin, the aspect that most influenced Officer Cadets in their decision to join the Armed Forces was friends and family who have served or are serving (35%). This was evident across all the Services.

14e. Did you attend or take part in any of these Army/Armed Forces activities or events before you joined

Number of respondents (OCS participants): Total (116), Army (116)

Current year results (%)



Key figures

- This is a new question introduced for 2019-20 and is only asked of Army Officer Cadets.
- Around half (47%) had not attended any Army/Armed Forces activities or events before joining. The most common events attended were Armed Forces visits at school (18%), session with careers advisor (17%) and a military open day (16%).

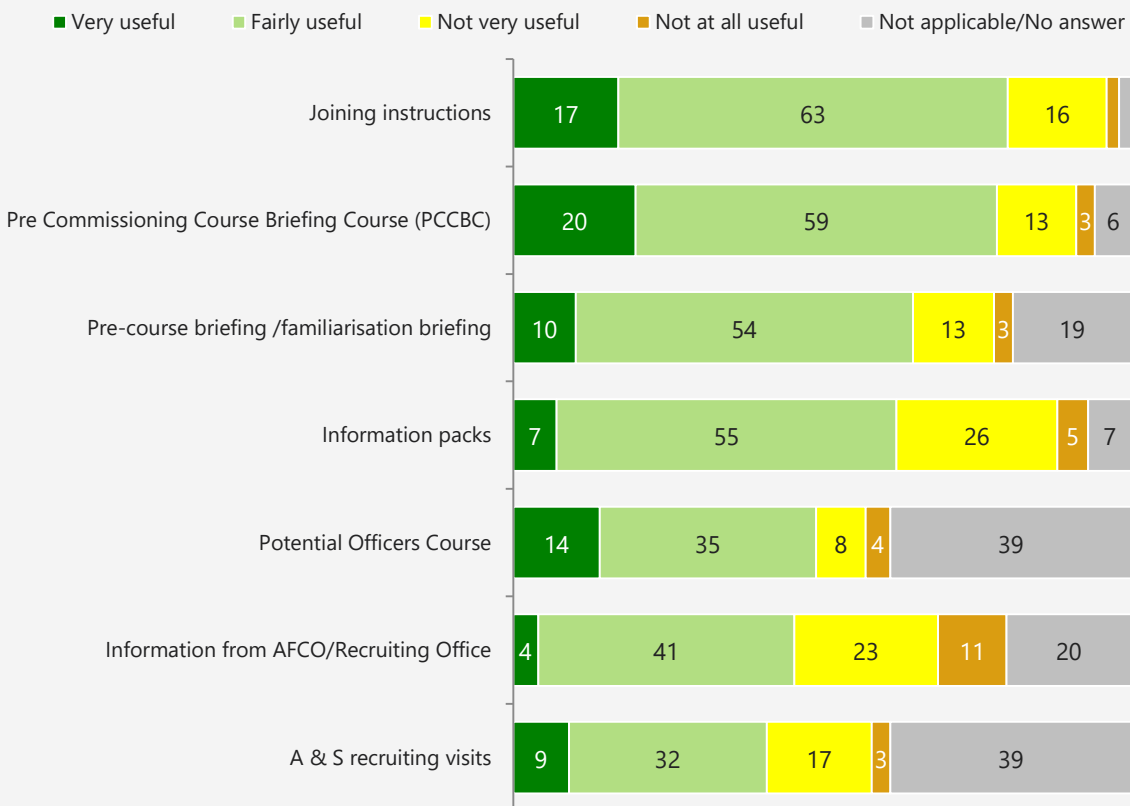


16. Please rate how useful you found the information provided in each of the media given

Number of respondents (OCS participants): Army (116)

Current year results (%)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box



Key figures



Joining instructions
80%



PCCBC
78%



Pre-course briefing
65%



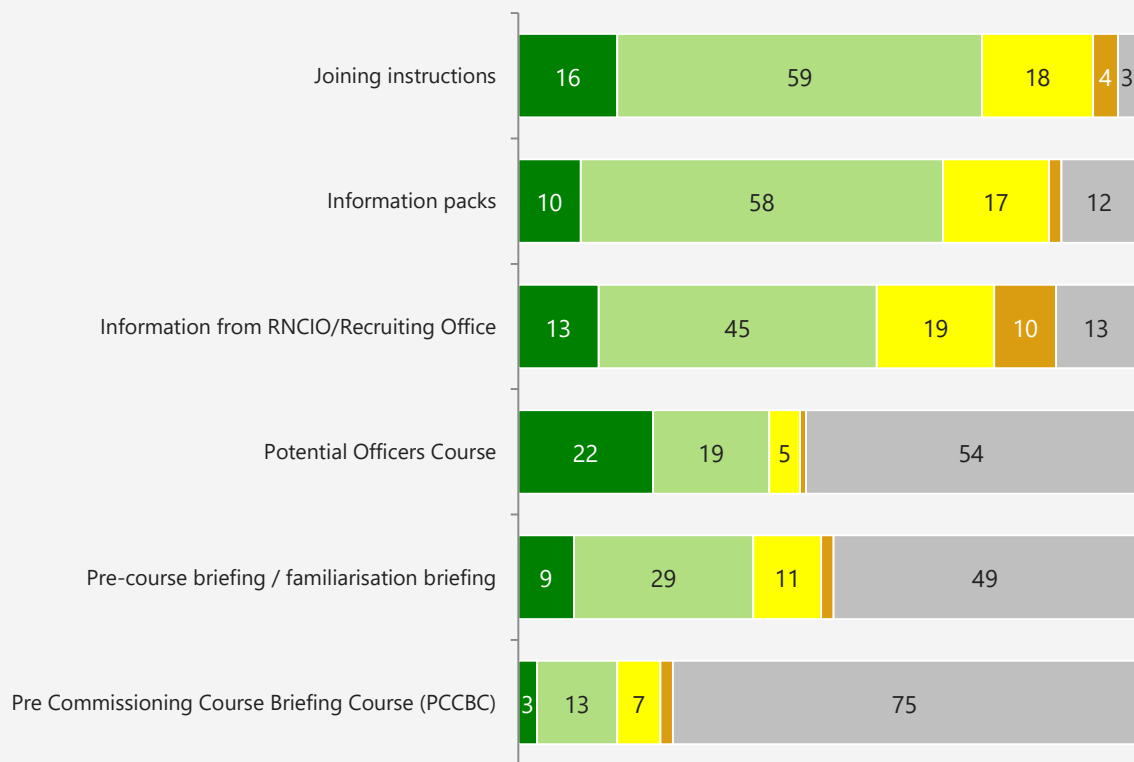
16. Please rate how useful you found the information provided in each of the media given

Number of respondents (OCS participants): Royal Navy (305)

Current year results (%)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

■ Very useful
 ■ Fairly useful
 ■ Not very useful
 ■ Not at all useful
 ■ Not applicable/ No answer



Key figures



Joining instructions
75%



Information packs
69%



Information from AFCO/Recruiting Officers
58%

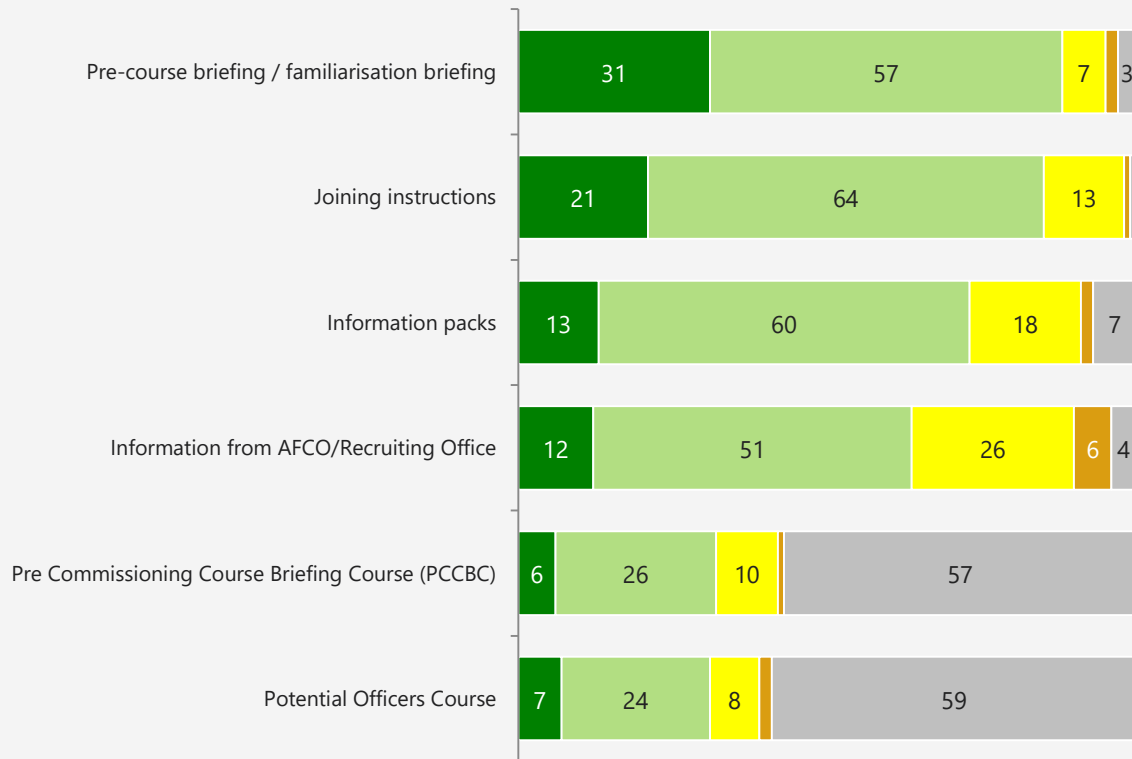
16. Please rate how useful you found the information provided in each of the media given

Number of respondents (OCS participants): RAF (416)

Current year results (%)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

■ Very useful
 ■ Fairly useful
 ■ Not very useful
 ■ Not at all useful
 ■ Not applicable/No answer



Key figures



Pre-course briefing
88%



Joining instructions
85%



Information packs
73%



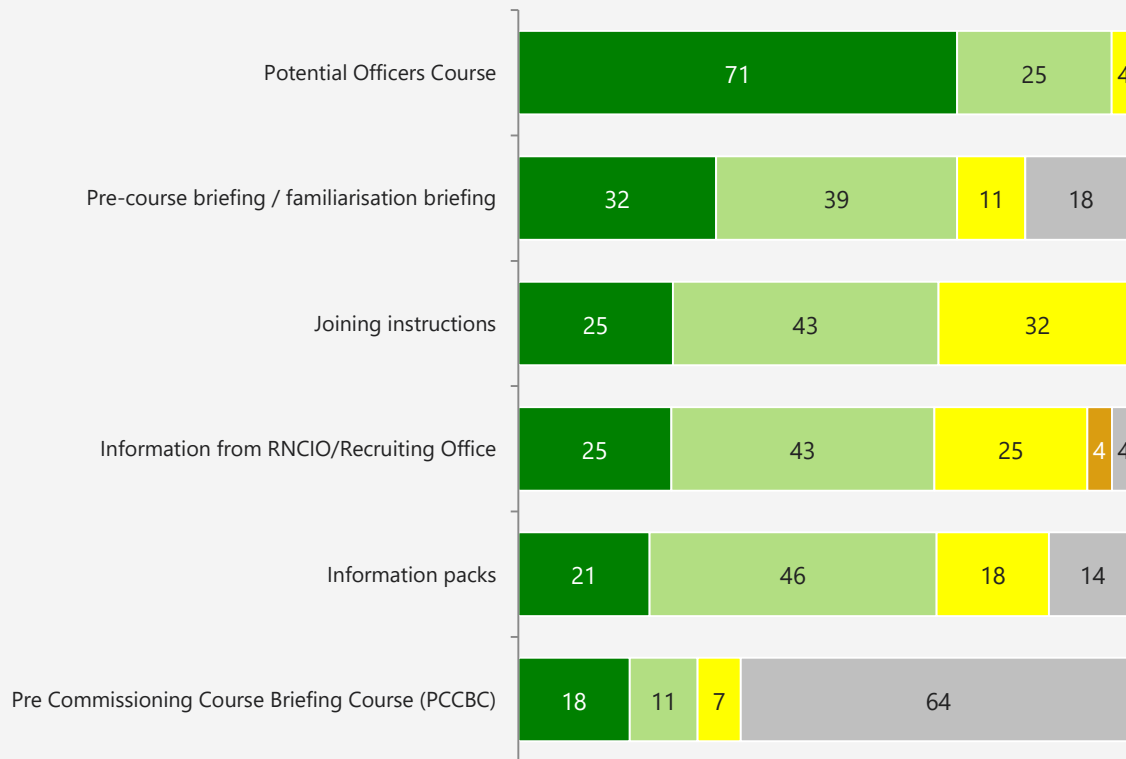
16. Please rate how useful you found the information provided in each of the media given

Number of respondents (OCS participants): Royal Marines (28*)

Current year results (%)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

■ Very useful
 ■ Fairly useful
 ■ Not very useful
 ■ Not at all useful
 ■ Not applicable/No answer



Key figures



Potential Officer course

96%



Pre-course briefing/
Familiarisation briefing

71%

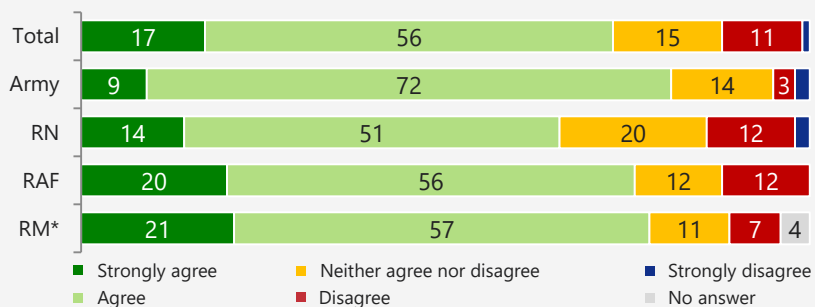
* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

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

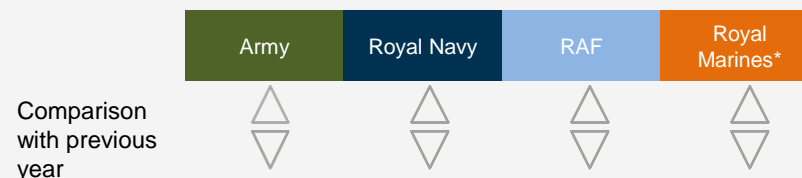
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

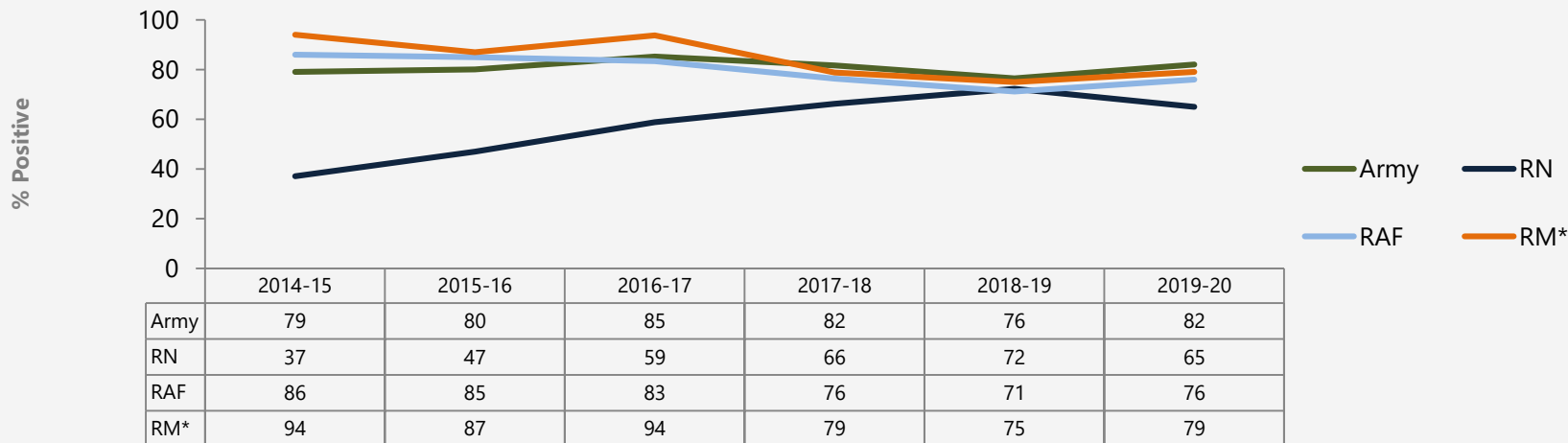
Current year results (%)



Differences



Trend

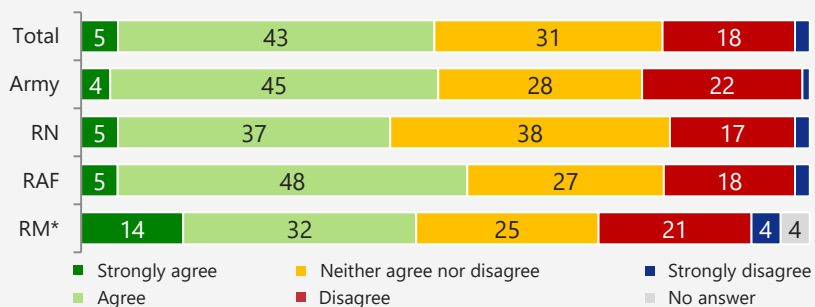


17. Please indicate your agreement with each of the following statements: The information I was given prior to arrival... Gave me an accurate picture of what life would be like at college

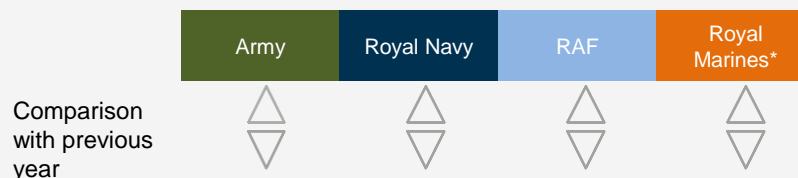
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

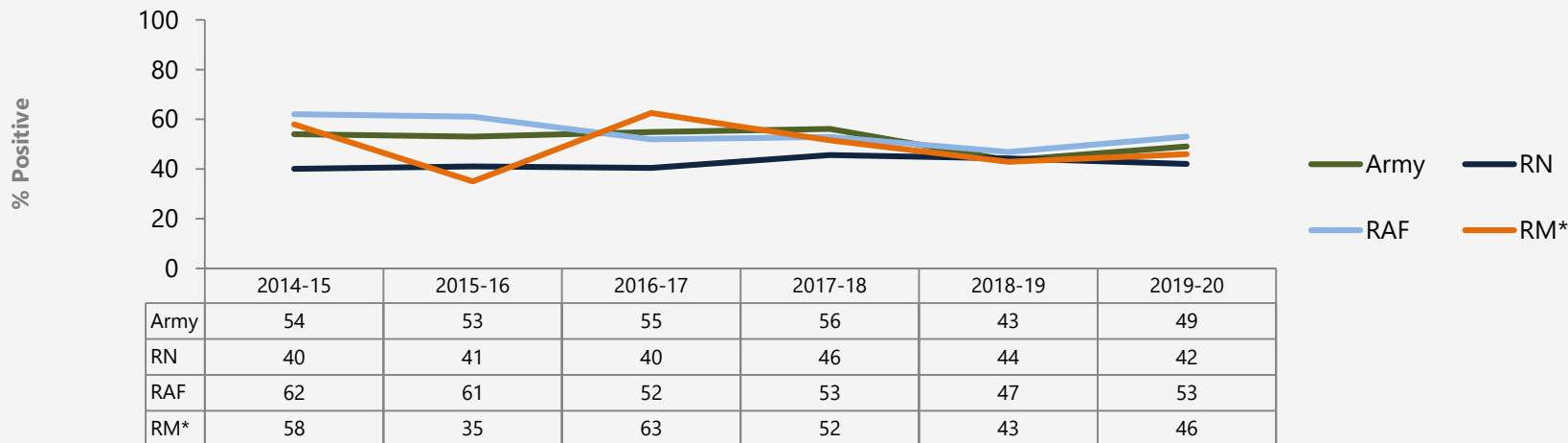
Current year results (%)



Differences



Trend



* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

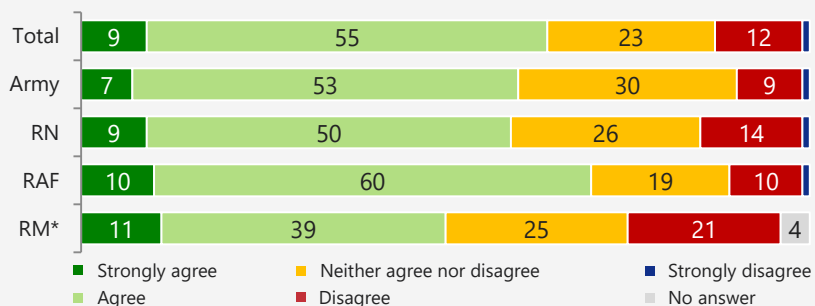
- Aggregated totals may not add up to 100% due to rounding.
- Results less than 3% are not labelled in the chart.
- Please refer to Annex C for the sample base size in previous years
- Though differences between years may seem large in magnitude, only statistically significant differences are considered meaningful changes.

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

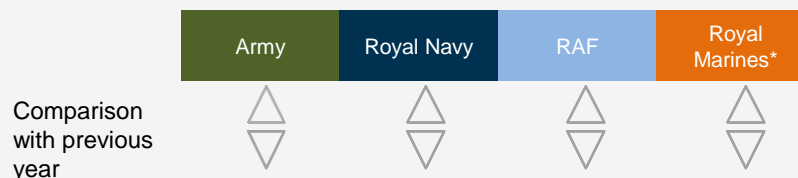
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

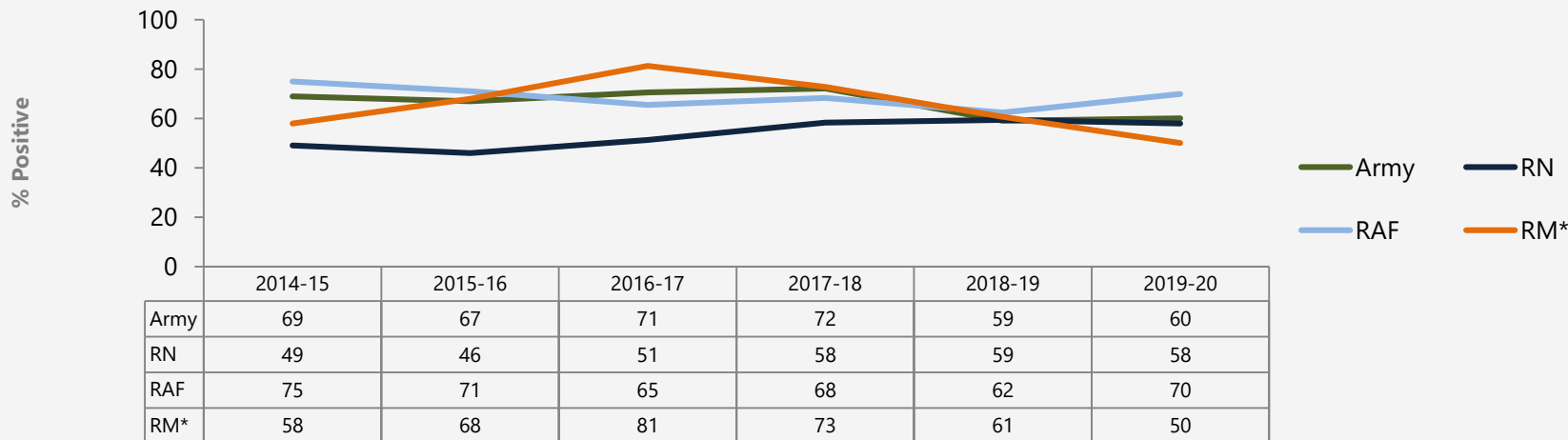
Current year results (%)



Differences



Trend



* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

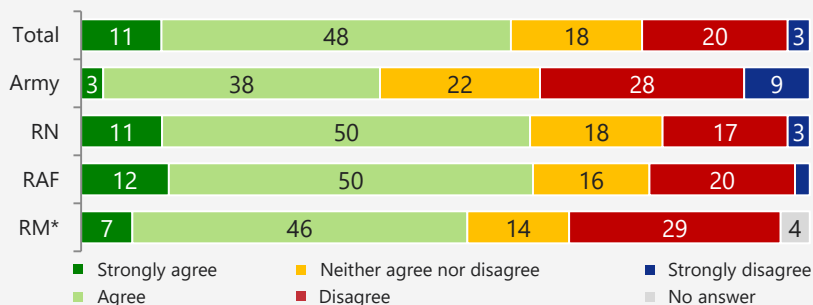
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17. Please indicate your agreement with each of the following statements: The information I was given prior to arrival... Provided me with useful and accurate information about what kit and equipment to pack

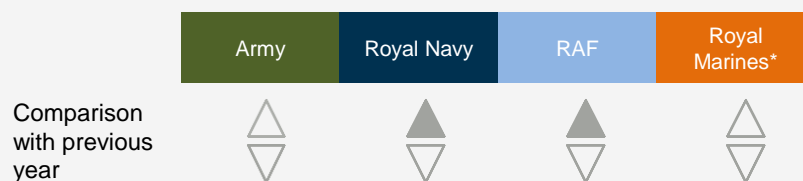
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

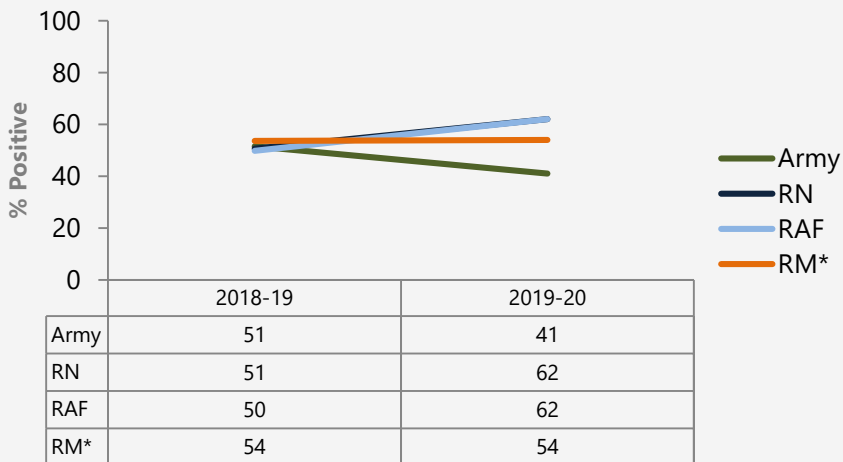
Current year results (%)



Differences



Trend*



Key figures

- For both the Royal Navy and the RAF there has been an increase in the proportion of Officer Cadets agreeing that the information prior to arrival provided useful and accurate information about what kit and equipment to pack. The proportion rose from 51% to 62% for Royal Navy Officer Cadets and 50% to 62% for RAF Officer Cadets.

SATISFACTION WITH RECRUITMENT PROCESS

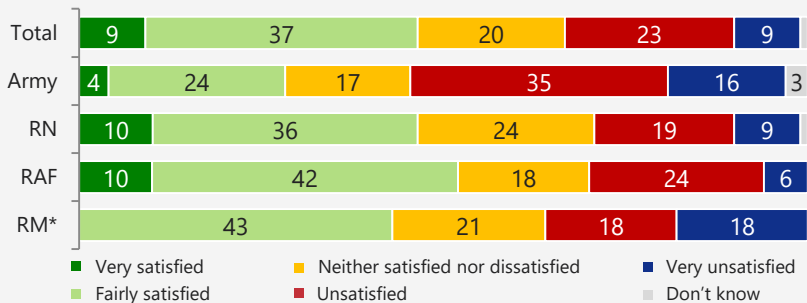
Officer Cadets

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

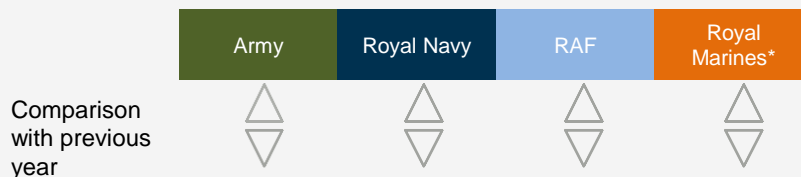
Number of respondents: Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

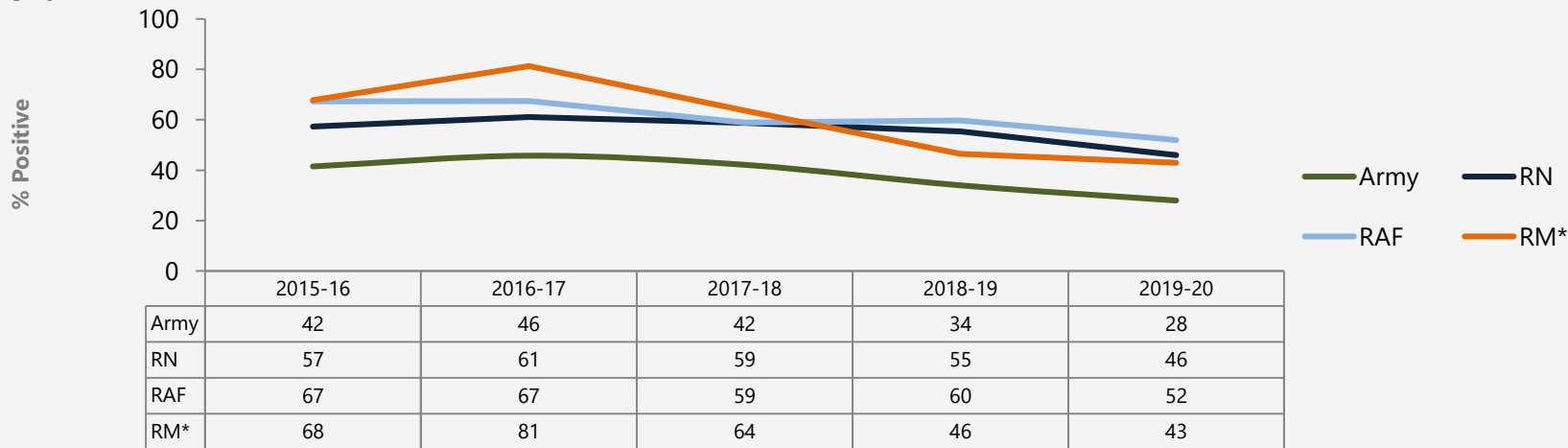
Current year results (%)



Differences



Trend



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Facilities and amenities

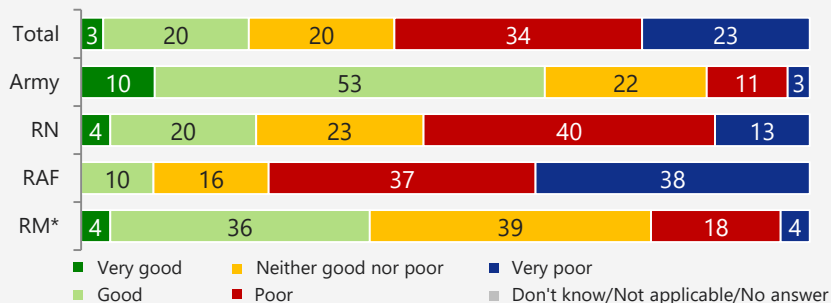
RATING: STANDARD OF LIVING ACCOMMODATION

Officer Cadets

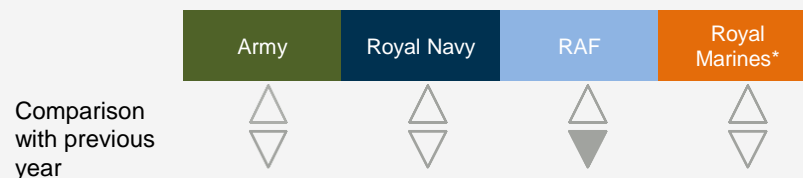
19. How would you rate each of the following: Standard of living accommodation

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

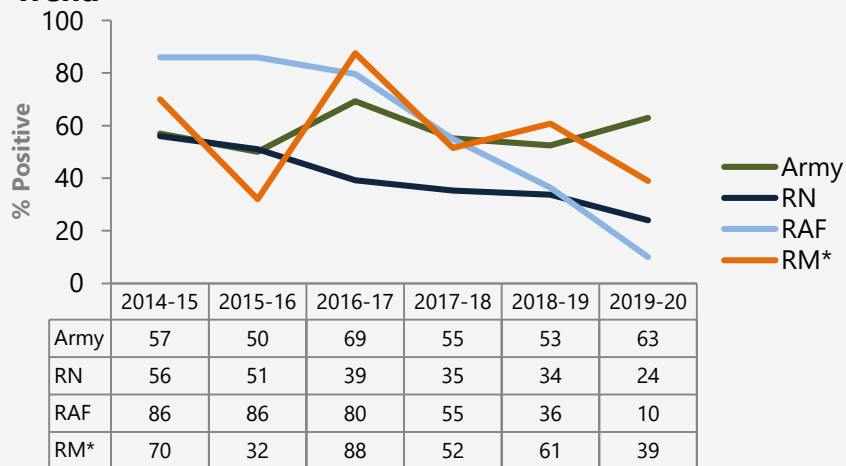
Current year results (%)



Differences



Trend



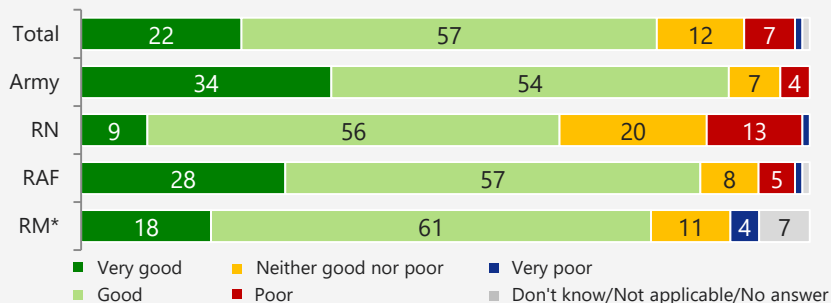
Key figures

- RAF Officer Cadets rating the standard of living accommodation as 'very good' or 'good' has fallen markedly from 55% in 2017-18 to 36% in 2018-19 and down further to 10% in 2019-20.

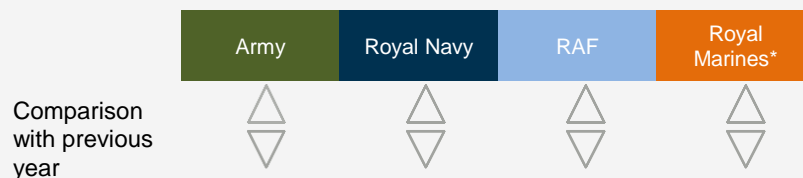
19. How would you rate each of the following: Sports facilities

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

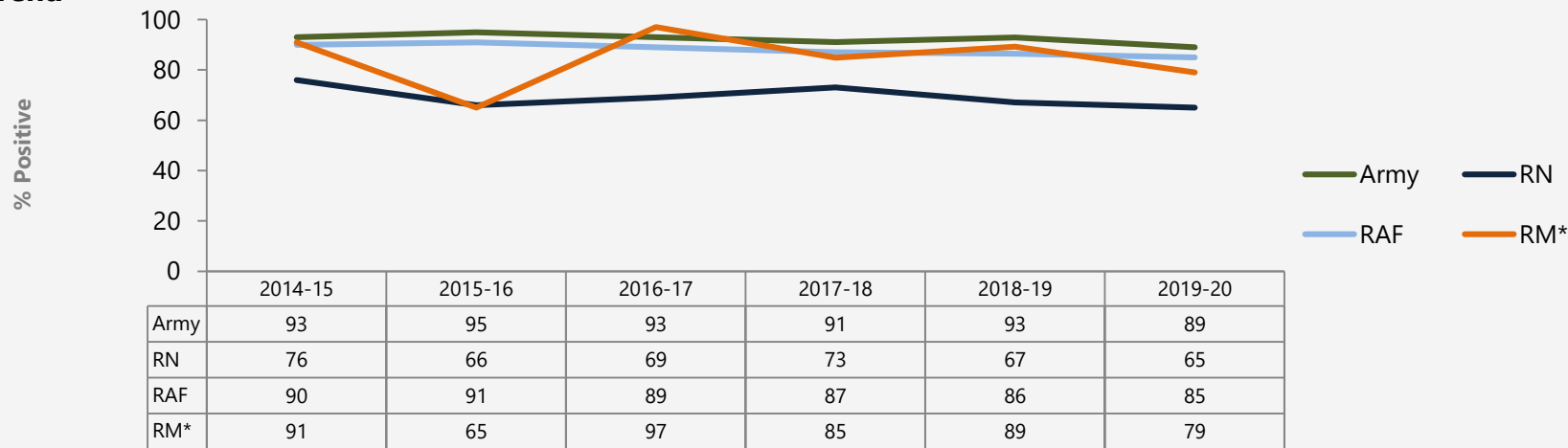
Current year results (%)



Differences



Trend



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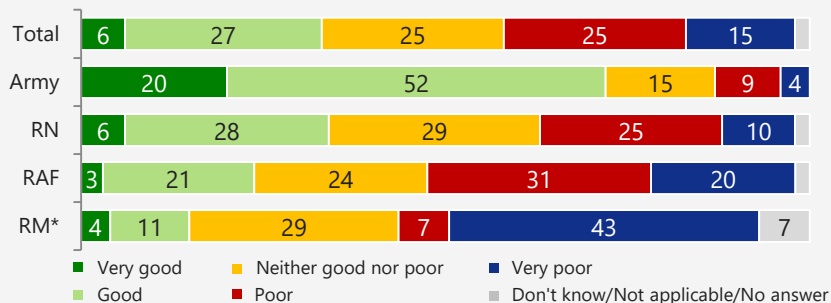
RATING: OPPORTUNITY FOR COMPETITIVE SPORT

Officer Cadets

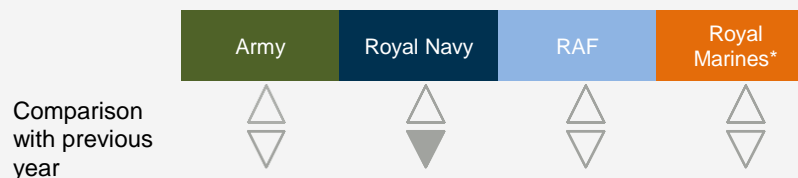
19. How would you rate each of the following: Opportunity for competitive sport

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

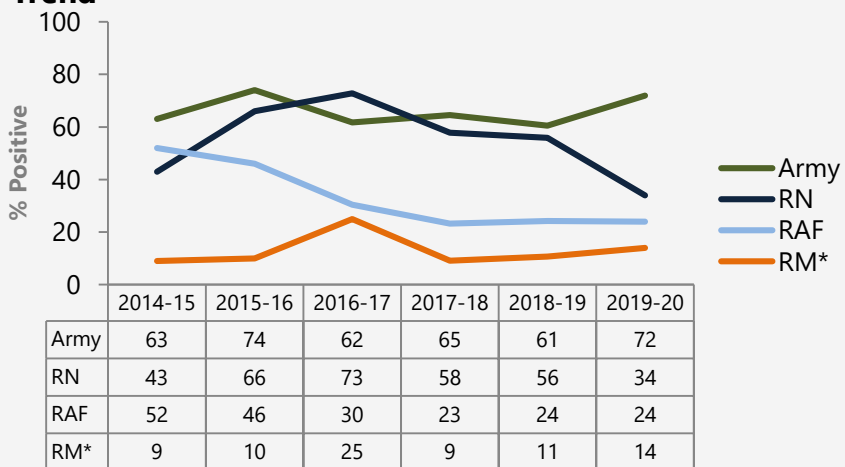
Current year results (%)



Differences



Trend



Key figures

- Royal Navy Officer Cadets rating the opportunity for competitive sport as 'very good' or 'good' decreased from 56% in 2018-19 to 34% in 2019-20.

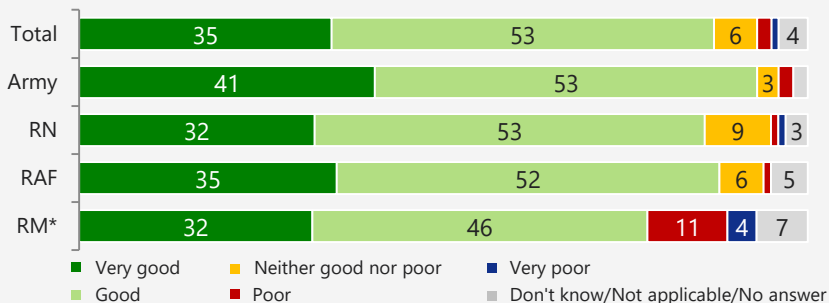
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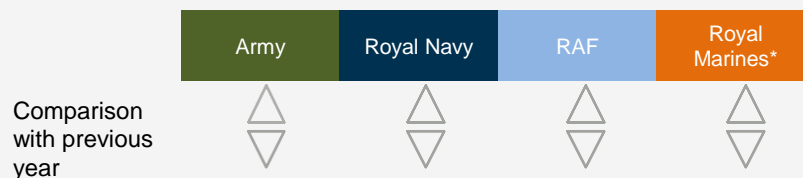
19. How would you rate each of the following: Medical Care

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

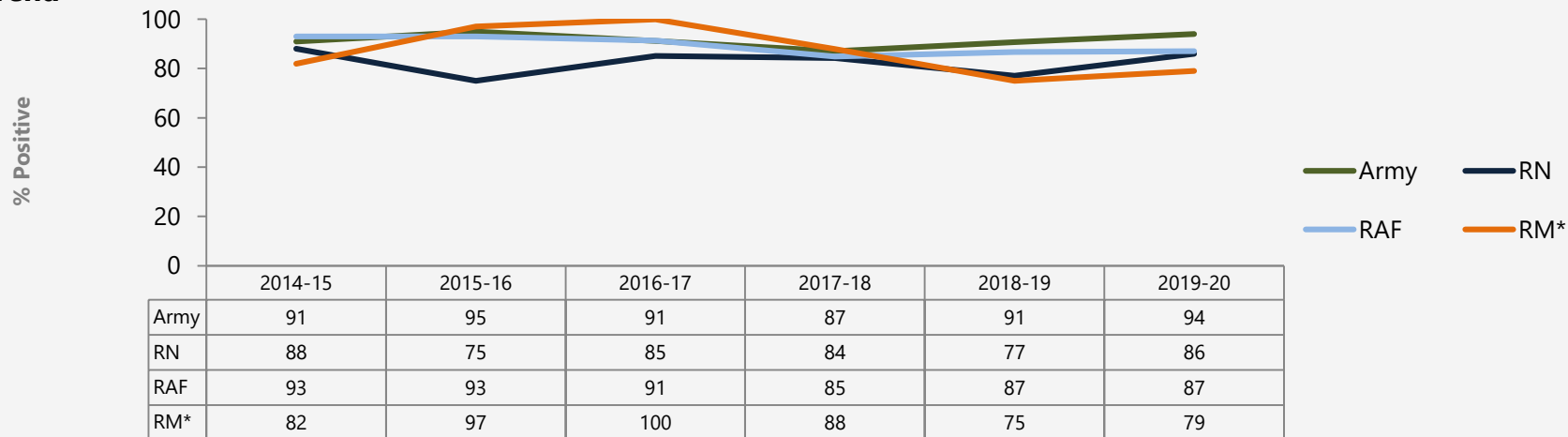
Current year results (%)



Differences



Trend



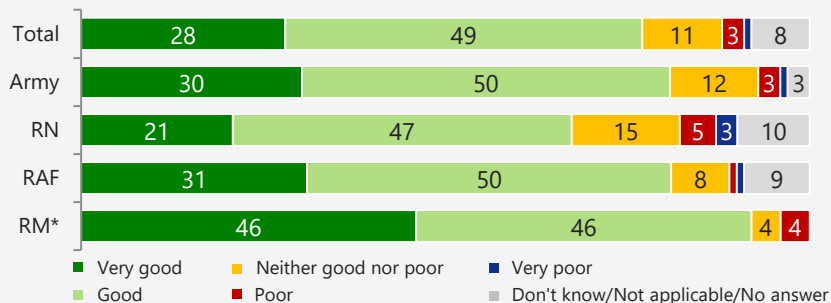
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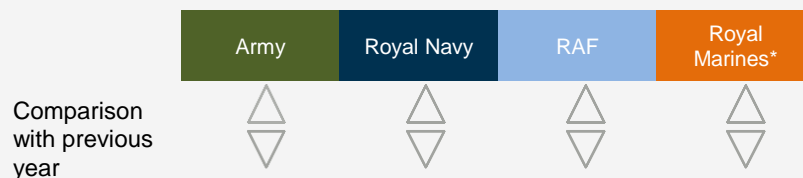
19. How would you rate each of the following: Dental Care

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

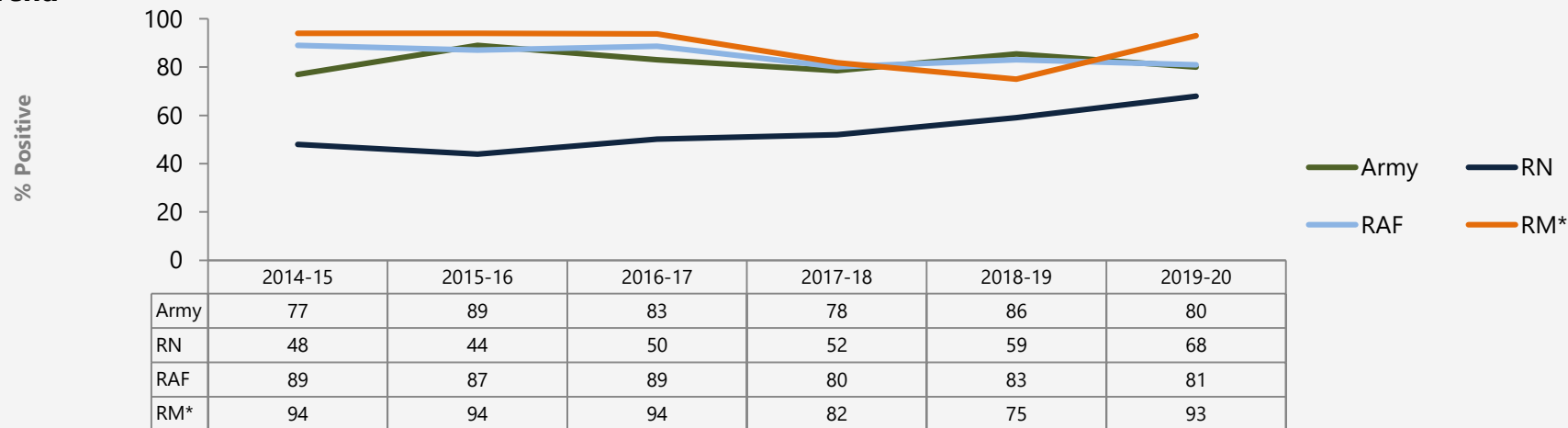
Current year results (%)



Differences



Trend



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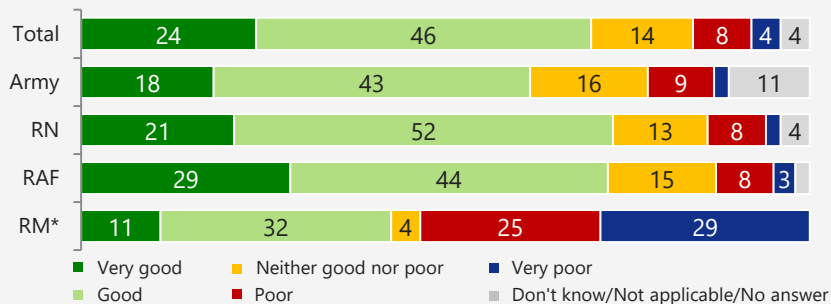
RATING: ACCESS TO IT FOR PERSONAL USE

Officer Cadets

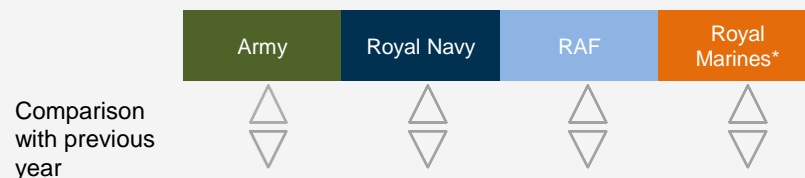
19. How would you rate each of the following: Access to IT for personal use

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

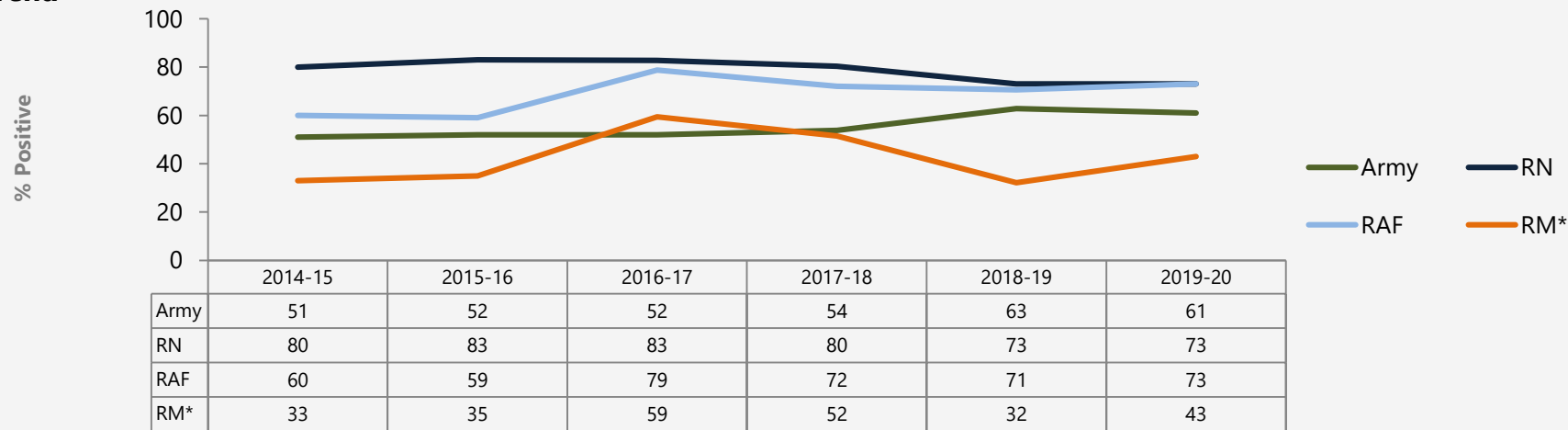
Current year results (%)



Differences



Trend



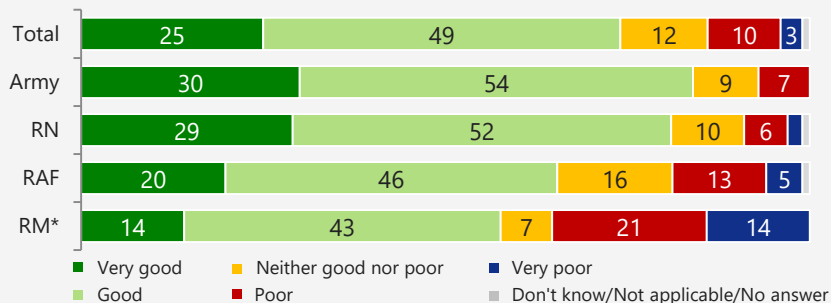
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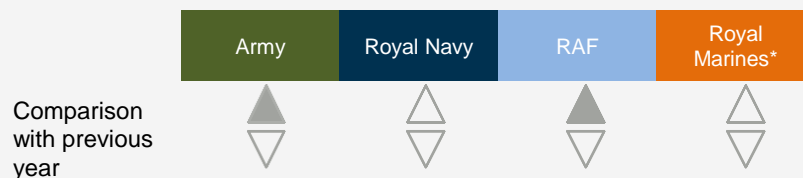
19. How would you rate each of the following: Internet Access

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

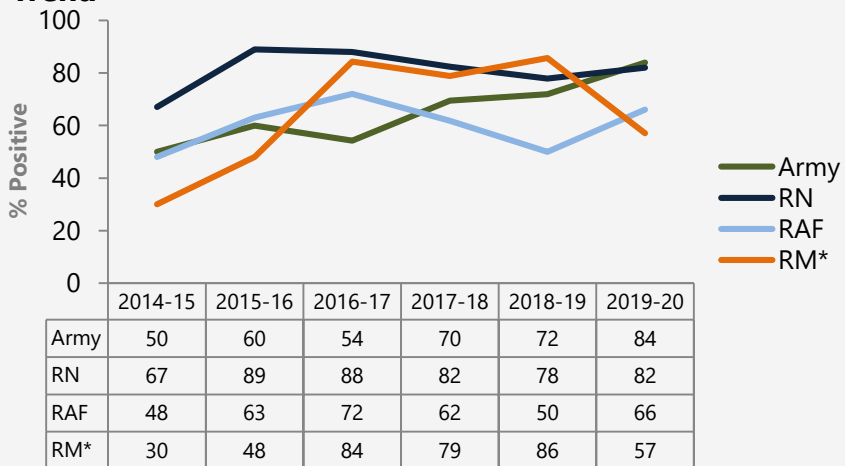
Current year results (%)



Differences



Trend



Key figures

- Army and RAF Officer Cadets were more likely to rate the internet access as 'very good' or 'good' in 2019-20 than in 2018-19. For RAF Officer Cadets this follows a dip in ratings for 2018-19.

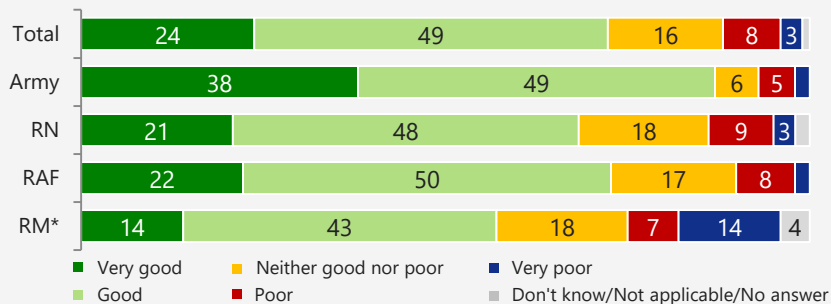
RATING: ACCESS TO GYM IN SPARE TIME

Officer Cadets

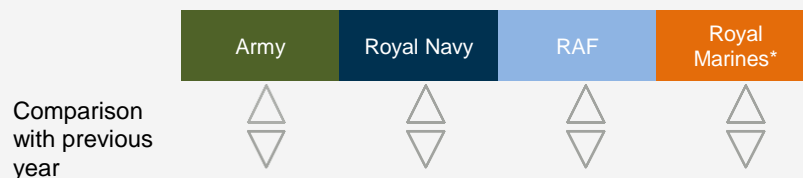
19. How would you rate each of the following: Access to gym in spare time

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

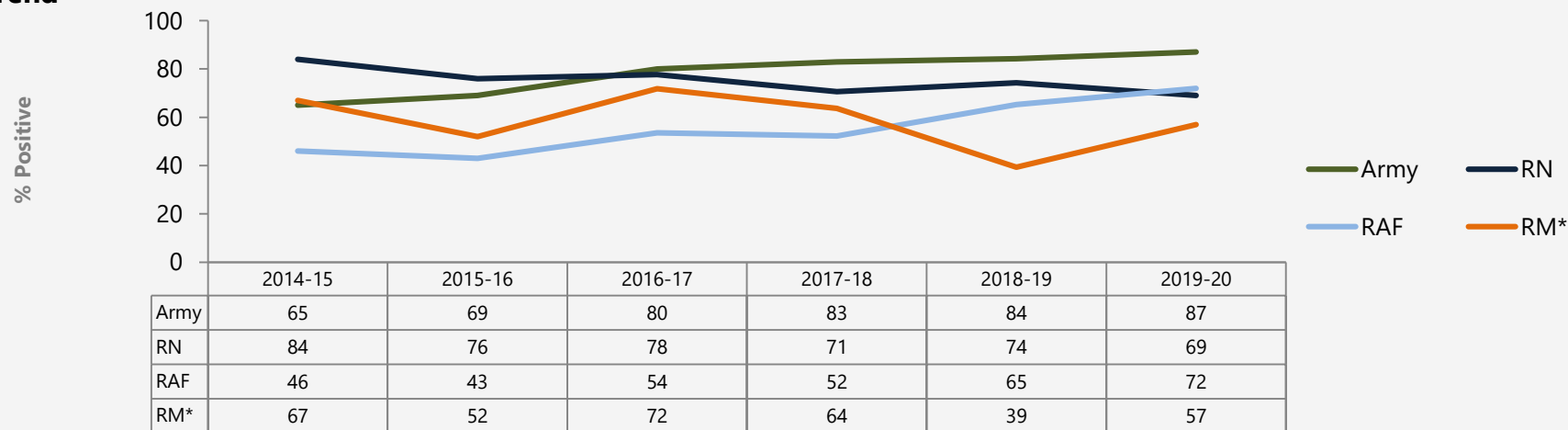
Current year results (%)



Differences



Trend



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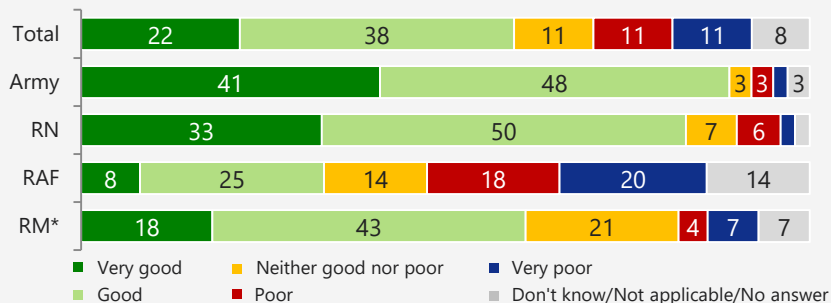
RATING: PROVISION OF FREE WI-FI HOTSPOTS

Officer Cadets

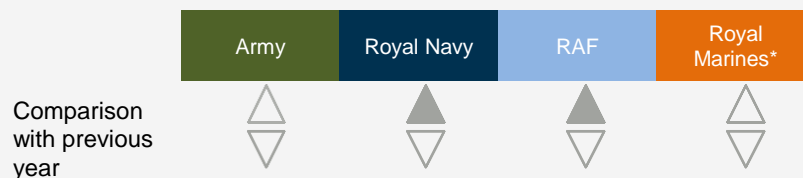
19. How would you rate each of the following: Provision of free Wi-Fi hotspots

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

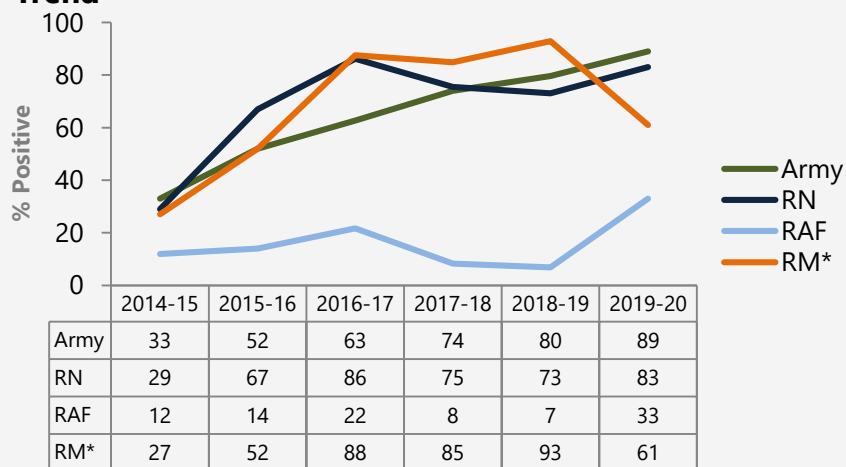
Current year results (%)



Differences



Trend



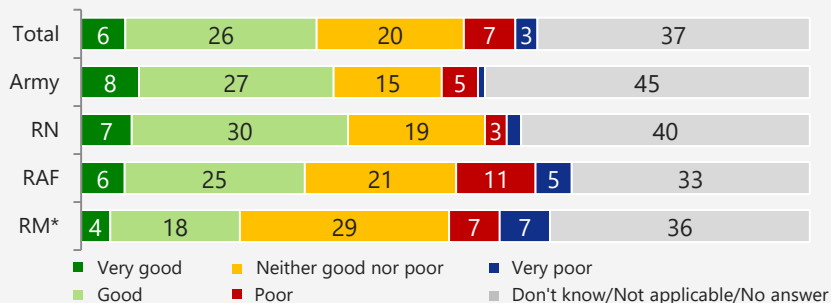
Key figures

- Royal Navy and RAF Officer Cadets both rated the provision of free Wi-Fi hotspots more highly in 2019-20 than in 2018-19.
- The proportion rating this element as 'very good' or 'good' increased from 73% to 83% for Royal Navy Officer Cadets, and from 7% to 33% for RAF Officer Cadets.

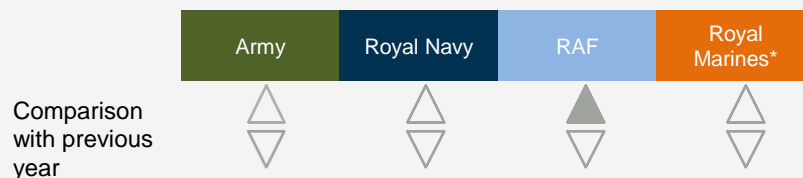
19. How would you rate each of the following: IT support for hardware issues (for issued devices only)

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

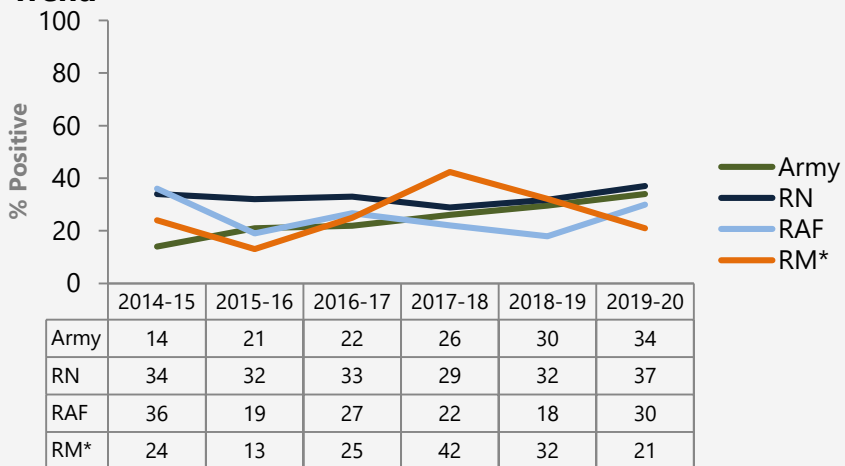
Current year results (%)



Differences



Trend



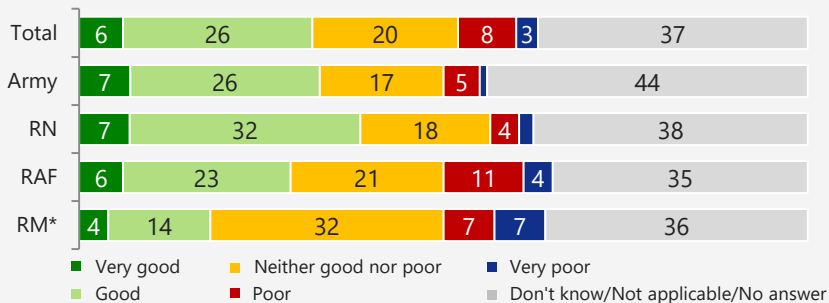
Key figures

- There has been an increase in the proportion of RAF Officer Cadets rating the IT support for hardware issues (for issued devices only) as 'very good' or 'good', increasing from 18% to 30%.

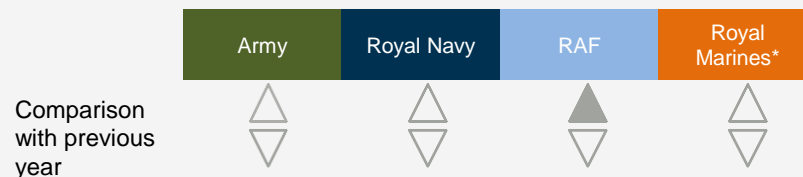
19. How would you rate each of the following: IT support for software issues (for issued devices only)

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

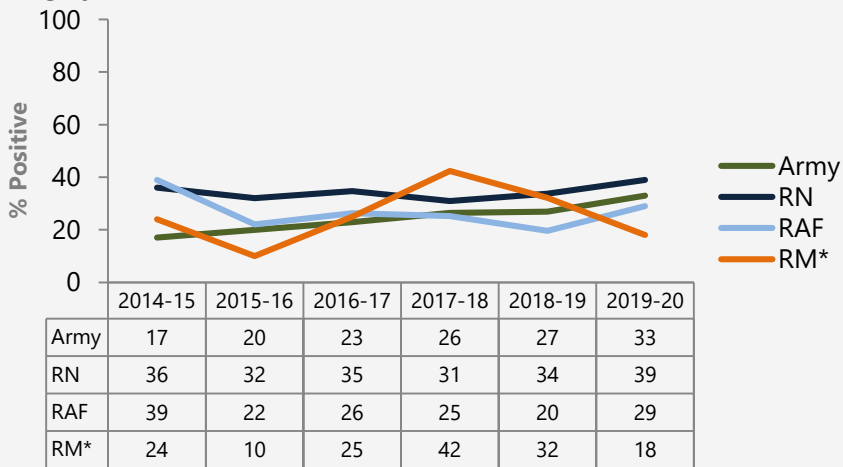
Current year results (%)



Differences



Trend



Key figures

- As with IT support for hardware issues, there has been an increase in the proportion of RAF Officer Cadets rating the IT support for software issues (for issued devices only) as 'very good' or 'good', increasing from 20% to 29%.

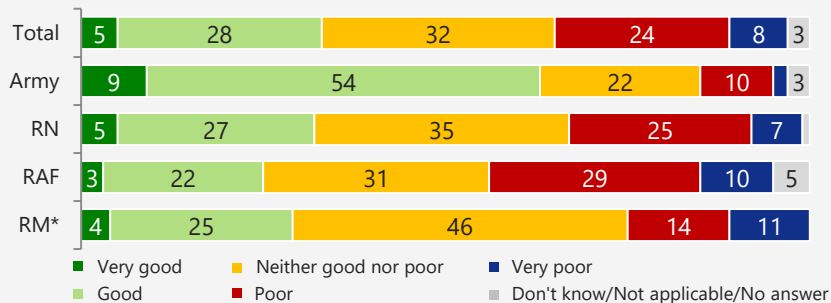
RATING: LEISURE AND RETAIL FACILITIES

Officer Cadets

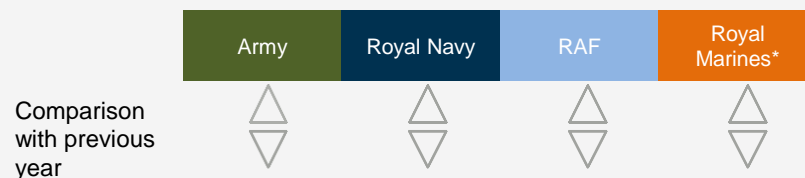
19. How would you rate each of the following: Leisure and retail facilities

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

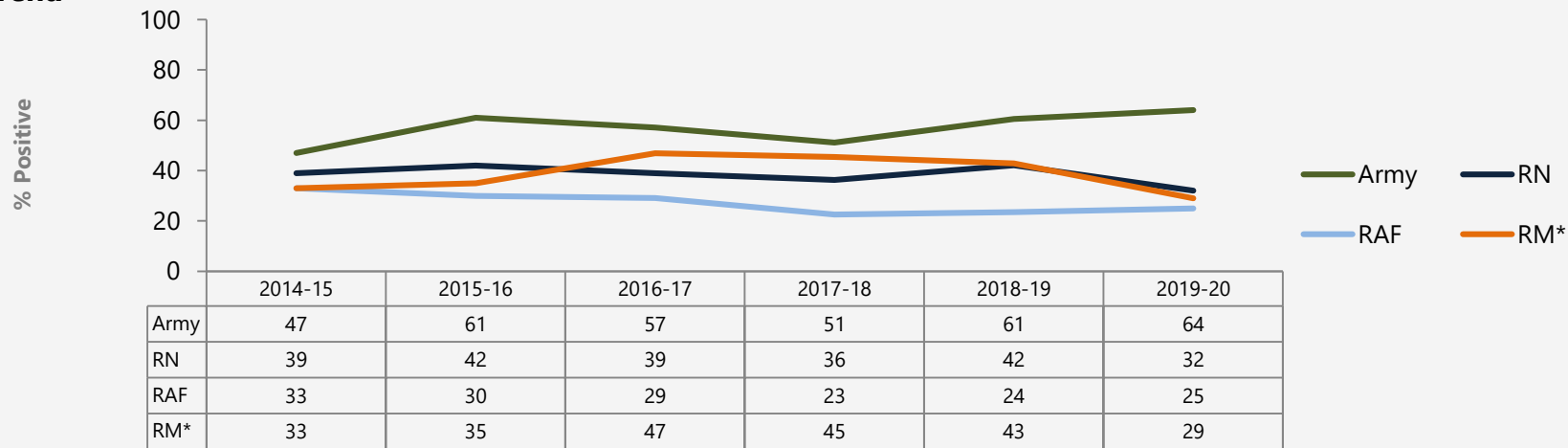
Current year results (%)



Differences



Trend



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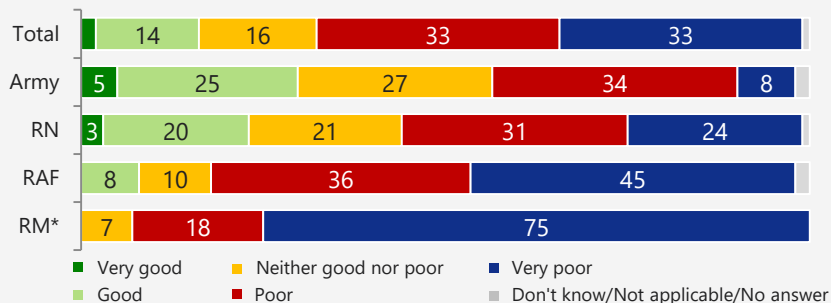
RATING: LAUNDRY FACILITIES

Officer Cadets

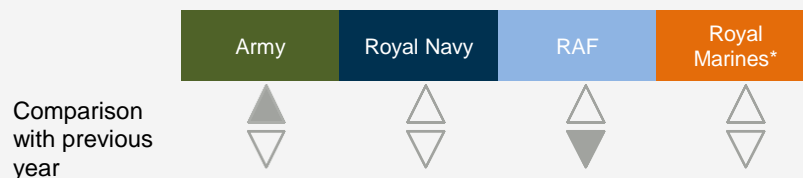
19. How would you rate each of the following: Laundry facilities

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

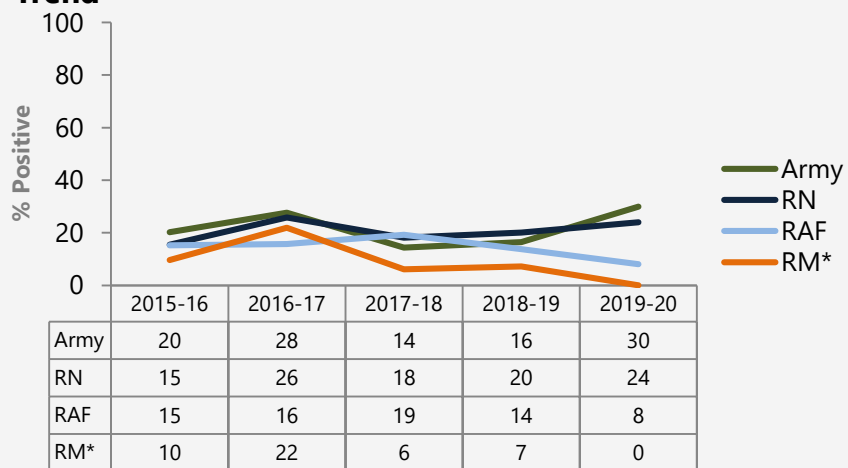
Current year results (%)



Differences



Trend



Key figures

- The proportion of Army Officer Cadets rating the laundry facilities as 'very good' or 'good' has increased from 16% in 2018-19 to 30% in 2019-20.
- Conversely, there has been a fall in the laundry facility rating amongst RAF Officer Cadets, from 14% in 2018-19 to 8% in 2019-20.

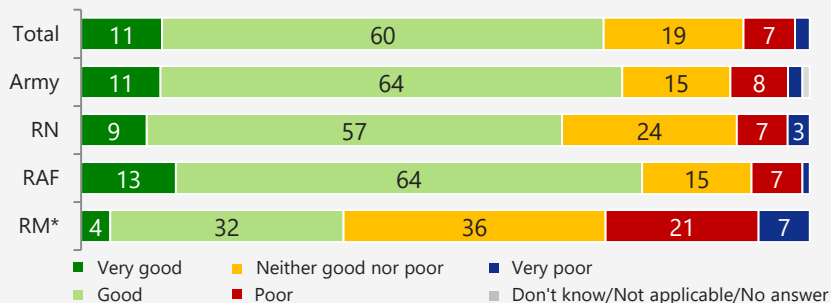
RATING: PERSONAL KIT (E.G. BOOTS AND UNIFORM)

Officer Cadets

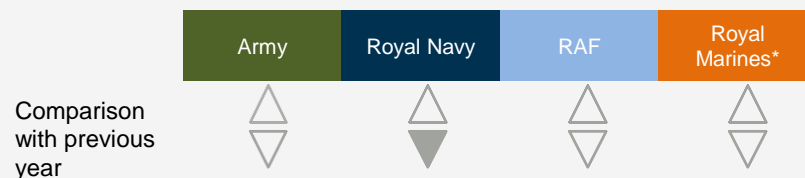
19. How would you rate each of the following: Personal Kit (e.g. boots and uniform)

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

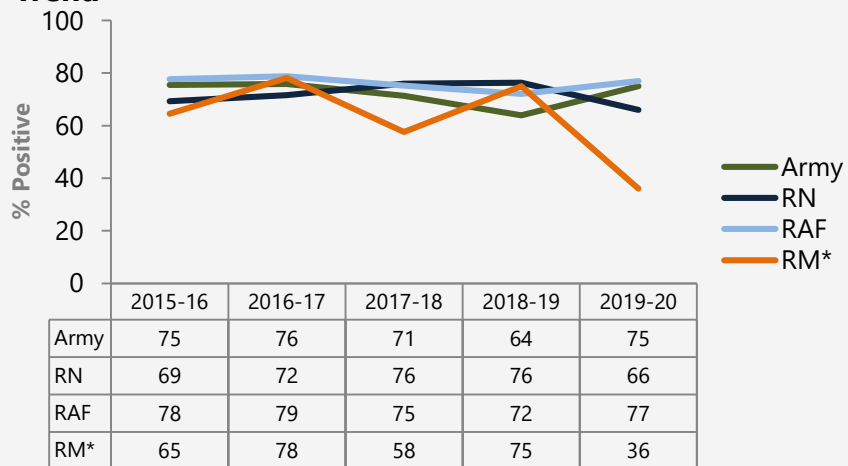
Current year results (%)



Differences



Trend



Please note this question was not introduced until 2015-16

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Key figures

- The ratings for personal kit (e.g. boots and uniform) fell for Royal Navy Officer Cadets in 2019-20, with 66% rating this aspect as 'very good' or 'good' compared to 76% in the previous year.

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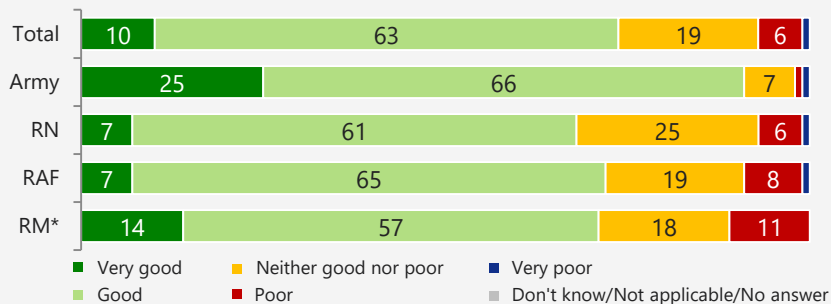
RATING: STANDARD OF TRAINING FACILITIES

Officer Cadets

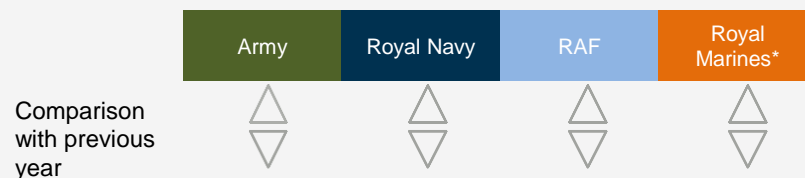
19. How would you rate each of the following: Standard of training facilities

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

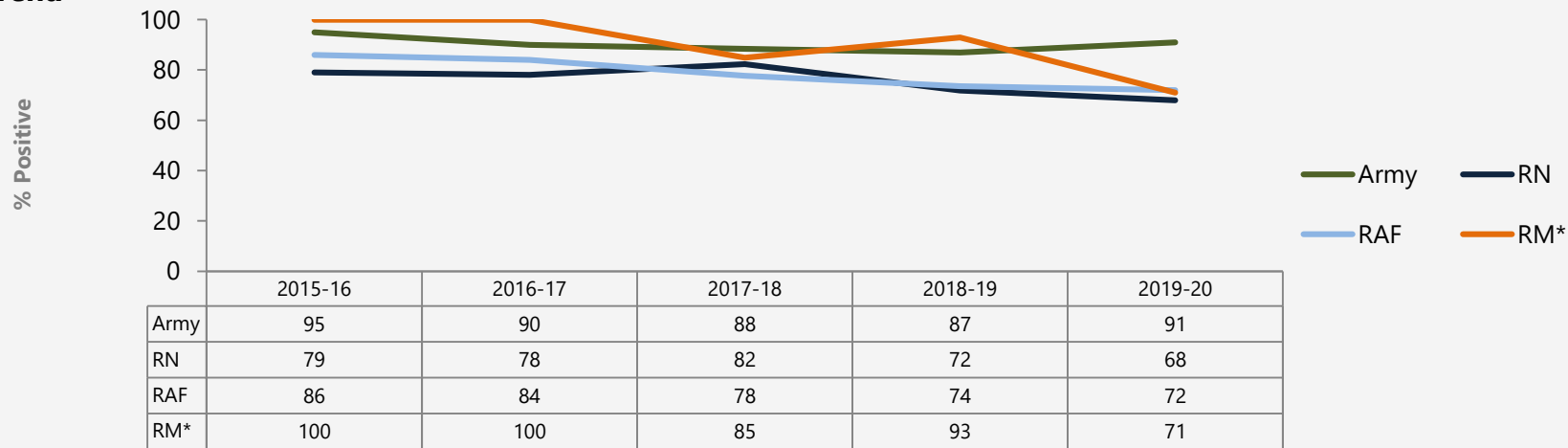
Current year results (%)



Differences



Trend



Please note this question was not introduced until 2015-16

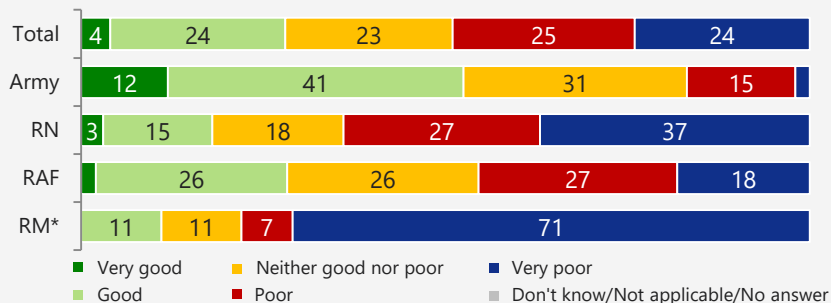
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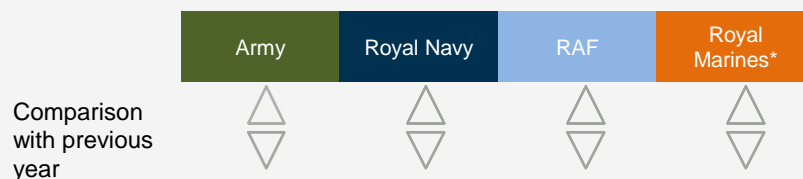
19. How would you rate each of the following: Food

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

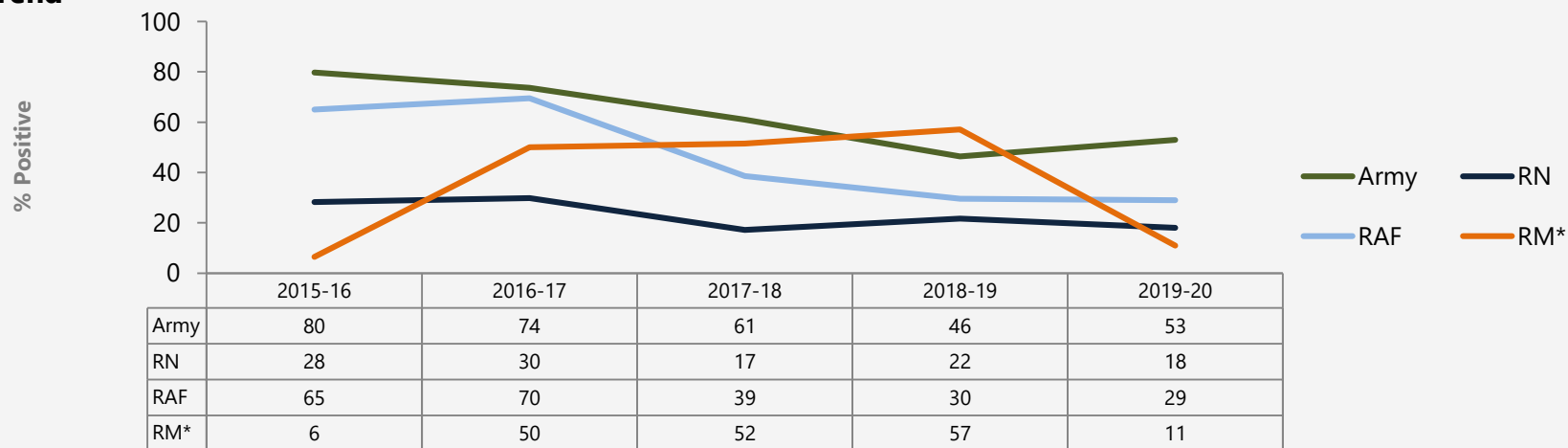
Current year results (%)



Differences



Trend



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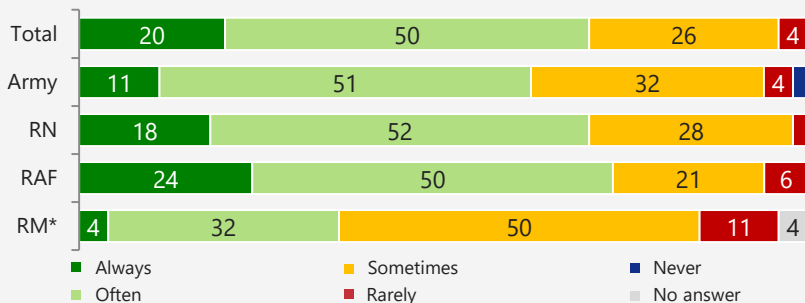
WHETHER GIVEN ENOUGH TIME TO EAT MEALS

Officer Cadets

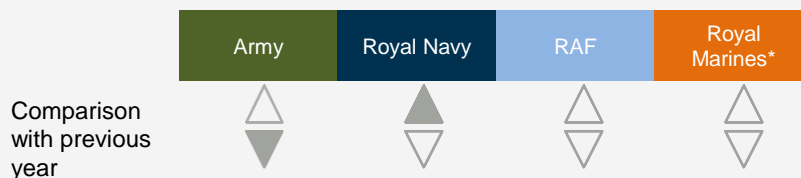
25. Were you given enough time to eat your meals?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'always' or 'often' – significant differences and comments based on this

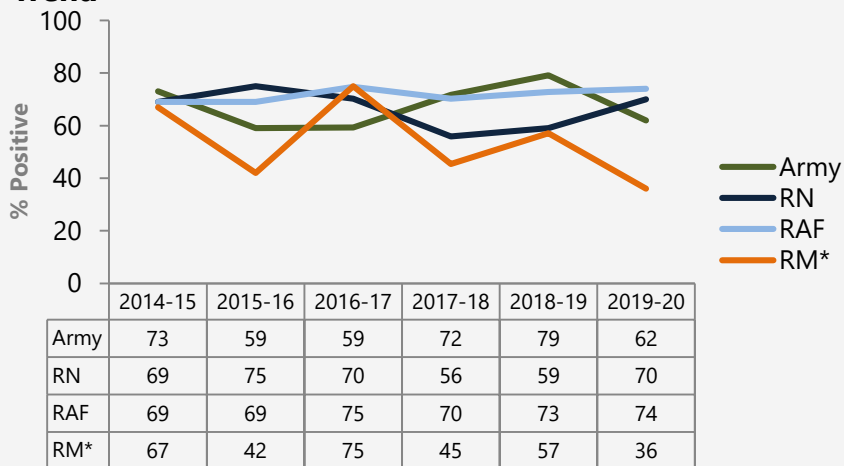
Current year results (%)



Differences



Trend



Key figures

- The proportion of Army Officer Cadets claiming they were 'always' or 'often' given enough time to eat their meals has fallen from 79% in 2018-19 to 62% in 2019-20.
- Conversely, there has been an increase in this sentiment amongst Royal Navy Officer Cadets, from 59% in 2018-19 to 70% in 2019-20.

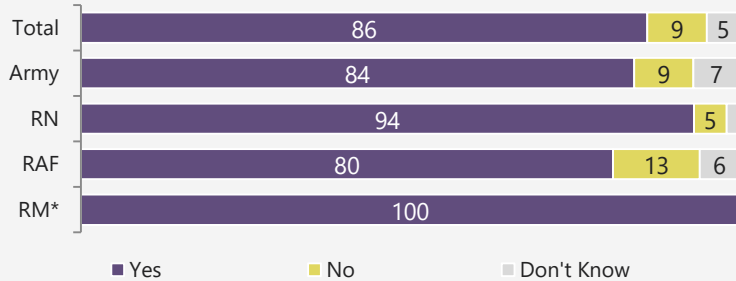
OPTION TO COMMENT ON FOOD

Officer Cadets

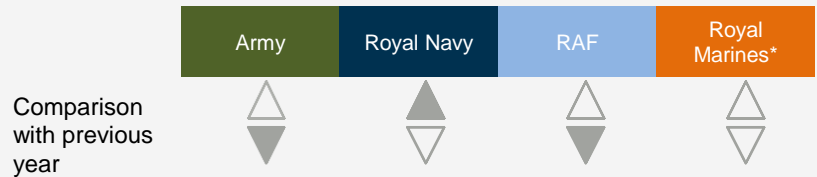
NEW26. Were you given the option to comment on the food whilst at [College]?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

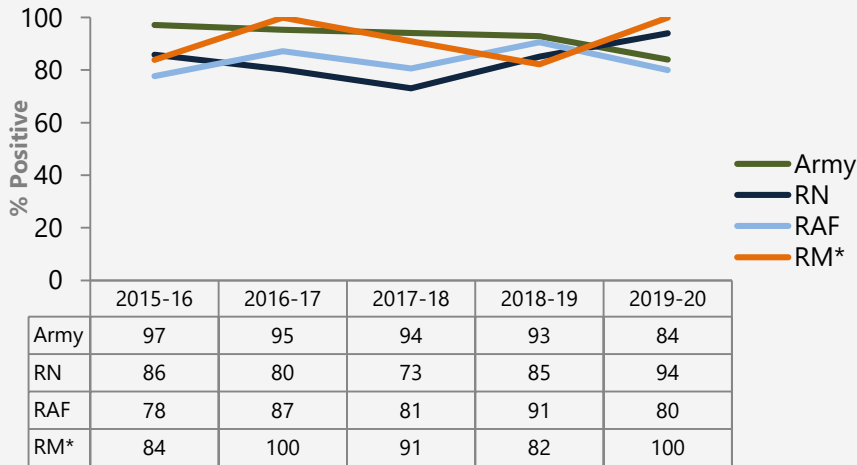
Current year results (%)



Differences



Trend



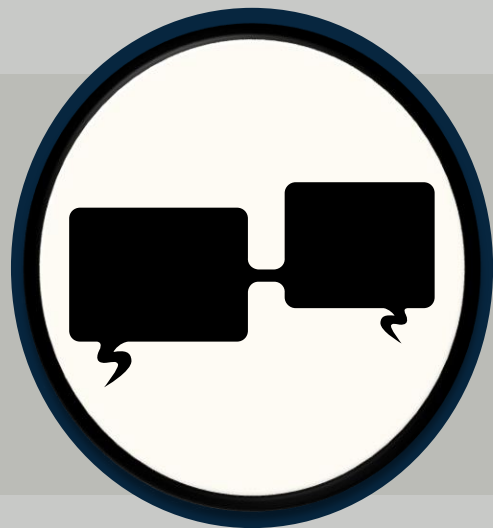
Key figures

- The proportion of Army Officer Cadets and RAF Officer Cadets who felt they were given the option to comment on food whilst at their college fell against 2018-19, from 93% to 84% for Army Officer Cadets and from 91% to 80% for RAF Officer Cadets.
- Against this trend, the proportion of Royal Navy Officer Cadets who felt they had the option to comment on food rose, from 85% in 2018-19 to 94% in 2019-20.

Please note this question was not introduced until 2015-16

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Support

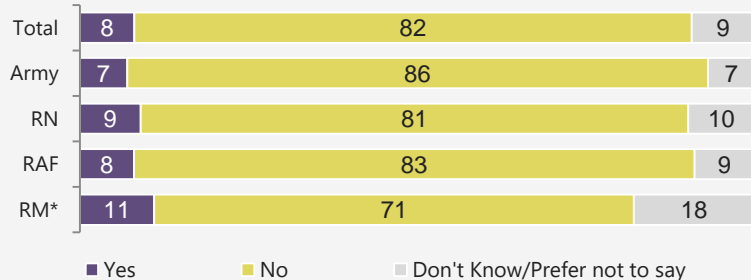
LEARNING NEEDS AND DIFFICULTIES

Officer Cadets

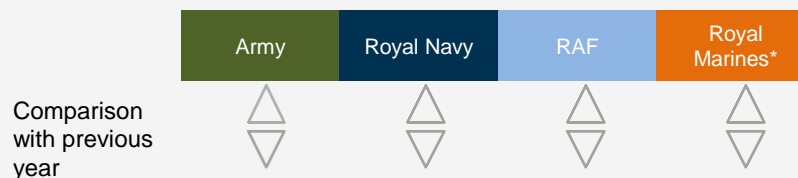
6a. Do you have any learning needs or difficulties?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

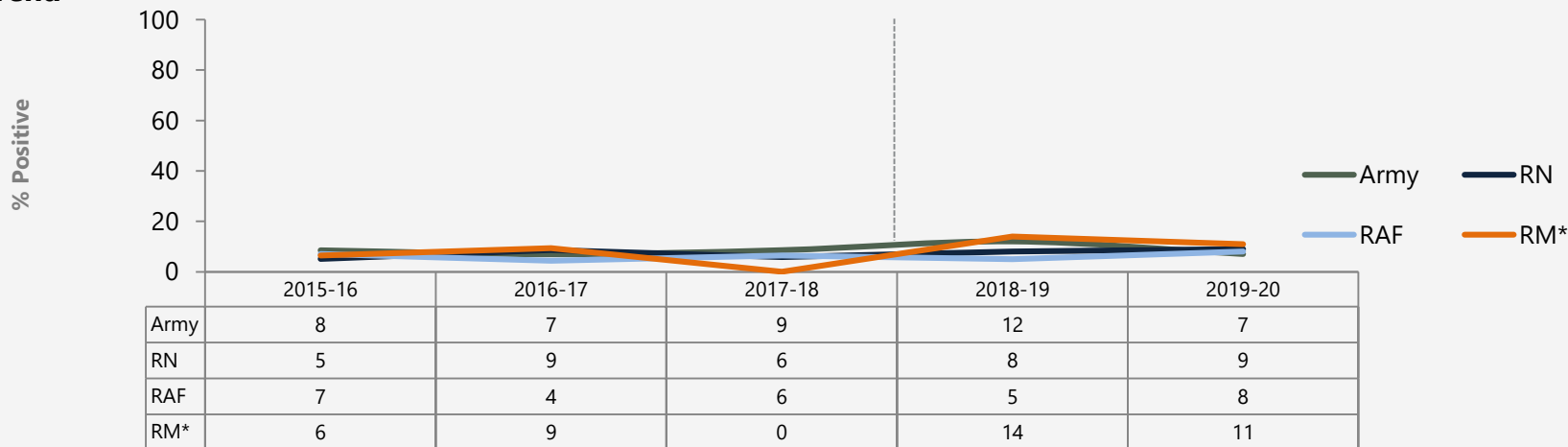
Current year results (%)



Differences



Trend



Note: The structure of this question changed in 2018/19 to capture the specific type of learning difficulty. The 'yes' is calculated by aggregating all recruits identifying that they have a specific learning difficulty.

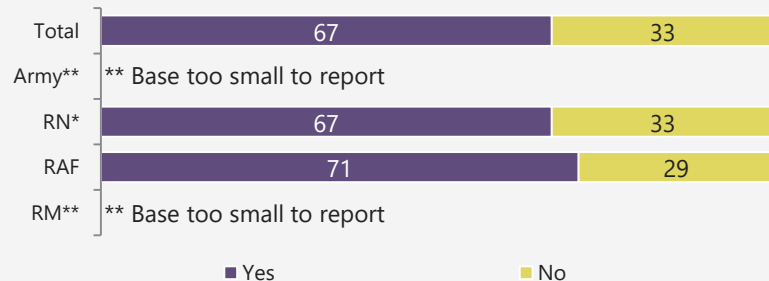
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6b. Did you tell the staff at [college] that you had a learning need or difficulty?

Number at Demog6b (all with learning needs/difficulties): Total (73), Army (8**), Royal Navy (27*), RAF (35), Royal Marines (3**) % positive equals the proportion who say 'yes' – significant differences and comments based on this

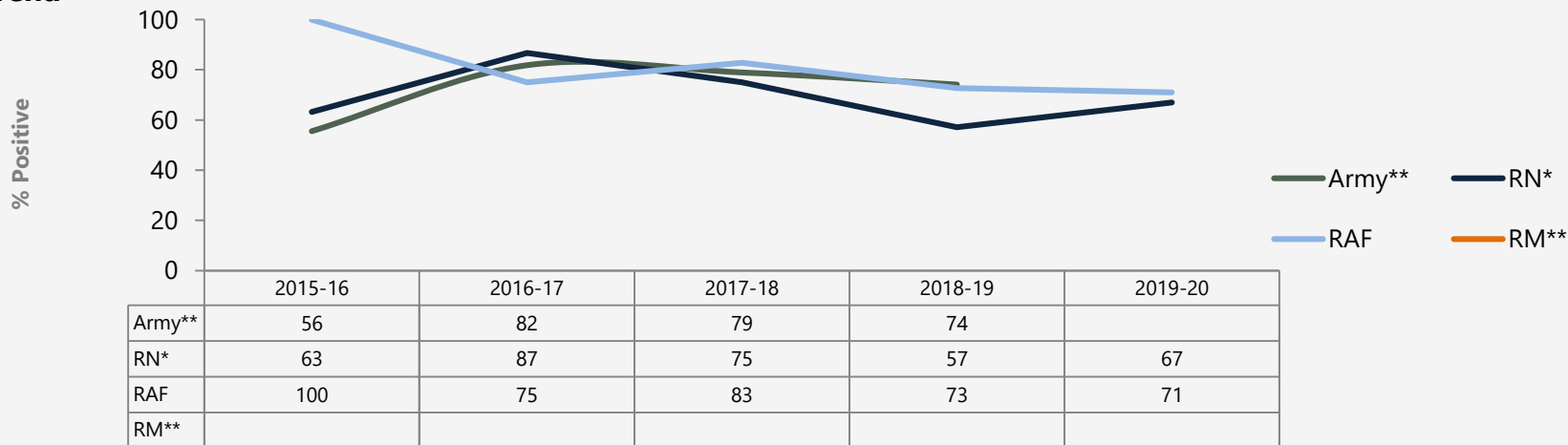
Current year results (%)



Differences



Trend



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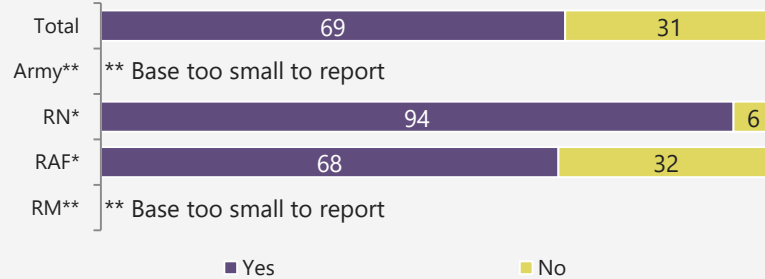
SUPPORT FOR LEARNING NEEDS AND DIFFICULTIES

Officer Cadets

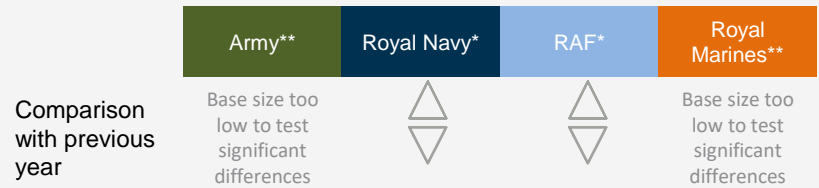
Demog6c. Did you have all the support required for your learning need or difficulty?

Number at Demog6c (all with learning needs/difficulties of respondents and informed staff at college): Total (49), Army (6**), Royal Navy (18*), RAF (25*), Royal Marines (0**) % positive equals the proportion who say 'yes' – significant differences and comments based on this

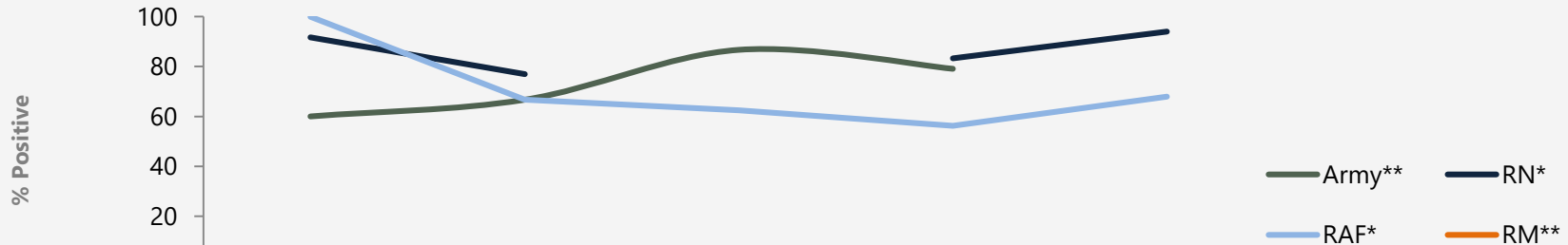
Current year results (%)



Differences



Trend



	2015-16	2016-17	2017-18	2018-19	2019-20
Army**	60	67	87	79	
RN*	92	77		83	94
RAF*	100	67	63	56	68
RM**					

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OPPORTUNITY TO TALK PRIVATELY WITH TRAINING STAFF

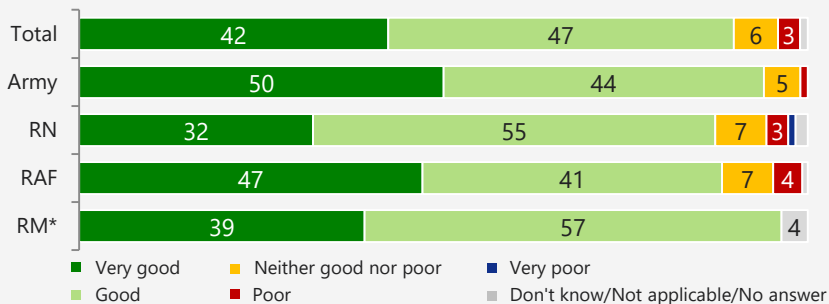
Officer Cadets

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

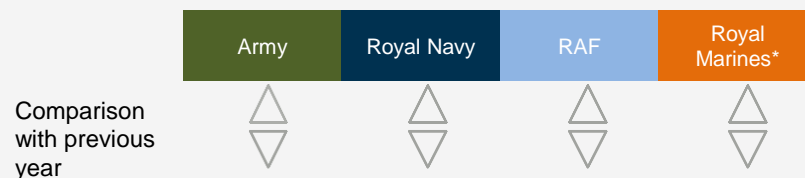
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

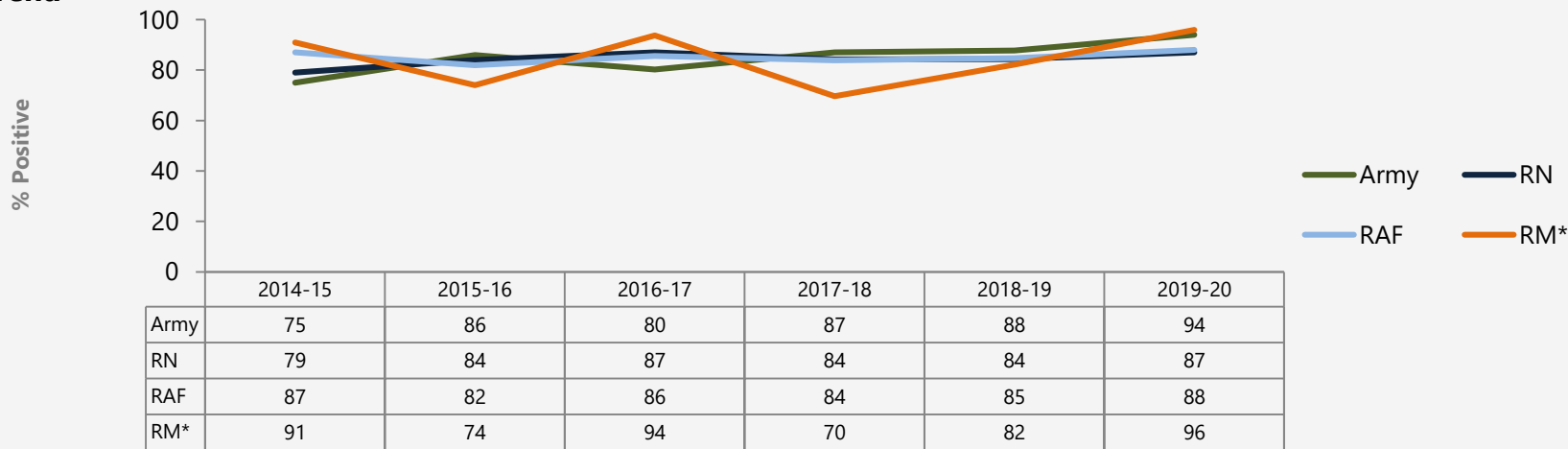
Current year results (%)



Differences



Trend



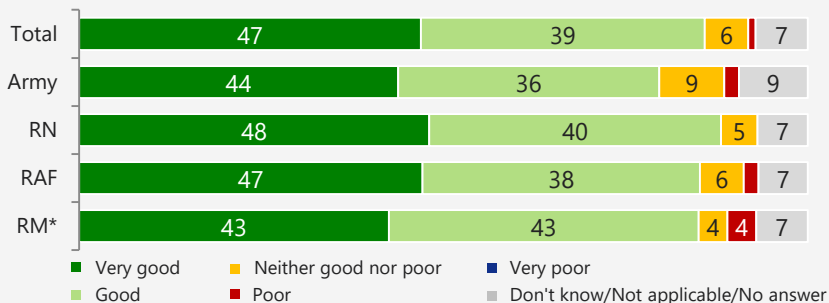
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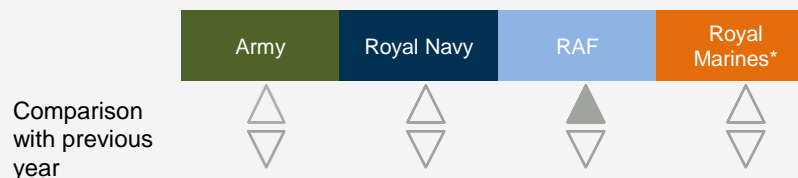
27. How would you rate the opportunity you had to do each of the following at unit if you had wanted to ...Talk privately with chaplains/padre

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

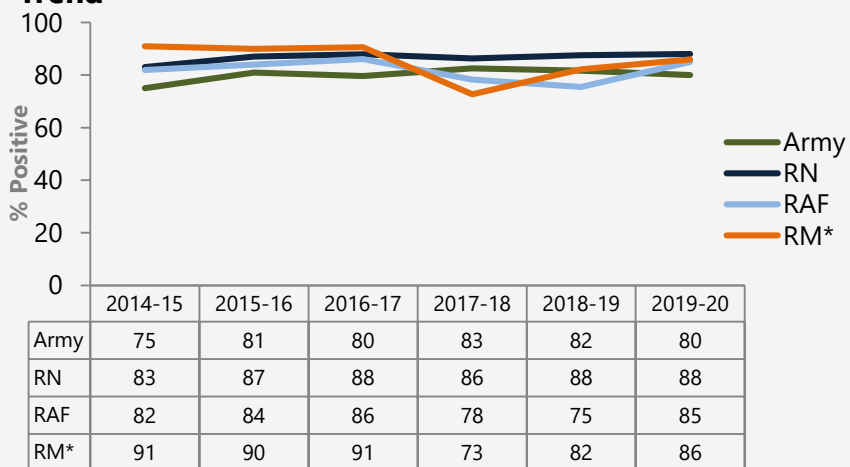
Current year results (%)



Differences



Trend



Key figures

- In 2019-20, a higher proportion of RAF Officer Cadets rated the opportunity to talk privately with Chaplains/Padre as 'very good' or 'good' compared to 2018-19 – 85% against 75%.

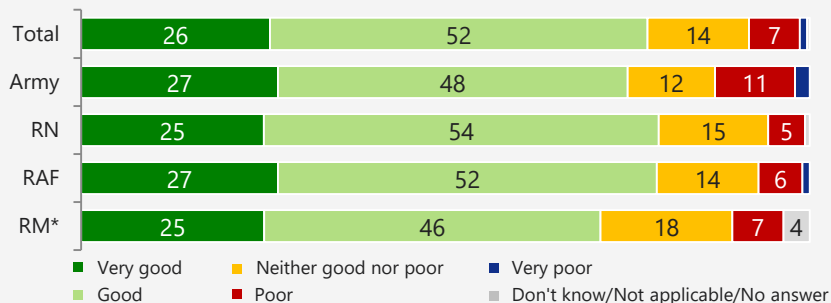
OPPORTUNITY TO KEEP IN CONTACT WITH FAMILY AND FRIENDS

Officer Cadets

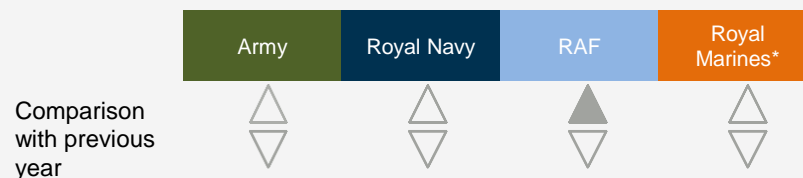
27. How would you rate the opportunity you had to do each of the following at unit if you had wanted to ...Keep in contact with family and friends

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

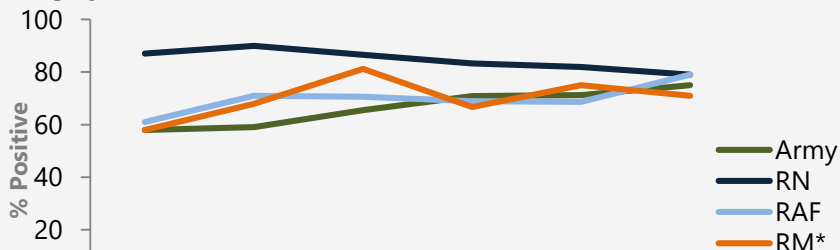
Current year results (%)



Differences



Trend



Key figures

- In 2019-20, a higher proportion of RAF Officer Cadets rated the opportunity to keep in contact with family and friends as 'very good' or 'good' compared to 2018-19 – 79% against 69%.

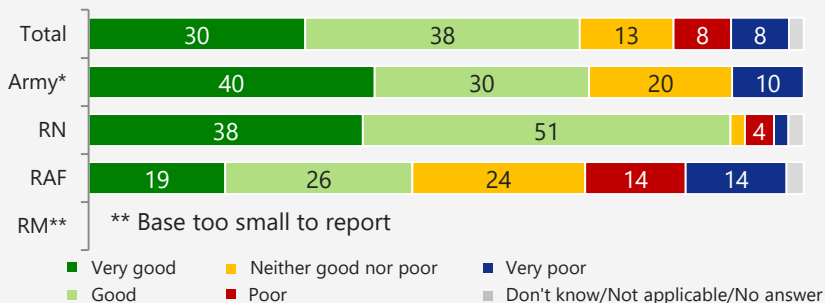
OPPORTUNITY TO PRACTISE YOUR FAITH/RELIGION

Officer Cadets

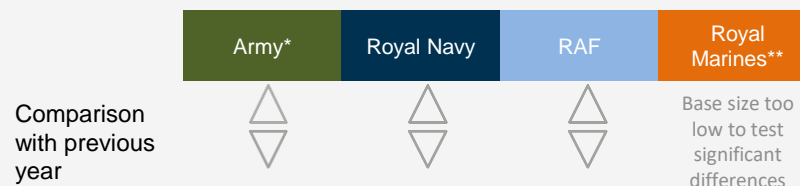
27. How would you rate the opportunity you had to do each of the following at unit if you had wanted to... Practise your faith/religion

Number of respondents (all who have a faith/religion and practise it): Total (99), Army (10*), Royal Navy (47), RAF (42), Royal Marines (0**) % positive equals the proportion who say 'very good' or 'good' – significant differences and comments based on this

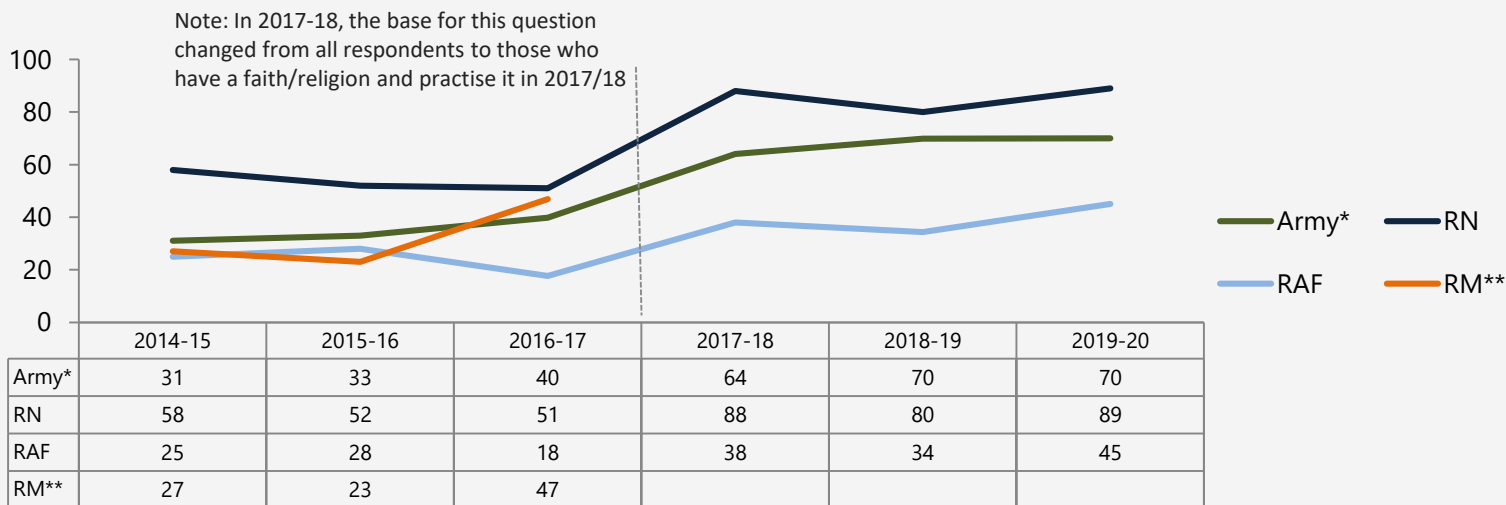
Current year results (%)



Differences



Trend



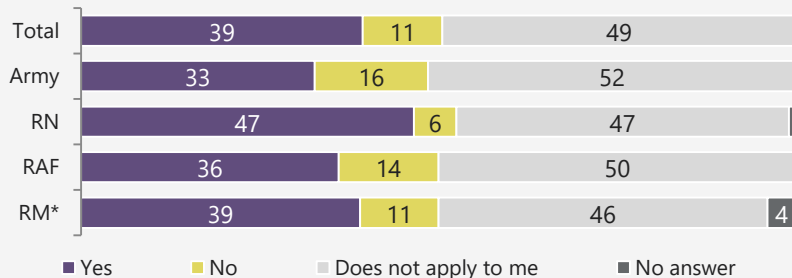
SOMEONE TO GO TO FOR ADMINISTRATIVE PROBLEMS

Officer Cadets

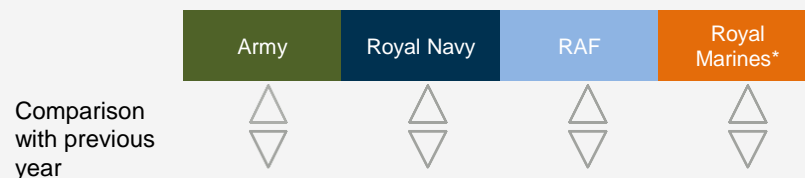
28. If you had any problems with administration (e.g. pay, mess bills, UPO travel claims), were they adequately dealt with?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

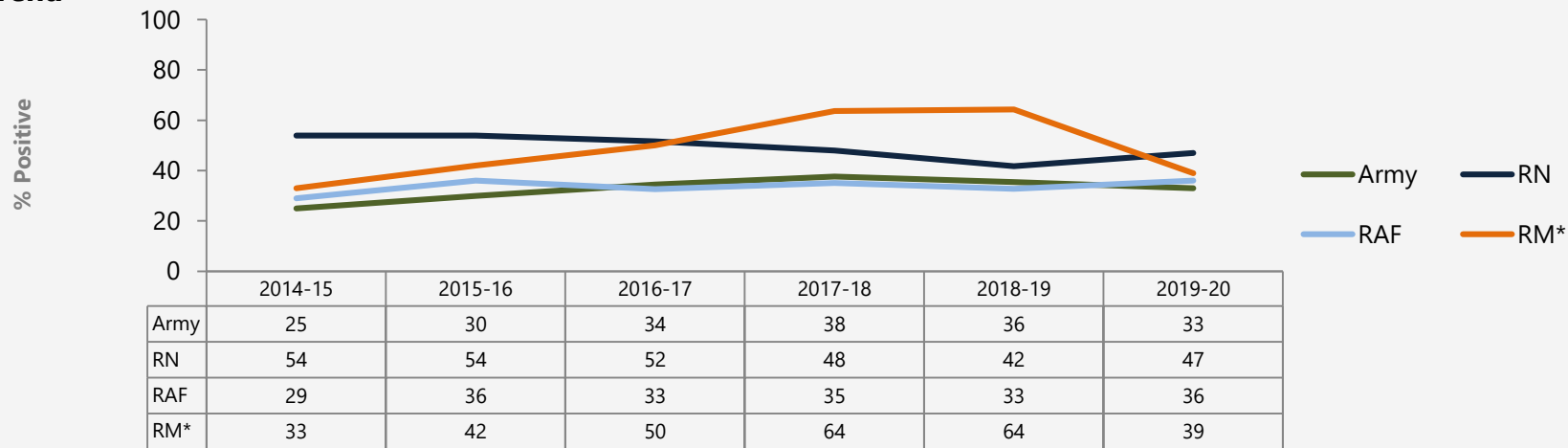
Current year results (%)



Differences



Trend



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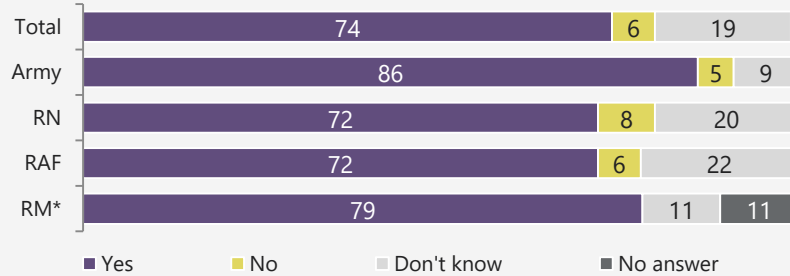
AVAILABILITY OF STAFF FOR PROBLEMS OUT OF TRAINING HOURS

Officer Cadets

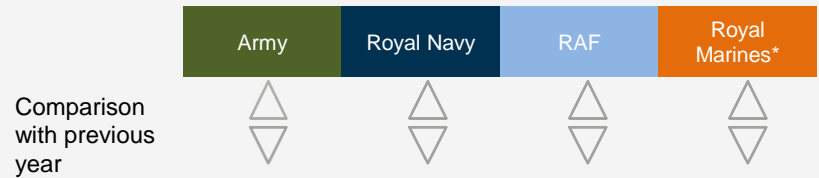
30. Whether or not you needed to, was there a member of staff easily available for you to go to if you had a problem outside of training hours?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

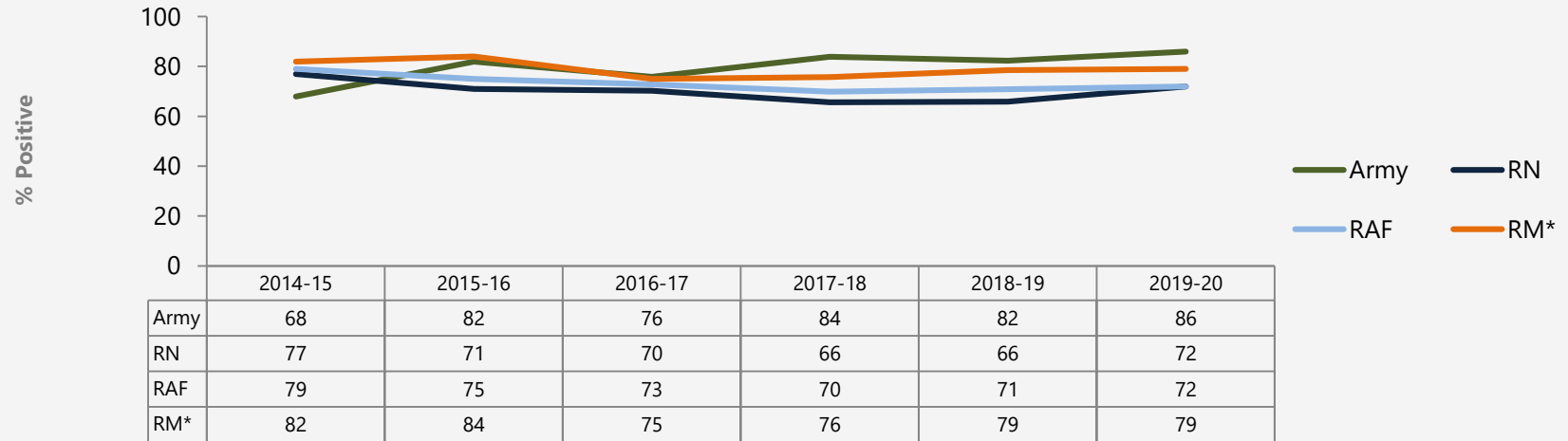
Current year results (%)



Differences



Trend



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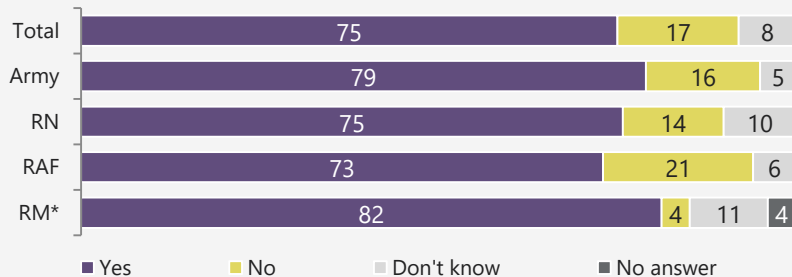
OPPORTUNITY TO RAISE ALL CONCERNS WITH PERSON IN AUTHORITY

Officer Cadets

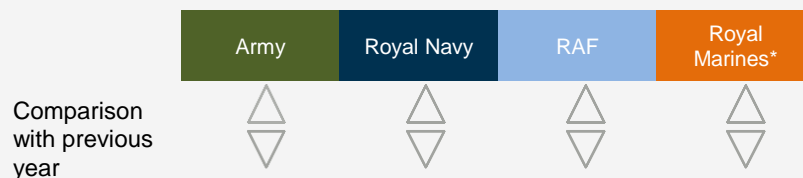
30. Whether or not you needed to, did you feel that you had the opportunity to raise all your concerns with a person in authority at unit?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

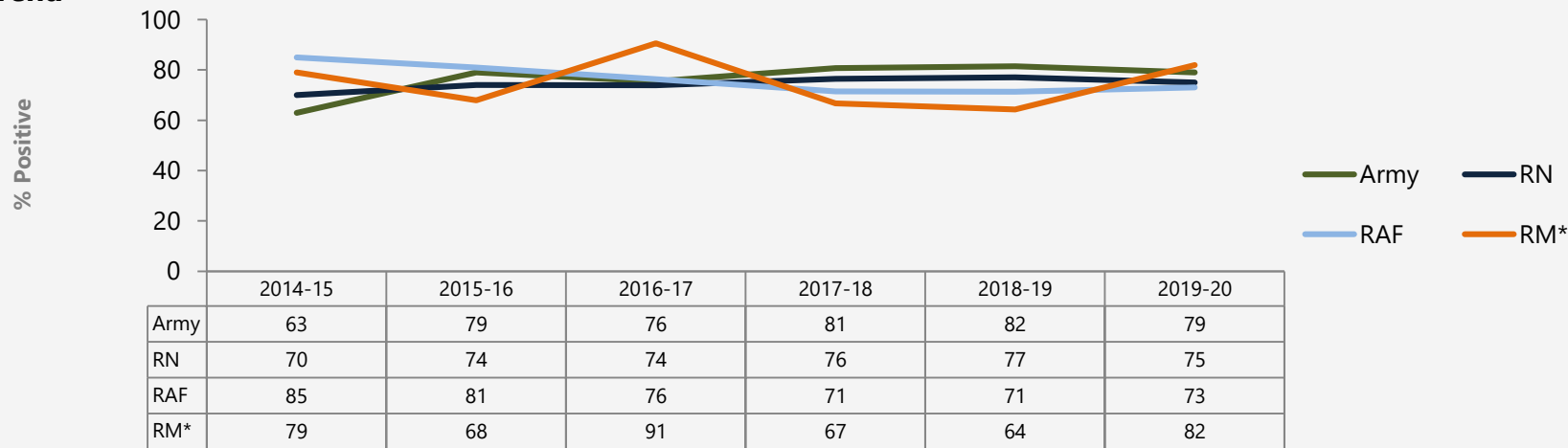
Current year results (%)



Differences



Trend



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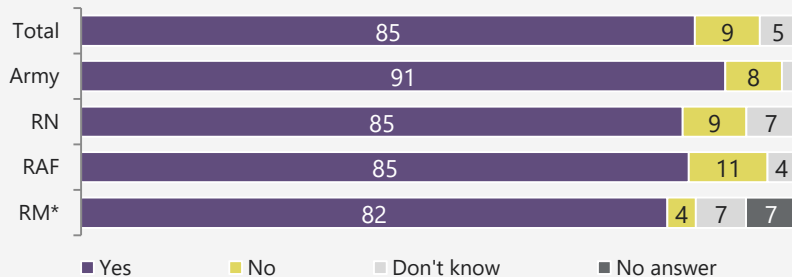
SOMEONE TO GO TO FOR PERSONAL OR EMOTIONAL PROBLEMS

Officer Cadets

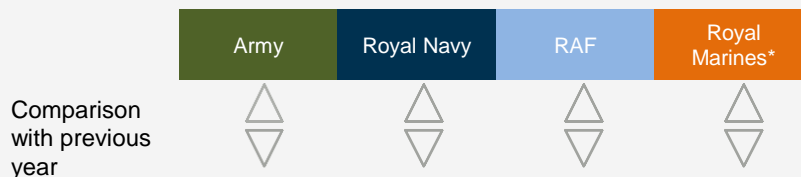
30. Whether or not you needed to, did you have someone at unit that you were happy to go to if you had any personal or emotional problems?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

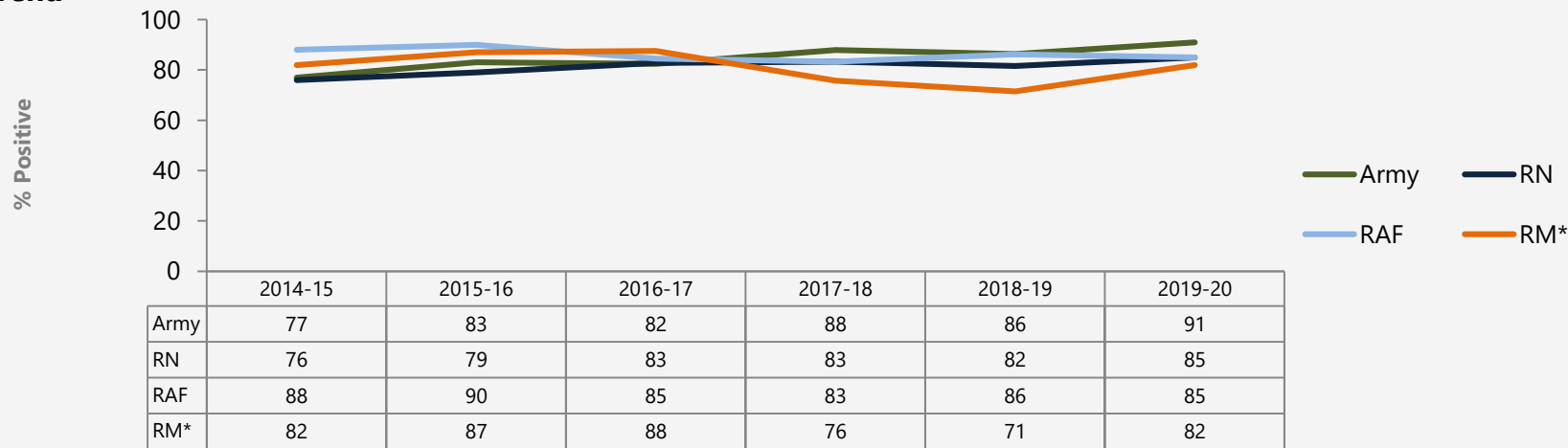
Current year results (%)



Differences



Trend



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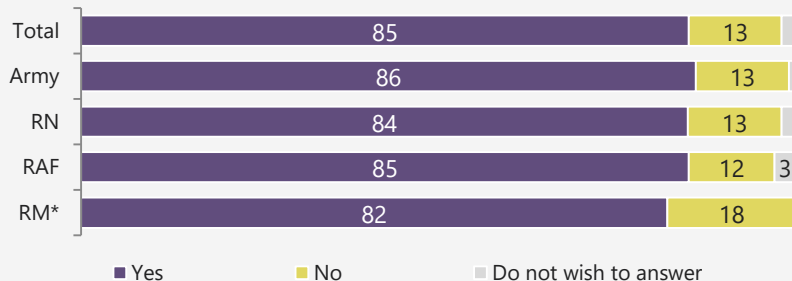


Fairness

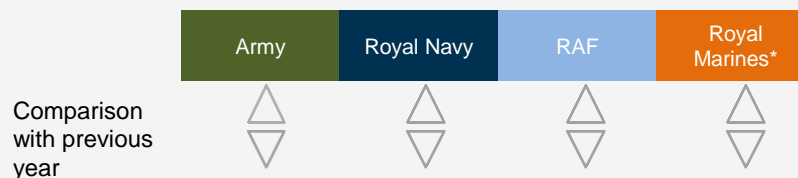
37. Do you know how to complain about poor or unfair treatment or bullying at unit?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

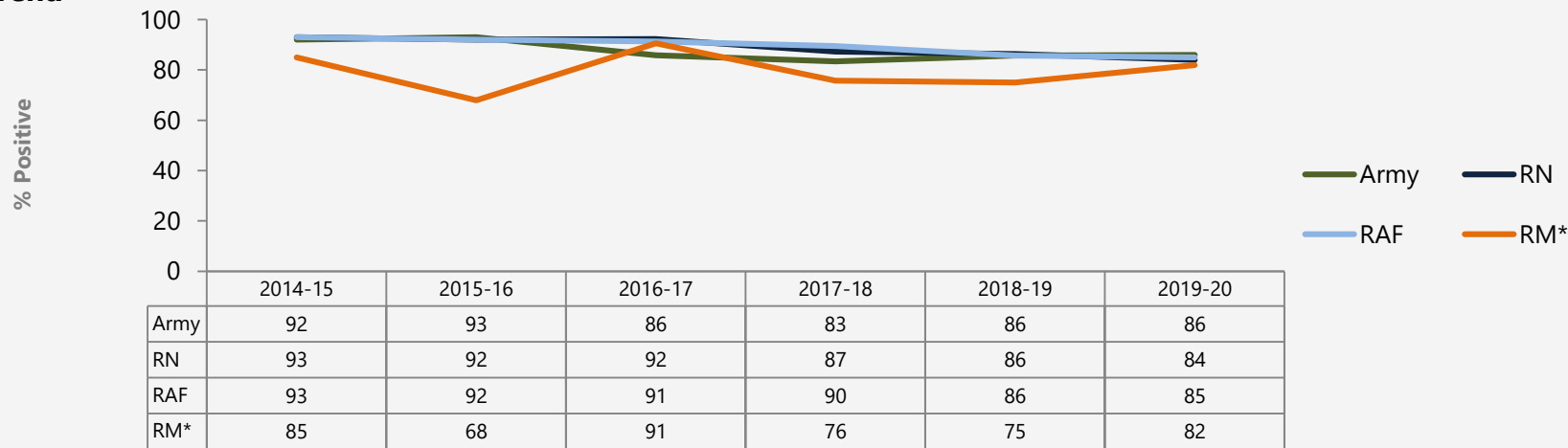
Current year results (%)



Differences



Trend



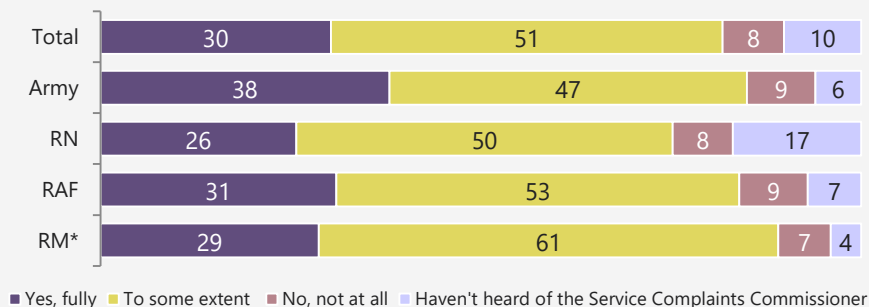
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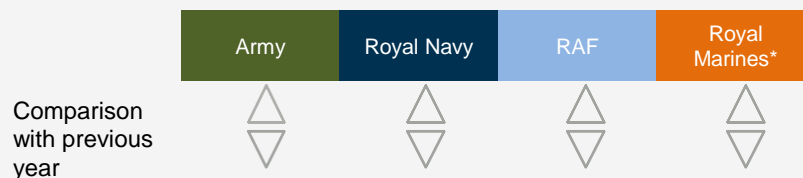
37sc. Do you know how the Services Complaints Ombudsman** can help you with a discrimination, harassment and/or bullying complaint?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'yes fully' – significant differences and comments based on this

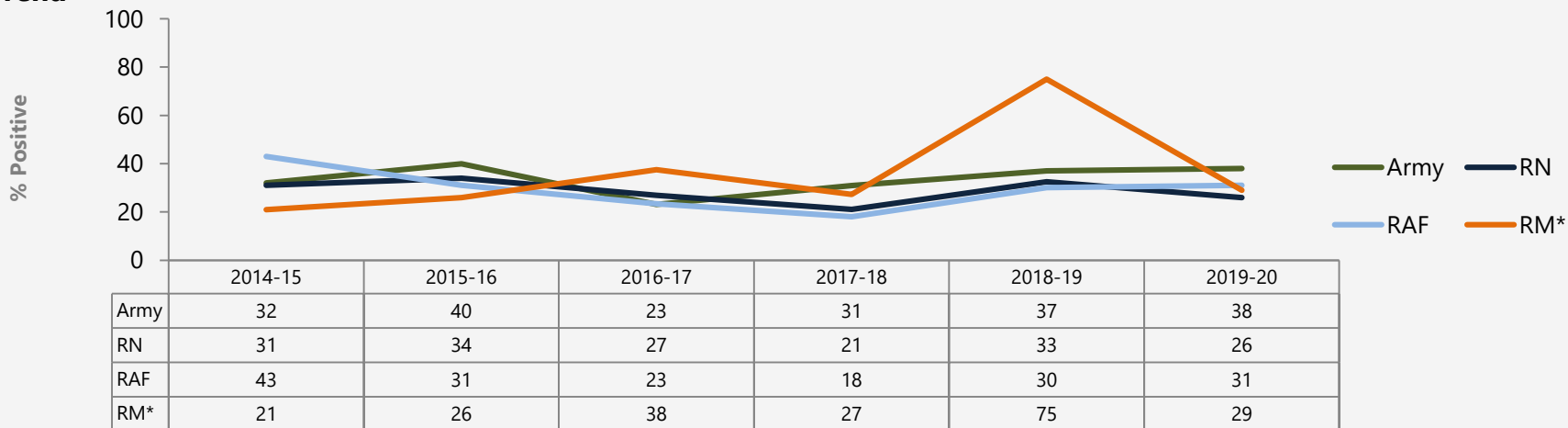
Current year results (%)



Differences



Trend



** Prior to 2016, referred to as Service Complaints Commissioner

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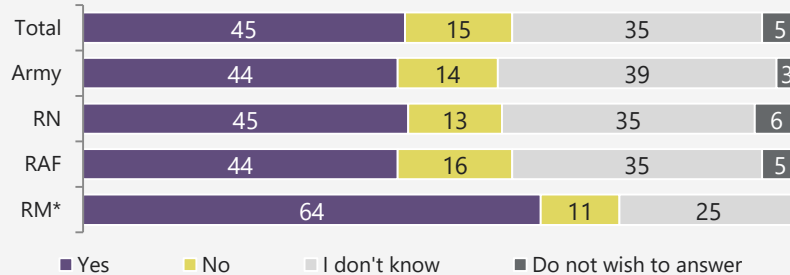
WHETHER BELIEVE COMPLAINTS ARE DEALT WITH IN A FAIR MANNER

Officer Cadets

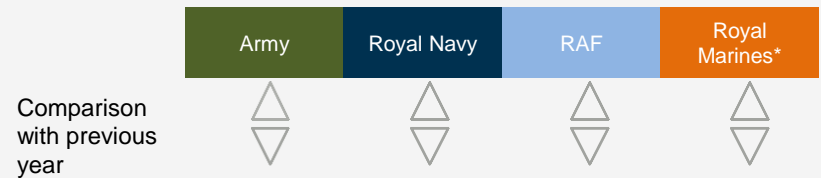
38a. Generally, do you believe that complaints are dealt with in a fair manner at unit?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'yes' – significant differences and comments based on this

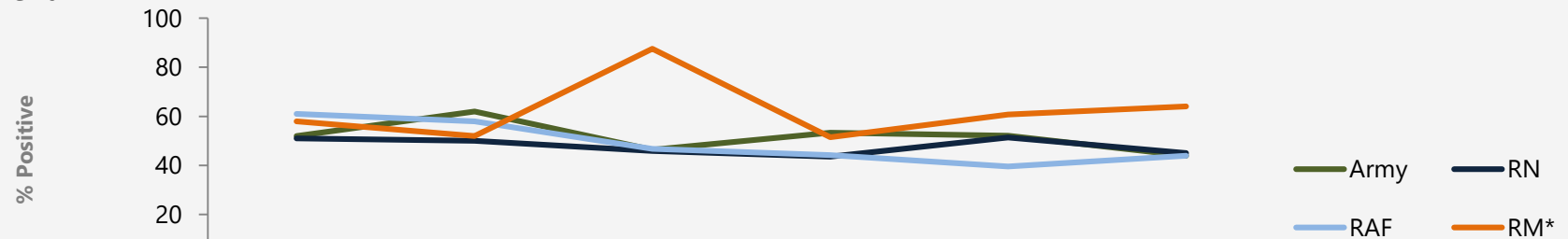
Current year results (%)



Differences



Trend



	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Army	52	62	46	53	52	44
RN	51	50	46	44	51	45
RAF	61	58	47	44	40	44
RM*	58	52	88	52	61	64

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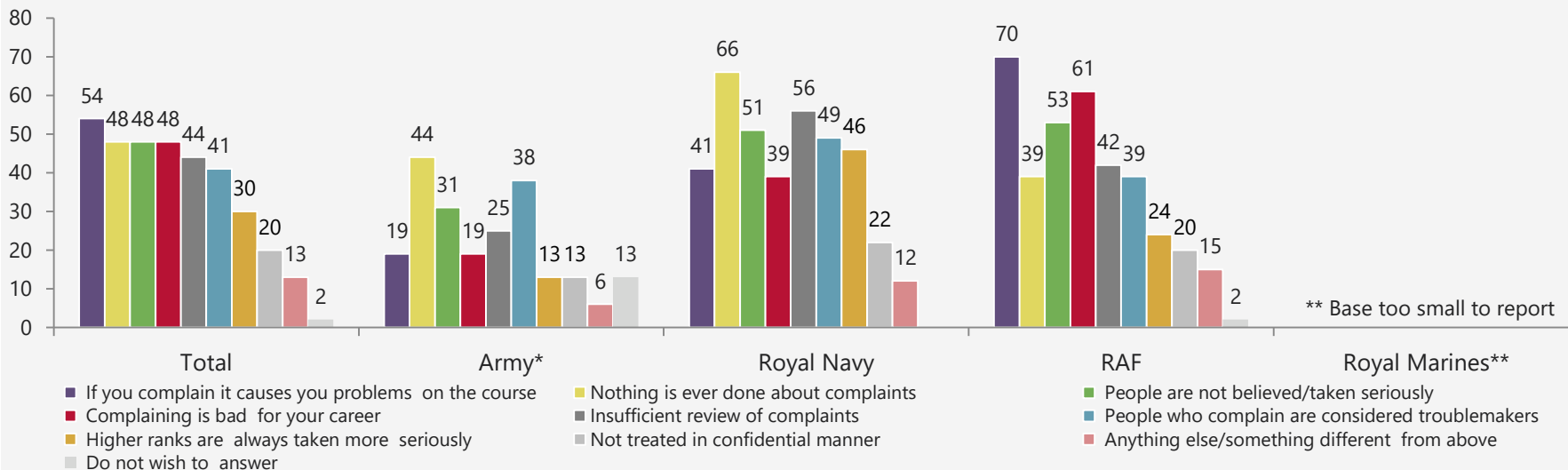
REASON WHY COMPLAINTS ARE NOT DEALT WITH IN A FAIR MANNER

Officer Cadets

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

Number at Q38b (all respondents who said that they did not feel that complaints were dealt with in a fair manner): Total (126), Army (16*), Royal Navy (41), RAF (66), Royal Marines (3**)

Current year results (%)



Key figures

- Overall, the key reasons for not believing that complaints were dealt with in a fair manner was that complaining causes you problems on the course (54%) – however this varied by Service.
- This was the top reason among RAF Officer Cadets (70%). However amongst Army Officer Cadets the most common reason was that they believe nothing is ever done about complaints (44%), and amongst Royal Navy Officer Cadets the most common reason was that nothing is ever done about complaints (66%).

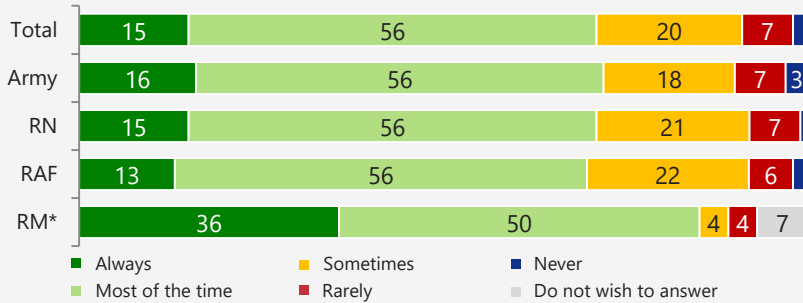
FAIR TREATMENT OF CADETS

Officer Cadets

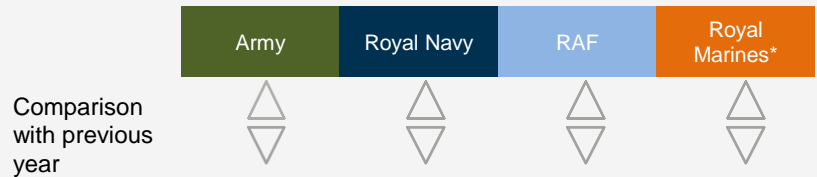
40. Please indicate how often the following statements apply: Cadets were all treated fairly

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'always' or 'most of the time' – significant differences and comments based on this

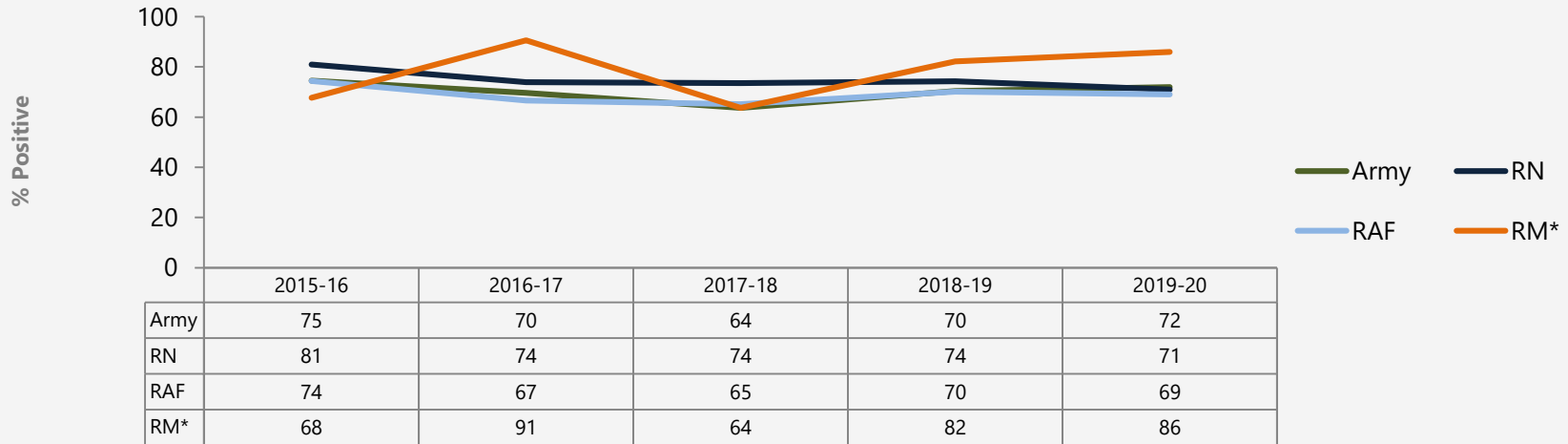
Current year results (%)



Differences



Trend



Please note this question was not introduced until 2015-16

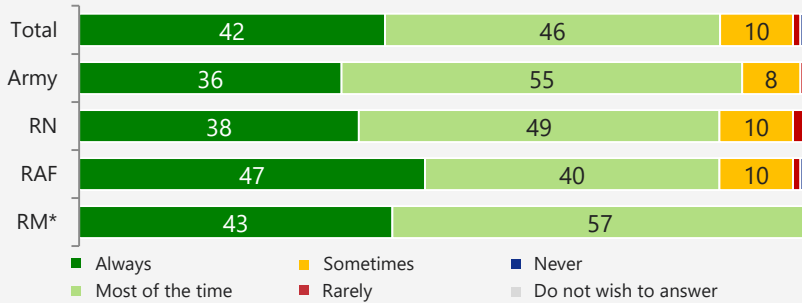
* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

- Aggregated totals may not add up to 100% due to rounding.
- Results less than 3% are not labelled in the chart.
- Please refer to Annex C for the sample base size in previous years
- Though differences between years may seem large in magnitude, only statistically significant differences are considered meaningful changes.

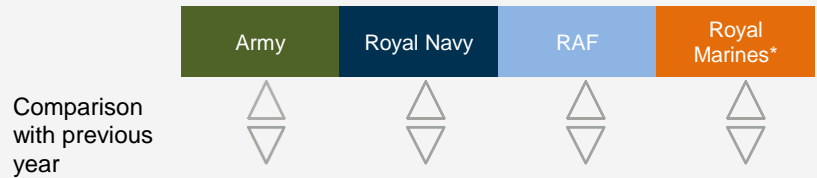
40. Please indicate how often the following statements apply: I was treated fairly

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'always' or 'most of the time' – significant differences and comments based on this

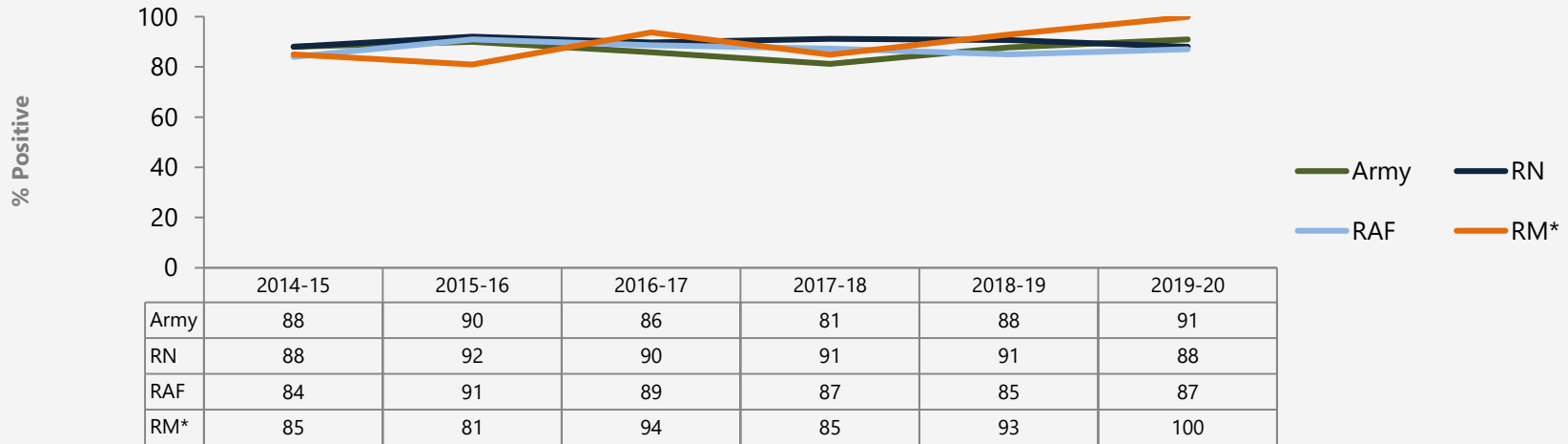
Current year results (%)



Differences



Trend



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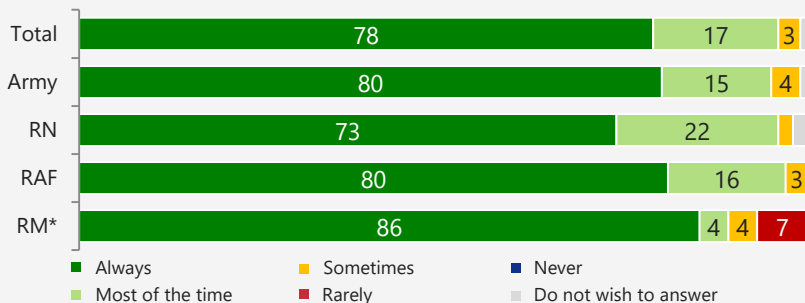
SEXUAL OR RACIAL HARASSMENT DURING TRAINING

Officer Cadets

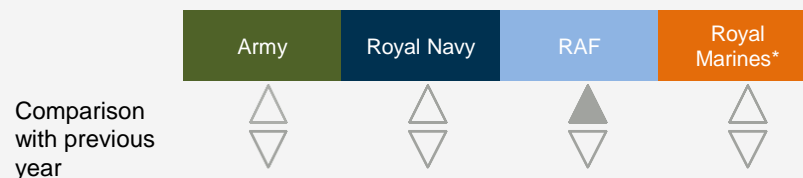
40. Please indicate how often the following statements apply: Training was conducted without sexual or racial harassment

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'always' or 'most of the time' – significant differences and comments based on this

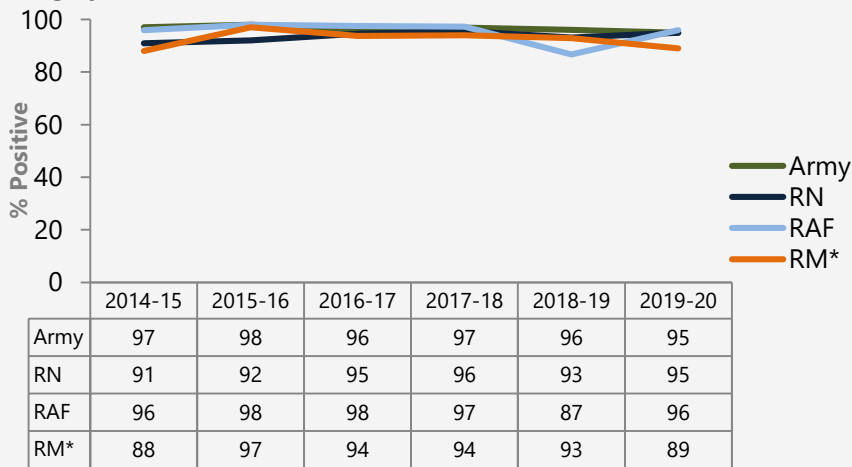
Current year results (%)



Differences



Trend



Key figures

- After a dip in the figures in 2018-19, the proportion of RAF Officer Cadets who claimed that training was conducted without sexual or racial harassment either 'always' or 'most of the time' increased to 96% (nearly level with 2017-18).

WHETHER BADLY OR UNFAIRLY TREATED BY STAFF

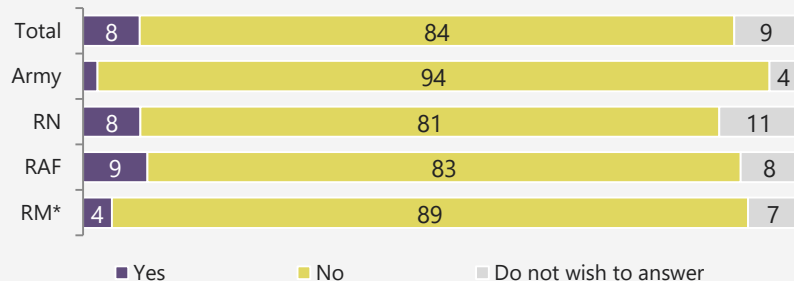
Officer Cadets

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

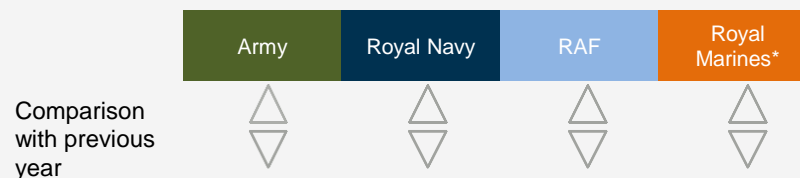
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

Significant differences based on % who say 'yes'

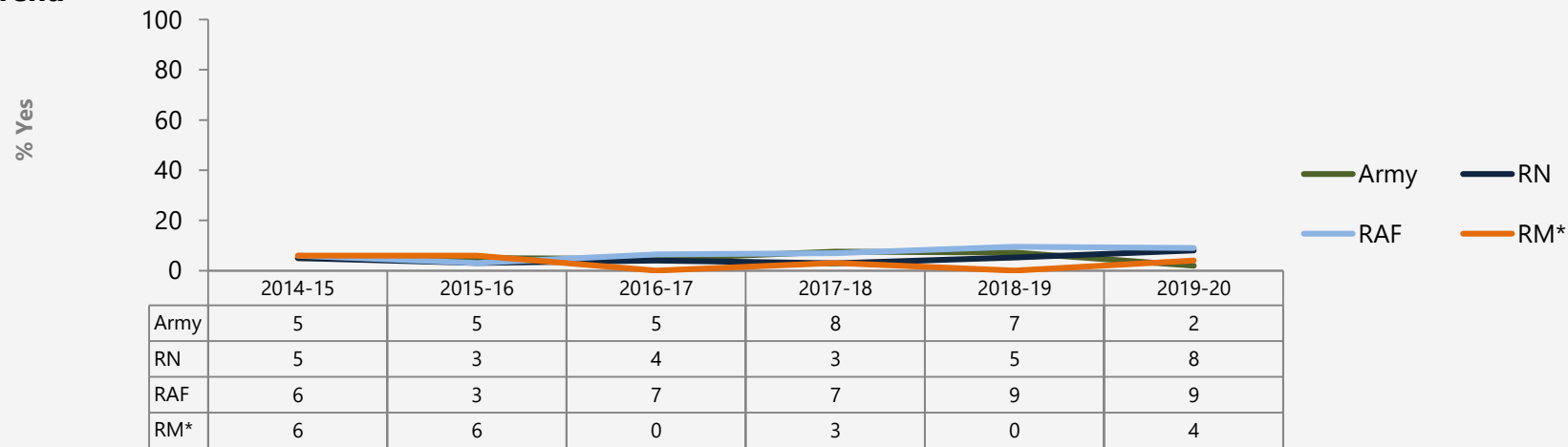
Current year results (%)



Differences



Trend



* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

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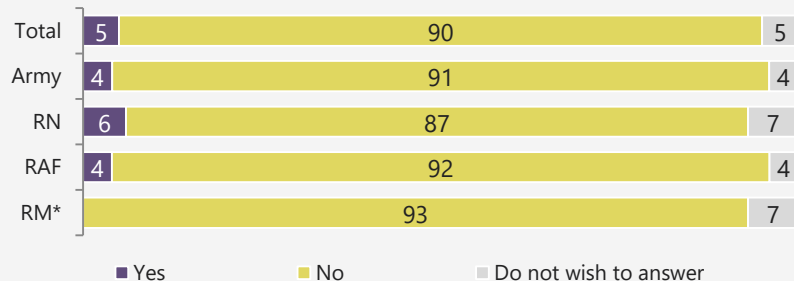
WHETHER BADLY OR UNFAIRLY TREATED BY OTHER CADETS

Officer Cadets

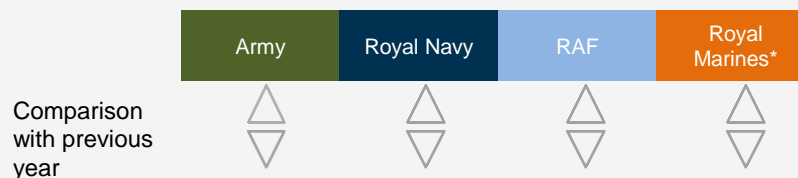
42b. Do you believe that you were badly or unfairly treated by other Cadets whilst at college?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 Significant differences based on % who say 'yes'

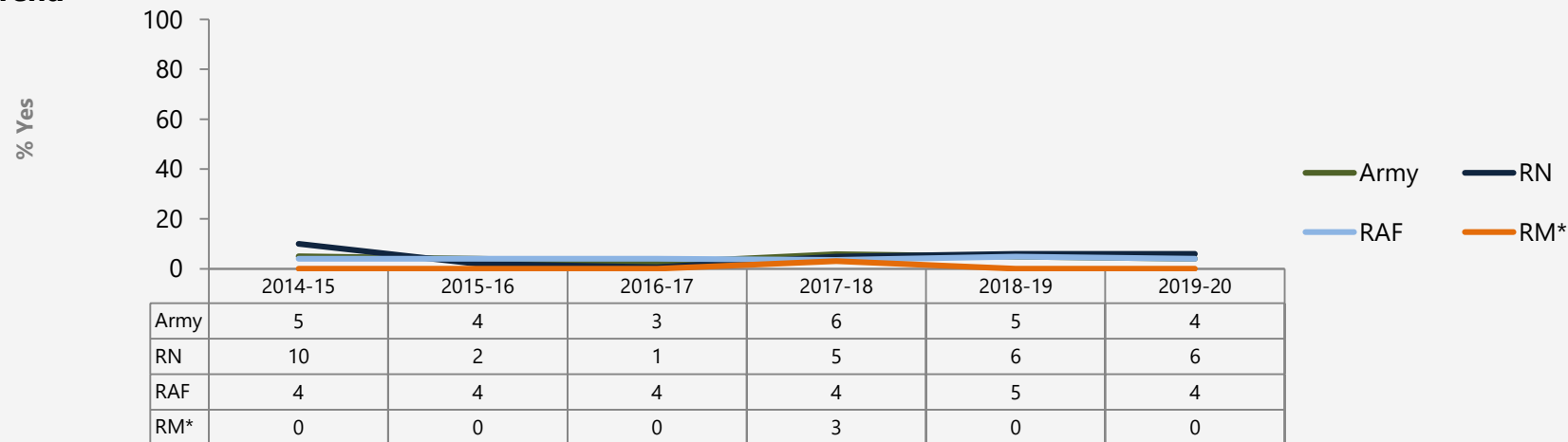
Current year results (%)



Differences



Trend



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WHETHER BADLY OR UNFAIRLY TREATED BY STAFF OR OTHER CADETS

Officer Cadets

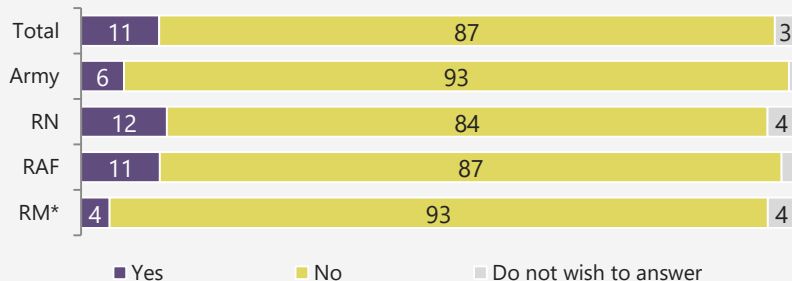
42a. Do you believe that you were badly or unfairly treated by other Cadets whilst at college/unit?*

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

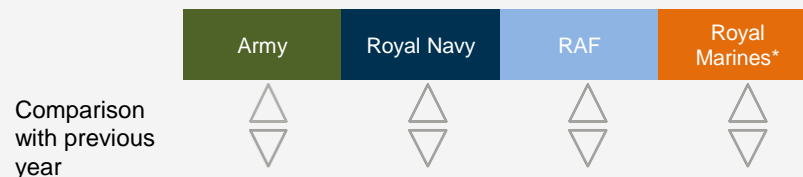
Number of college/respondents (all respondents): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

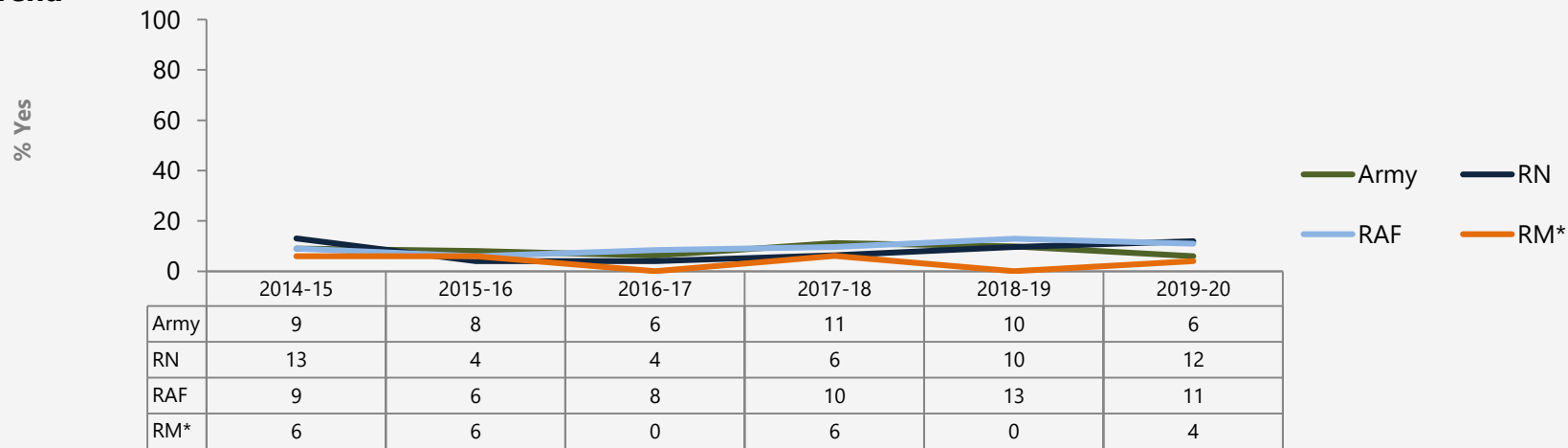
Current year results (%)



Differences



Trend



Note: This analysis is based on a combination of the 2 questions whether Officer Cadets have been badly or unfairly treated by either other Cadets and/or staff whilst at (college/unit)

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TYPES OF UNFAIR TREATMENT Army Officer Cadets



Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Cadets. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of Army Officer Cadets (116)

*Number of respondents asked the question (all who were badly or unfairly treated): Staff (2**), Cadets (5*)*

- No results are shown due to the low sample size asked Q101

TYPES OF UNFAIR TREATMENT

Royal Navy Officer Cadets



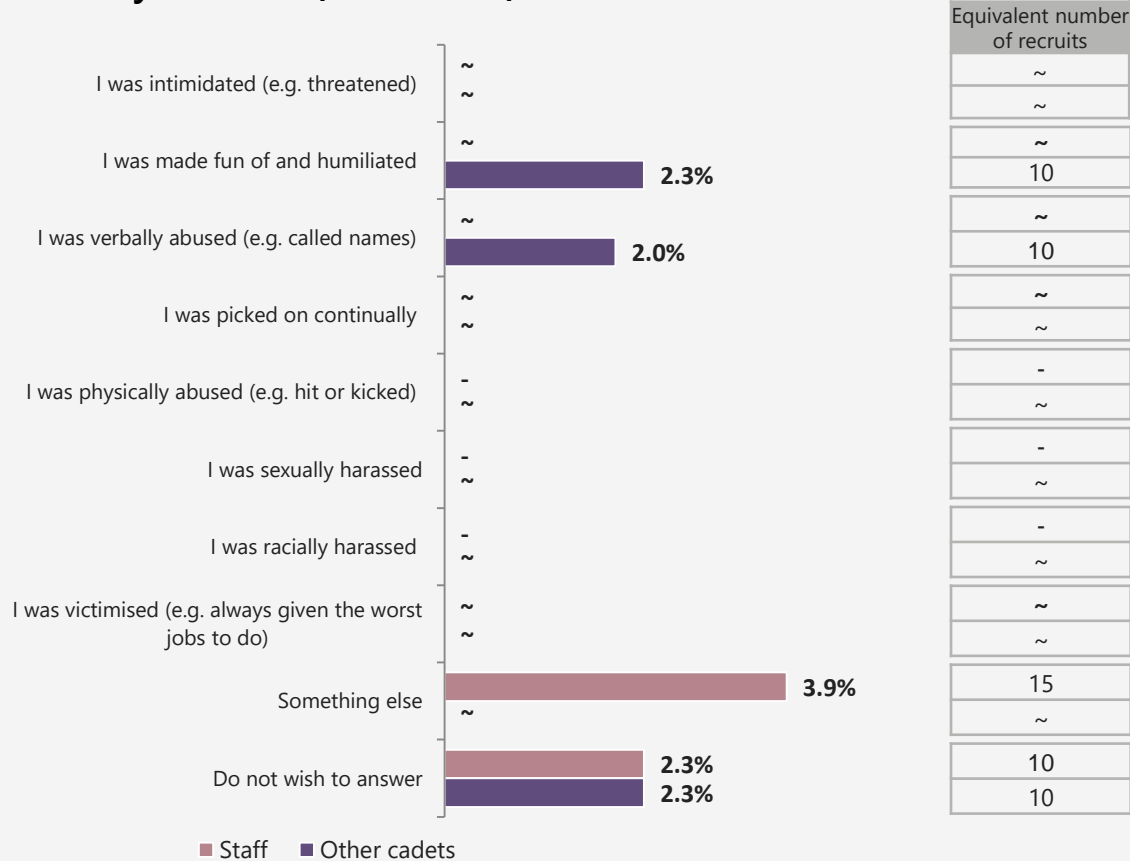
Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Cadets. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of Royal Navy Officer Cadets (305)

Number of respondents asked the question (all who were badly or unfairly treated): Staff (13*), Cadets (18*)

Current year results (% all Cadets)



Key figures

- Results are displayed as a percentage of all recruits. Figures have been rounded up to the nearest 5 and numbers of 5 or fewer are suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by ~.
- Key:
 - ~ (5 or less respondents)
 - (0 respondents)

TYPES OF UNFAIR TREATMENT

RAF Officer Cadets

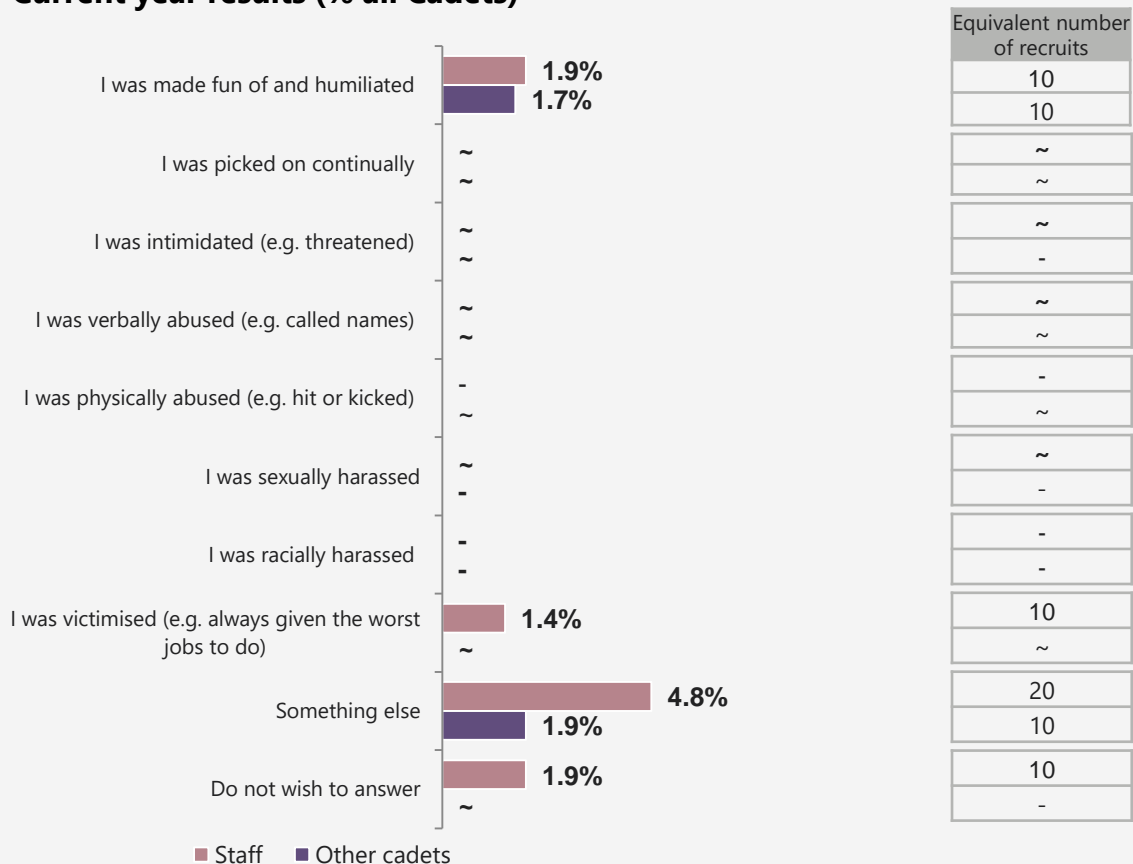
Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Cadets. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of RAF Officer Cadets (416)

Number of respondents asked the question (all who were badly or unfairly treated): Staff (37), Cadets (18*)

Current year results (% all Cadets)



Key figures

- Results are displayed as a percentage of all recruits. Figures have been rounded up to the nearest 5 and numbers of 5 or fewer are suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by ~.
- Key:
 - ~ (5 or less respondents)
 - (0 respondents)

TYPES OF UNFAIR TREATMENT

Royal Marines Officer Cadets



Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Cadets. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of Royal Marines Officer Cadets (28)*

Number of respondents asked the question (all who were badly or unfairly treated): Staff (1), Cadets (0)

- No results are shown due to the low sample size asked Q101



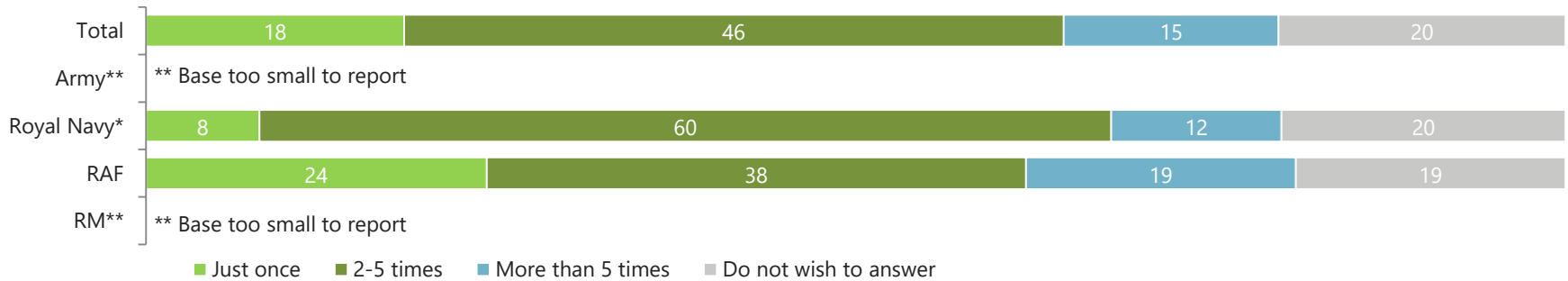
FREQUENCY OF UNFAIR TREATMENT

Officer Cadets

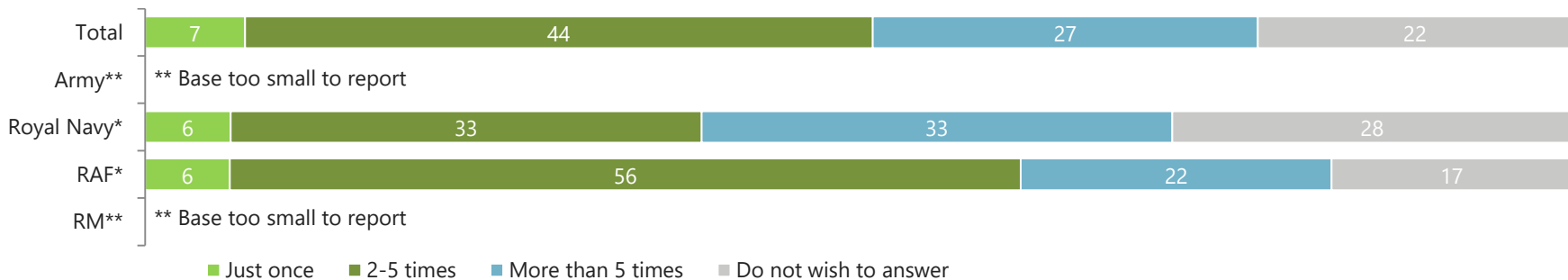
Q103-Staff. Generally speaking, how often would you say you were badly or unfairly treated by staff? Q103-Cadets. Generally speaking, how often would you say you were badly or unfairly treated by other trainees?

Number of respondents (all who said badly or unfairly treated by staff): Total (65), Army (2**), Royal Navy (25*), RAF (37), Royal Marines (1**)
 Number of respondents (all who said badly or unfairly treated by other Cadets): Total (41), Army (5**), Royal Navy (18*), RAF (18*), Royal Marines (0**)

How often unfairly treated by staff



How often unfairly treated by other Cadets



Aggregated totals may not add up to 100% due to rounding. Results less than 3% are not labelled in the chart. Please refer to Annex C for the base size in previous years.

- Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size
 - ** Base too small to report

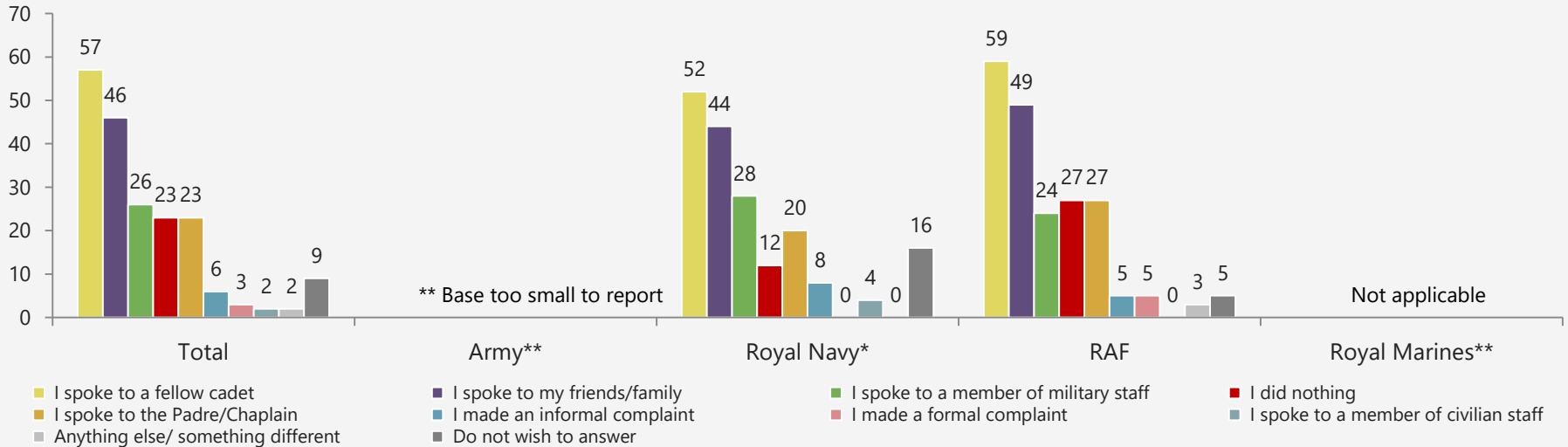
ACTION TAKEN AS A RESULT OF BAD OR UNFAIR TREATMENT

Officer Cadets

Q104-Staff. Which of the following did you do after the unfair treatment you experienced?

Number of respondents (all respondents who felt that they were badly or unfairly treated): Total (65), Army (2**), Royal Navy (25*), RAF (37), Royal Marines (1**)

Current year results (%)



Key figures

- The two main actions taken by Officer Cadets who felt they were badly or unfairly treated by staff were to speak to a fellow Cadet (57%) and speak to friends and family (45%).
- Around a quarter (23%) did nothing about the unfair treatment that they experienced.

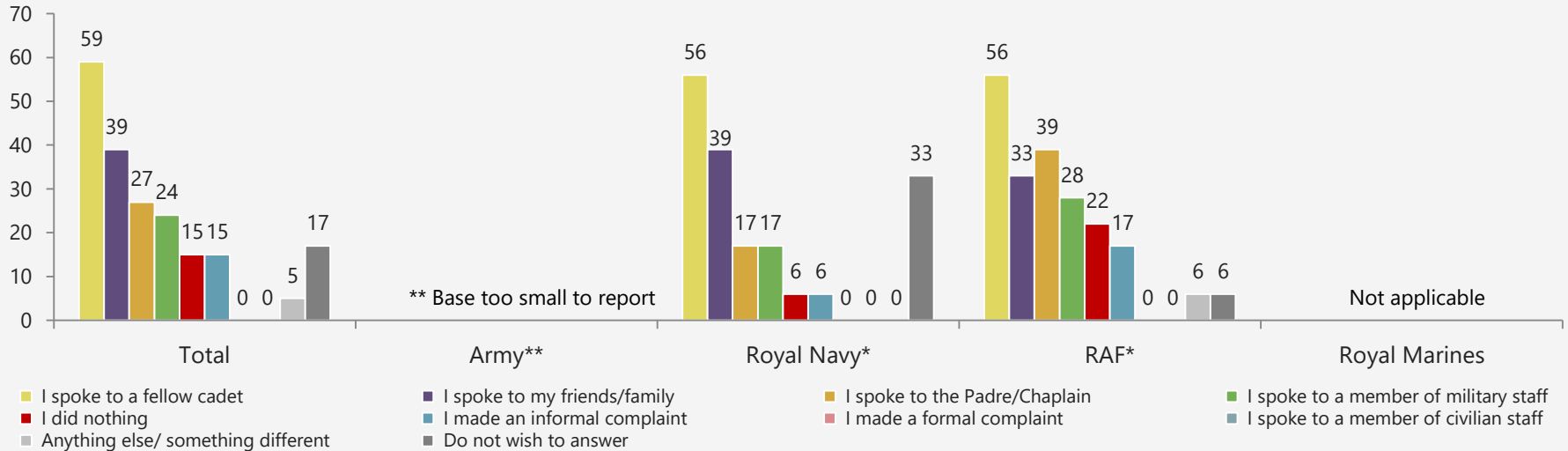
ACTION TAKEN AS A RESULT OF BAD OR UNFAIR TREATMENT

Officer Cadets

Q104-Cadets. Which of the following did you do after the unfair treatment you experienced?

Number of respondents (all respondents who felt that they were badly or unfairly treated): Total (41), Army (5**), Royal Navy (18*), RAF (18*), Royal Marines (0**)

Current year results (%)



Key figures

- The top action taken by Officer Cadets who felt they were badly or unfairly treated by other Cadets was to speak to a fellow Cadet – around 3 in every 5 (59%) took this action, with this being the most common course of action for both the Royal Navy and RAF Officer Cadets.

Aggregated totals may not add up to 100% due to rounding.
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 Please refer to Annex C for the base size in previous years
 Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size
 ** Base too small to report

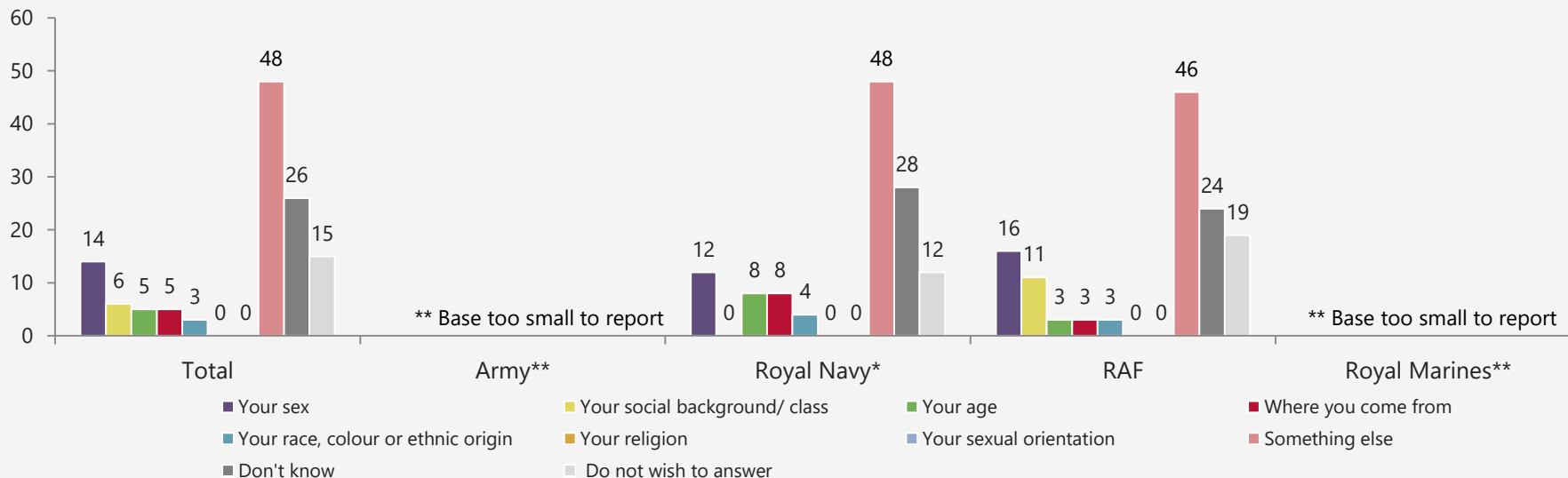
PERCEIVED REASON FOR BAD OR UNFAIR TREATMENT

Officer Cadets

Q105-Staff. 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 (2**), Royal Navy (25*), RAF (37), Royal Marines (1**)

Current year results (%)



Key figures

- Across the Armed Forces, the most common reason cited by Officer Cadets for why they felt they were unfairly treated by staff, from a list of possible reasons provided, was because of their sex (14%).
- It should be noted that 15% chose not to answer, 26% felt they could not comment and 48% said something else.

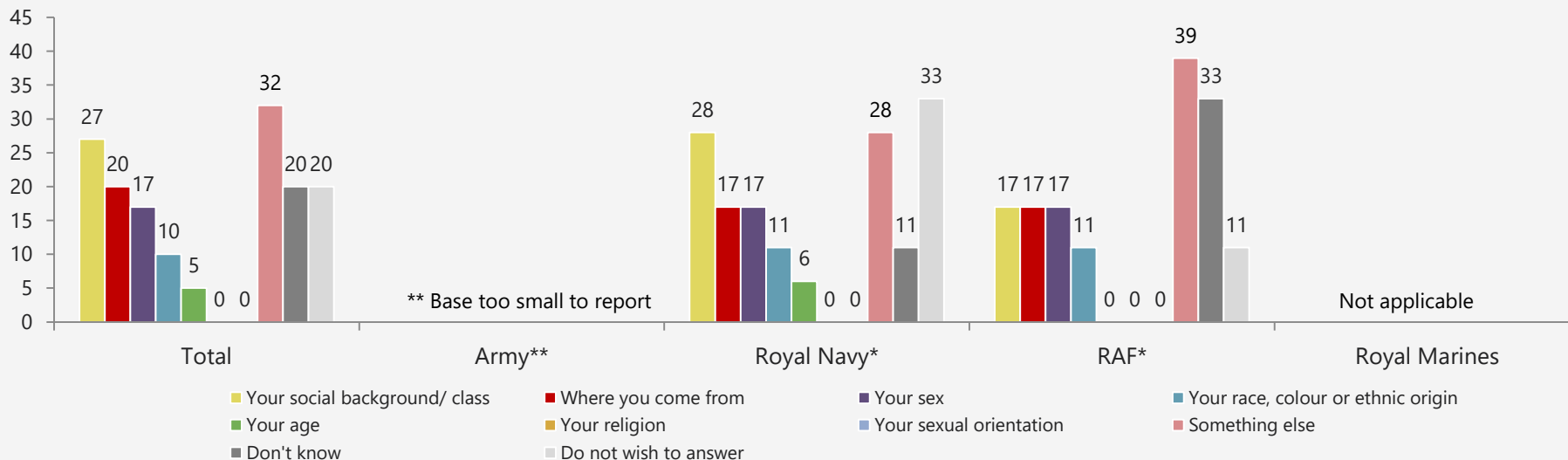
PERCEIVED REASON FOR BAD OR UNFAIR TREATMENT

Officer Cadets

Q105-Cadets. Why do you think you were badly or unfairly treated?

Number of respondents (all respondents who felt they were badly or unfairly treated): Total (41), Army (5**), Royal Navy (18*), RAF (18*), Royal Marines (0**)

Current year results (%)



Key figures

- Across the Armed Forces, the most common reason cited by Officer Cadets for why they felt they were unfairly treated by other Cadets, from a list of possible reasons provided, was because of their social background/class (27%), closely followed by where they come from (20%) and their sex (17%).
- It should be noted that 20% chose not to answer, 20% felt they could not comment and 32% said something else.

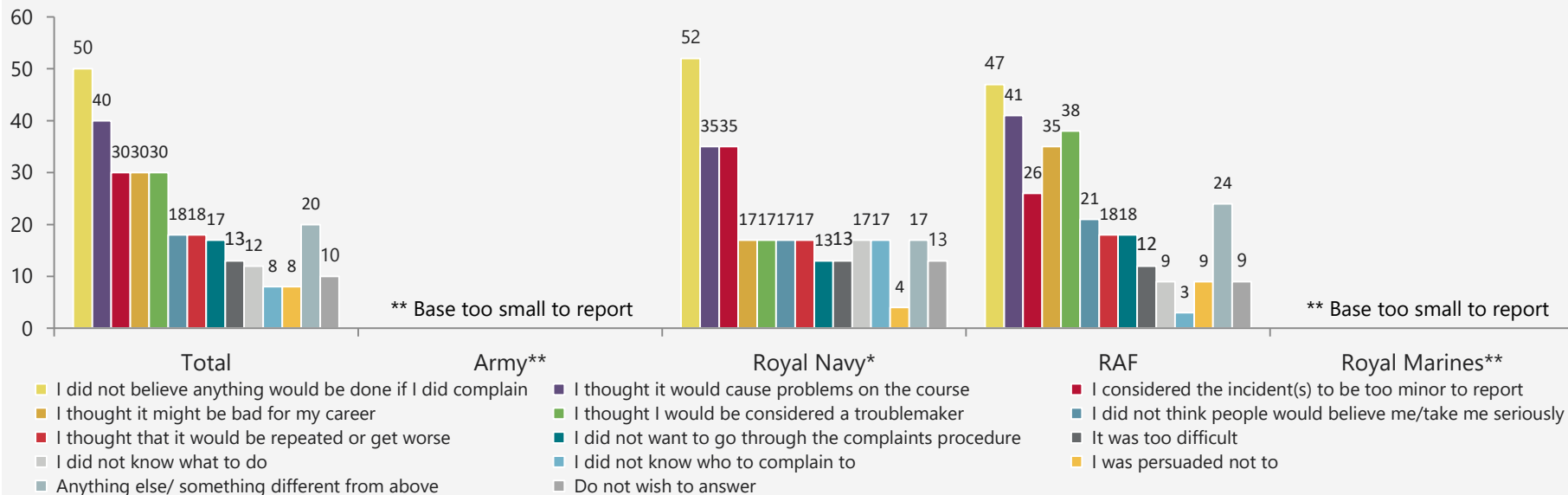
REASON FOR NOT COMPLAINING ABOUT BAD OR UNFAIR TREATMENT

Officer Cadets

Q106-Staff. If you did not complain about any incident of bad or unfair treatment, why was this?

Number of respondents (all who said they were badly or unfairly treated by staff and who did not make a complaint): Total (60), Army (2**), Royal Navy (23*), RAF (34), Royal Marines (1**)

Current year results (%)



Key figures

- A mix of reasons were selected for why Officer Cadets did not complain about incidents of bad or unfair treatment by staff, although the top reason was because they did not believe anything would be done about the complaint – this was mentioned by a half of all Armed Forces Officer Cadets.
- Other key reasons were because they thought it would cause problems on the course, they considered the incident too minor, it would be bad for their career or they would be considered a troublemaker. One in ten choose not to answer.

Aggregated totals may not add up to 100% due to rounding.
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 Please refer to Annex C for the base size in previous years
 Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size
 ** Base too small to report

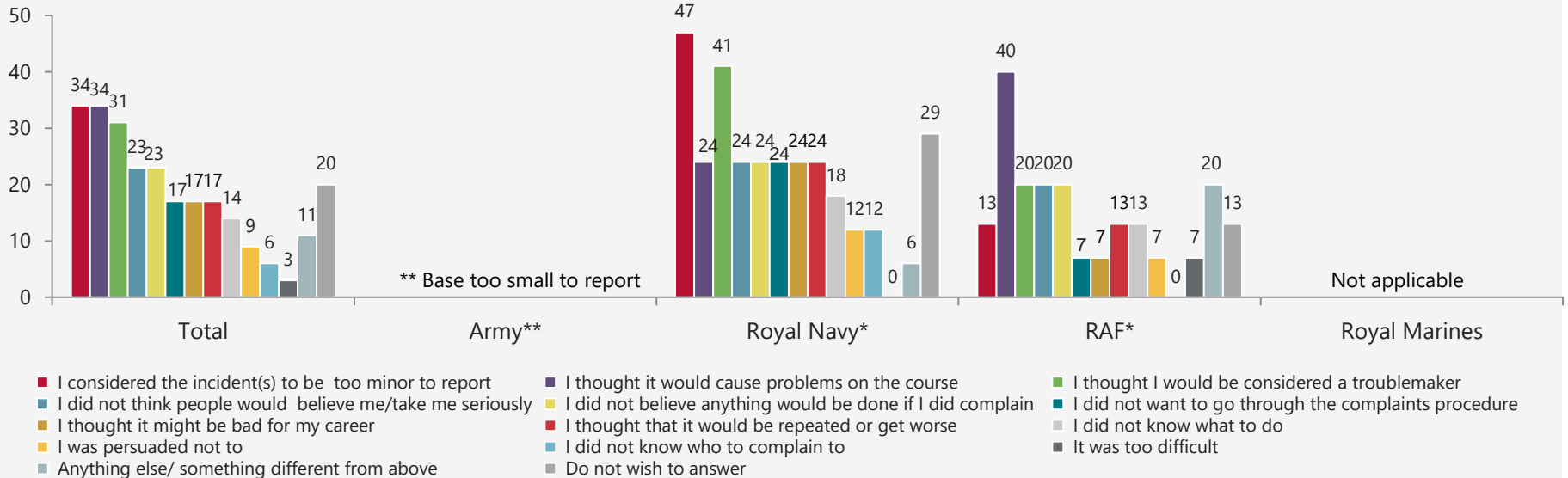
REASON FOR NOT COMPLAINING ABOUT BAD OR UNFAIR TREATMENT

Officer Cadets

Q106-Cadets. 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 (35), Army (3**), Royal Navy (17*), RAF (15*), Royal Marines (0**)

Current year results (%)



Key figures

- The three main reasons why Armed Forces Officer Cadets did not complain about incidents of bad or unfair treatment by other Cadets was due to them considering the incident too minor to report (34%), they thought it would cause problems on the course (34%) or that thought they would be considered a trouble maker (31%). A fifth choose not to answer.
- Although there are some differences across the Services, please note the low sample base size for this question which can cause results to fluctuate



Setbacks during training

ILLNESS OR INJURY DURING TRAINING

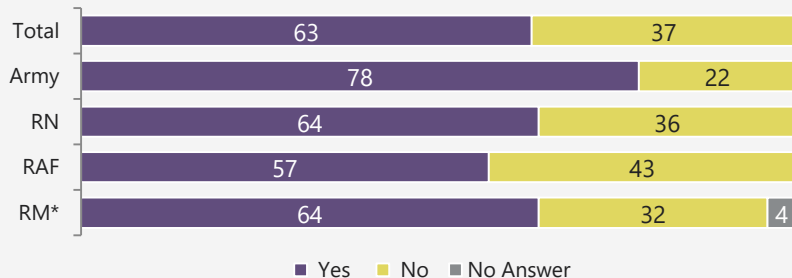
Officer Cadets

51. Were you ever ill or injured during training?

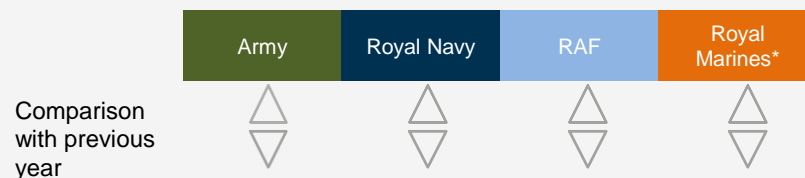
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

Comments and significant differences based on % saying 'yes and I reported it' or 'yes but did not report it'

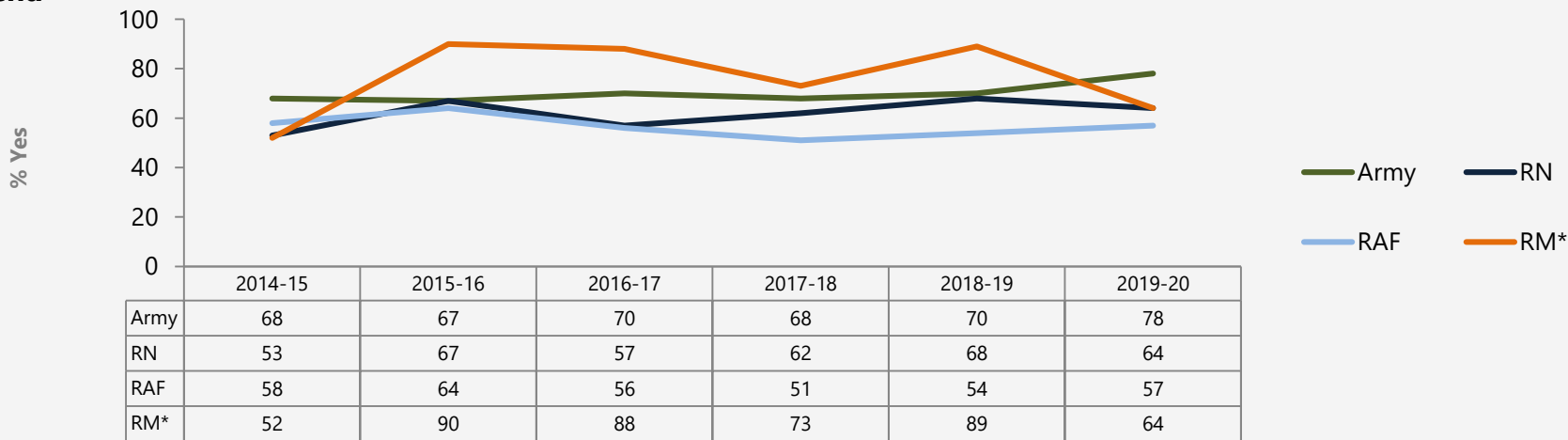
Current year results (%)



Differences



Trend



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ILLNESS OR INJURY DURING TRAINING

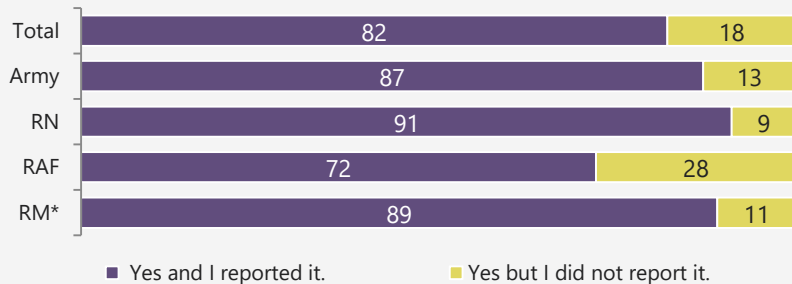
Officer Cadets

51. If ever ill or injured during training, whether reported it?

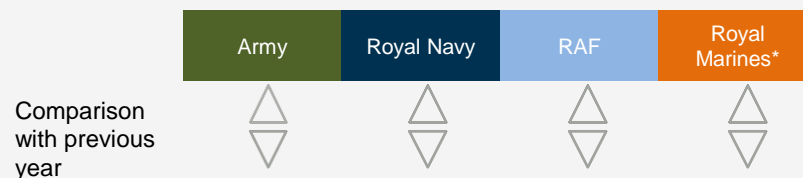
Number of respondents (OCS participants): Total (541), Army (91), Royal Navy (196), RAF (236), Royal Marines (18*)

Comments and significant differences based on % saying 'yes and I reported it'

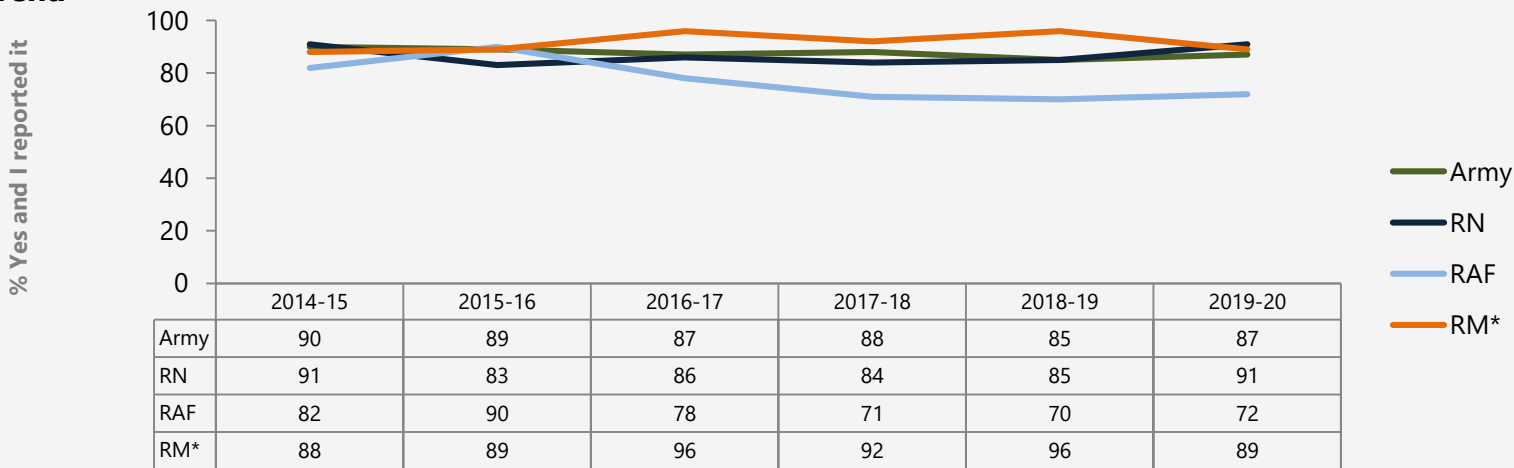
Current year results (%)



Differences



Trend



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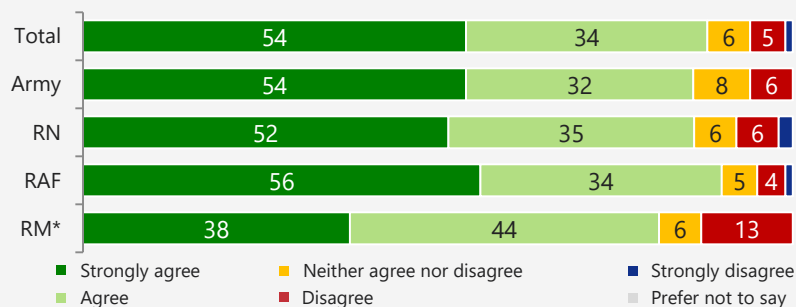
WHETHER ILLNESS/INJURY WAS PROPERLY DEALT WITH

Officer Cadets

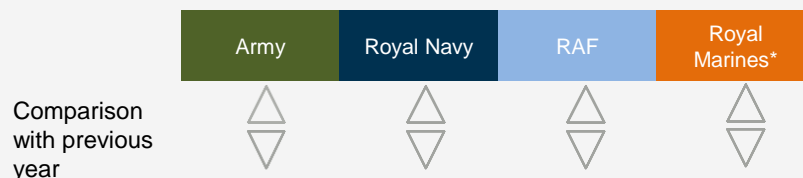
52. Please indicate how you feel about the following statements: My injury/illness was properly dealt with

Number of respondents (all who were ill or injured and reported it): Total (442), Army (79), Royal Navy (178), RAF (169), Royal Marines (16*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

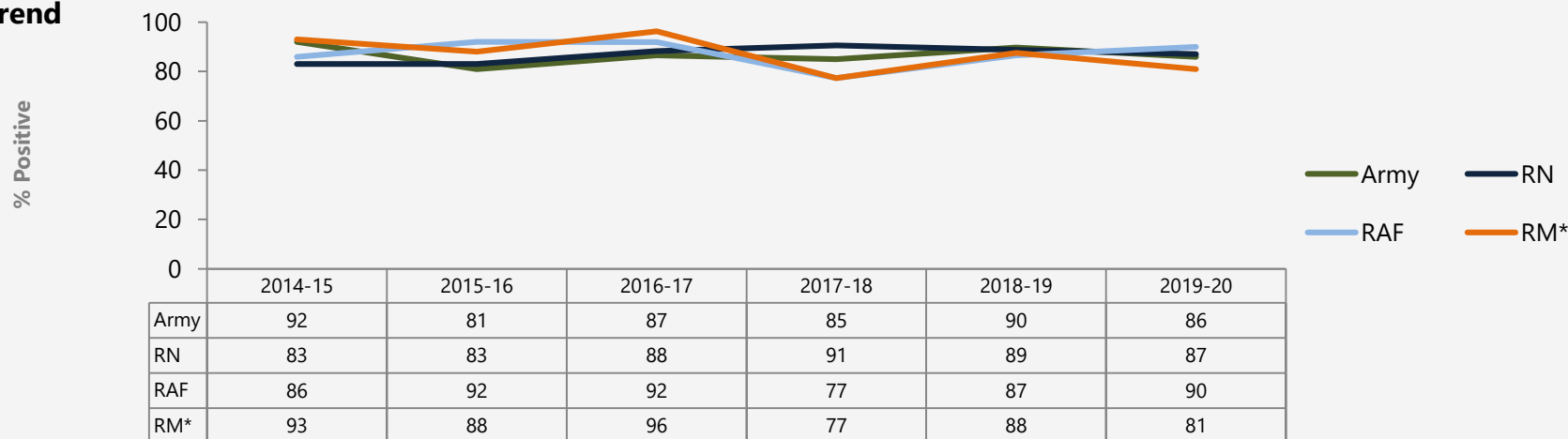
Current year results (%)



Differences



Trend



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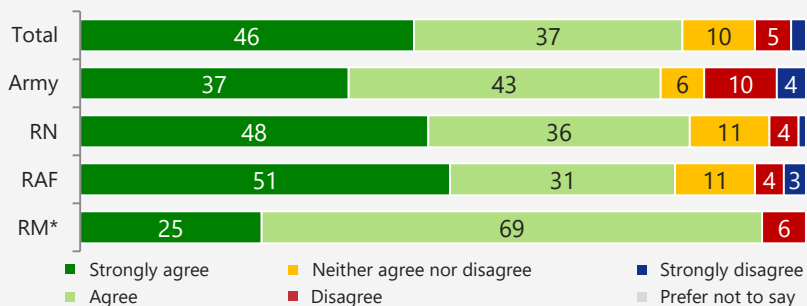
STAFF HELP AND SUPPORT DURING ILLNESS/INJURY

Officer Cadets

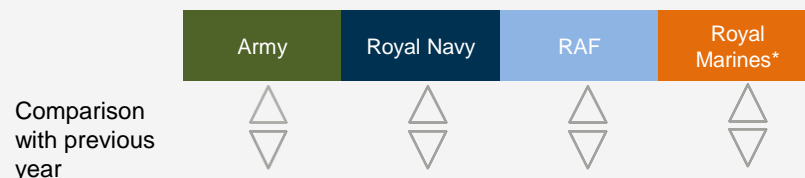
52. Please indicate how you feel about the following statements: Staff helped and supported me when I was ill/injured

Number of respondents (all who were ill or injured and reported it): Total (442), Army (79), Royal Navy (178), RAF (169), Royal Marines (16*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

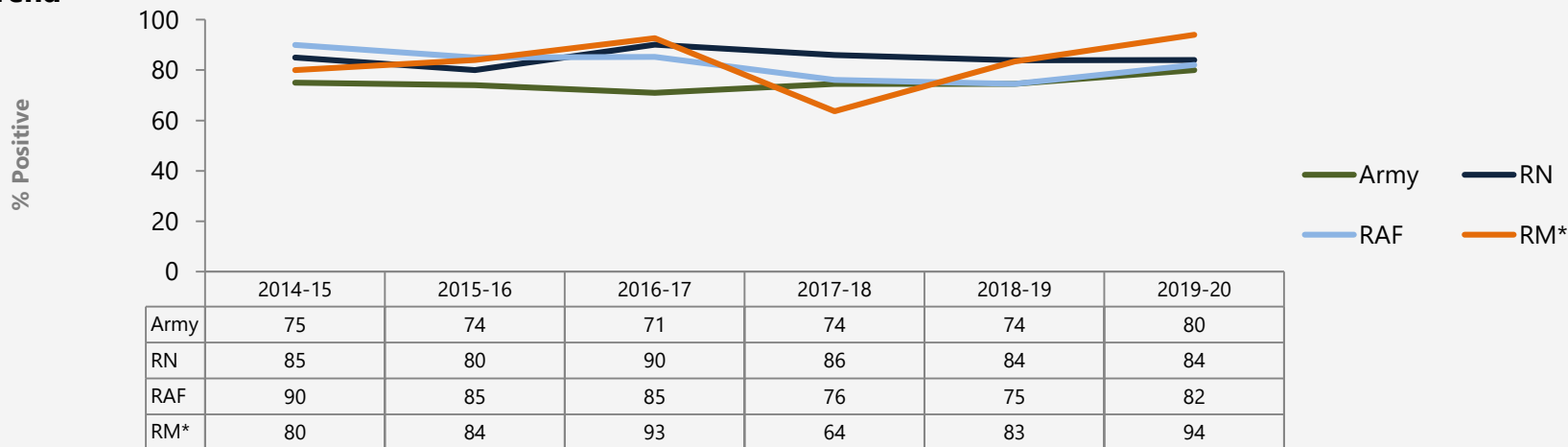
Current year results (%)



Differences



Trend



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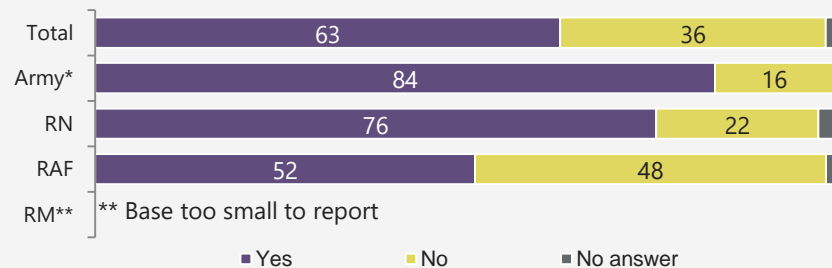
WHETHER WOULD FEEL COMFORTABLE TO REPORT SICK

Officer Cadets

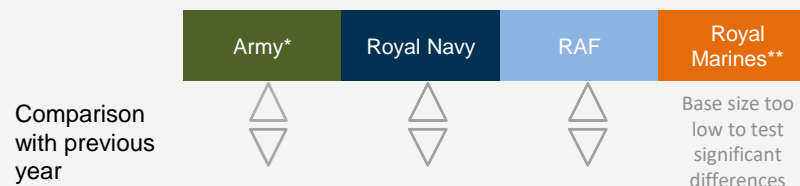
51a. Would you have felt comfortable to report sick, if you had been ill or injured during training?

Number of respondents (all who were not ill/injured): Total (323), Army (25*), Royal Navy (109), RAF (180), Royal Marines (9**) % positive equals the proportion who say 'yes' – significant differences and comments based on this

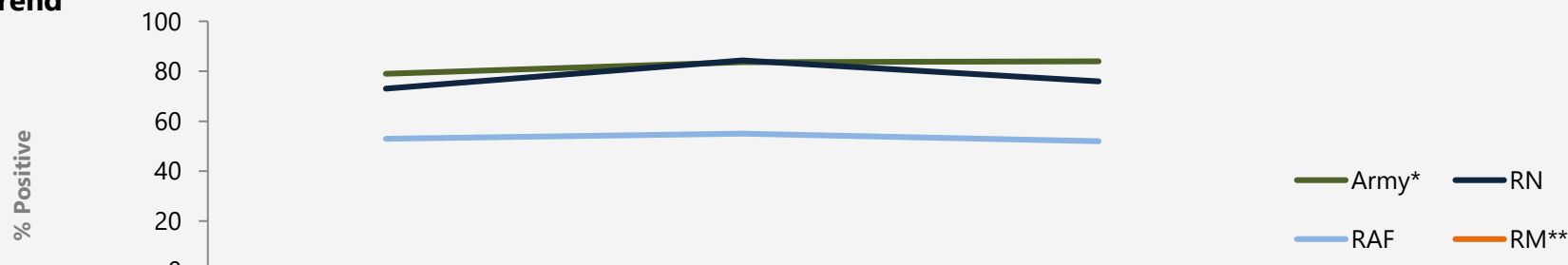
Current year results (%)



Differences



Trend



	2017-18	2018-19	2019-20
Army*	79	84	84
RN	73	84	76
RAF	53	55	52
RM**			

Please note this question was not introduced until 2017-18

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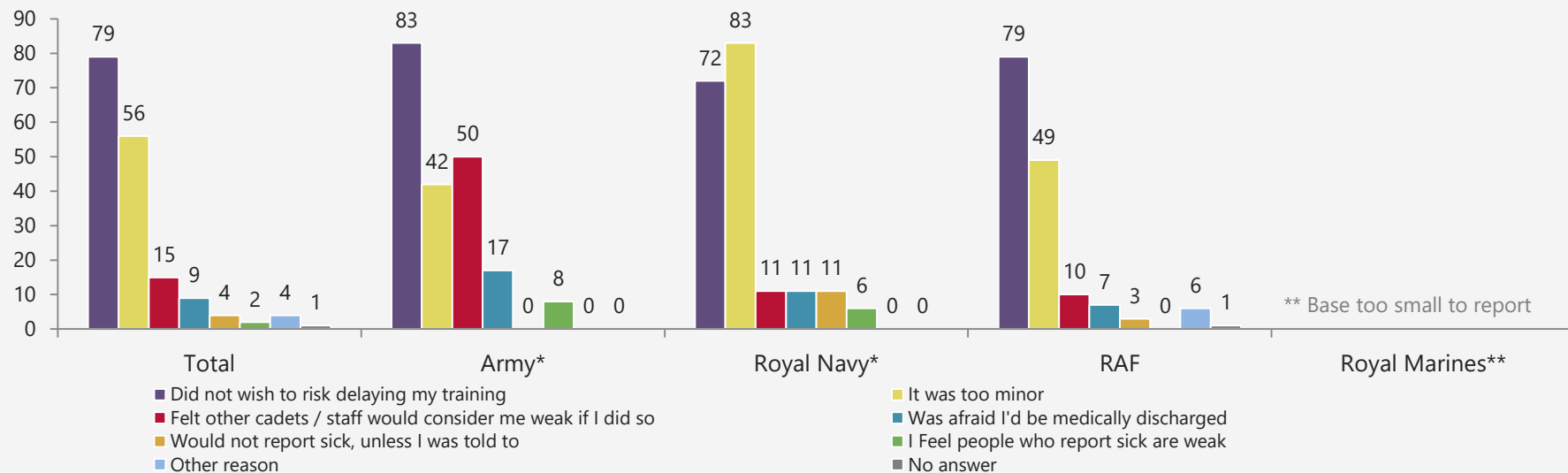
REASON FOR NOT REPORTING ILLNESS OR INJURY

Officer Cadets

53. Why did you not report it?

Number of respondents (all who were ill or injured and did not report it): Total (99), Army (12*), Royal Navy (18*), RAF (67), Royal Marines (2**)

Current year results (%)



Key figures

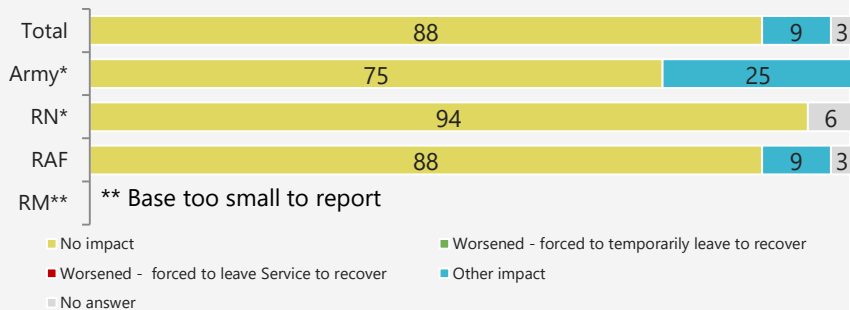
- Overall, the top reason for not reporting illness or injury was due to Officer Cadets not wishing to risk a delay to their training - this was selected by four in every five (79%). Second to this and at the all Service level was the fact that they felt their illness or injury was too minor (56%).
- Although a half of Army Officer Cadets said that they felt that other cadets/staff would consider them weak for reporting the illness/injury, it should be noted that the base sample size is very low for this question.

RESULT OF NOT REPORTING SICK Officer Cadets

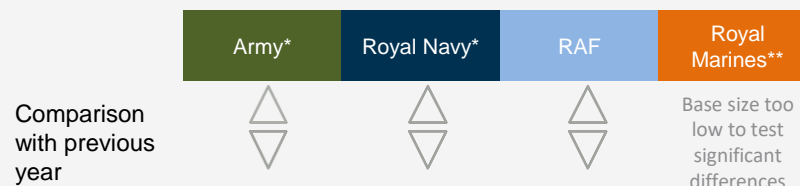
54. What was the result of not reporting sick?

Number of respondents (all who were ill or injured and did not report it): Total (99), Army (12*), Royal Navy (18*), RAF (67), Royal Marines (2**) Significant differences and comments based on proportion who say 'No impact'

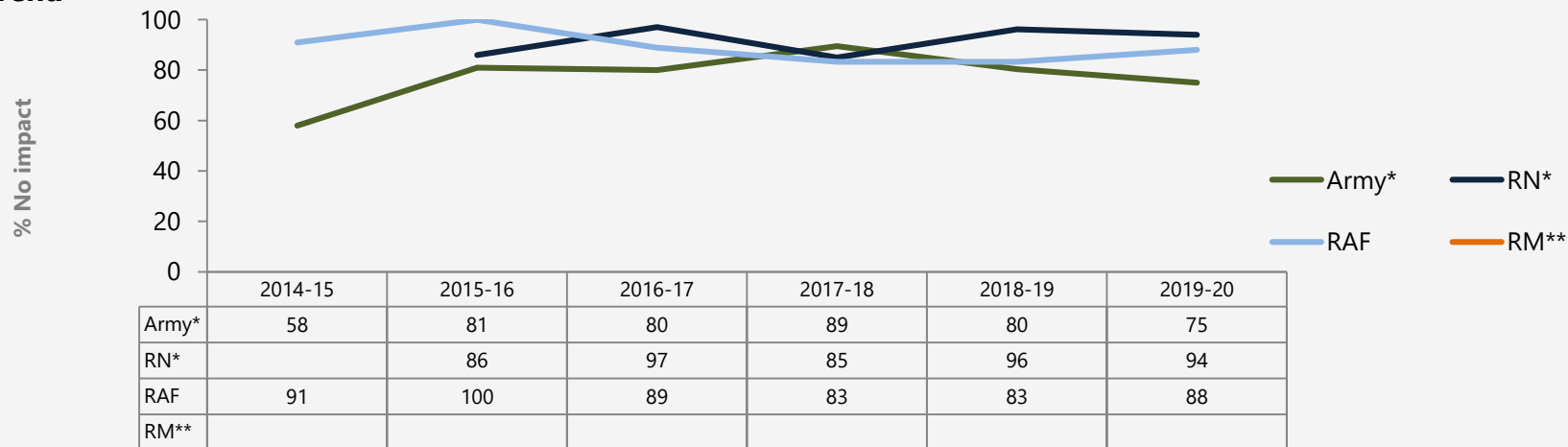
Current year results (%)



Differences



Trend



REPEATING TRAINING

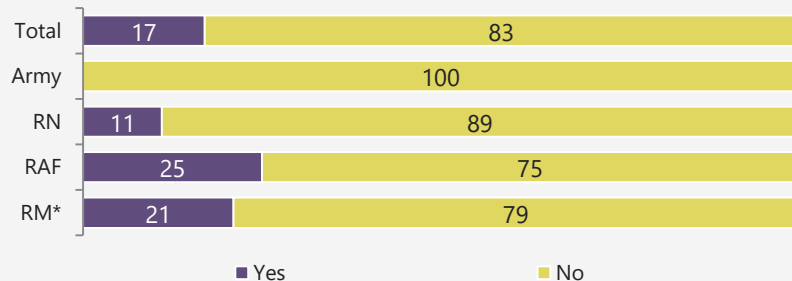
Officer Cadets

61. Did you have to repeat training?

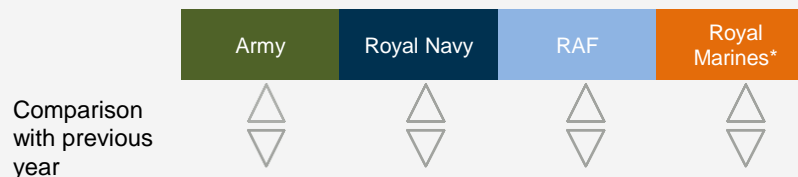
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

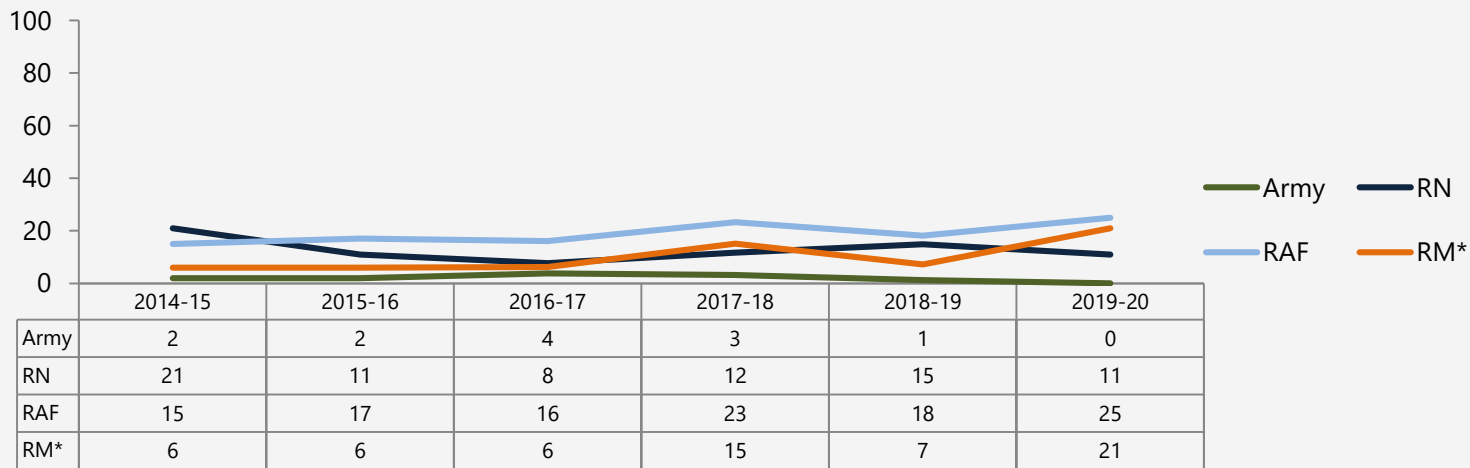
Current year results (%)



Differences



Trend



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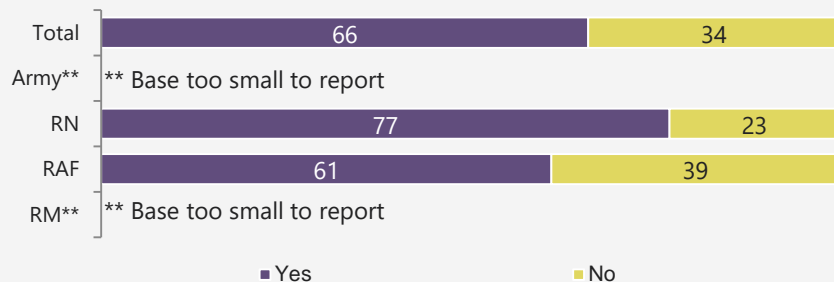
PERSONAL WARNING OF POSSIBILITY OF REPEATING TRAINING

Officer Cadets

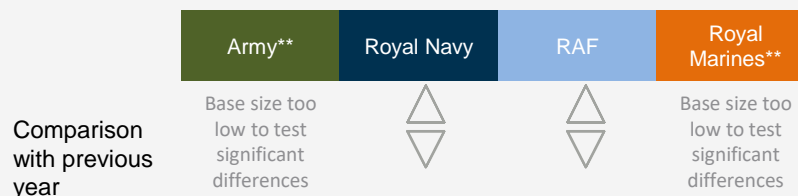
62. Were you warned personally that there was a possibility that you would have to repeat training?

Number of respondents (all who had to repeat training): Total (146), Army (0**), Royal Navy (35), RAF (105), Royal Marines (6**) % positive equals the proportion who say 'yes' – significant differences and comments based on this

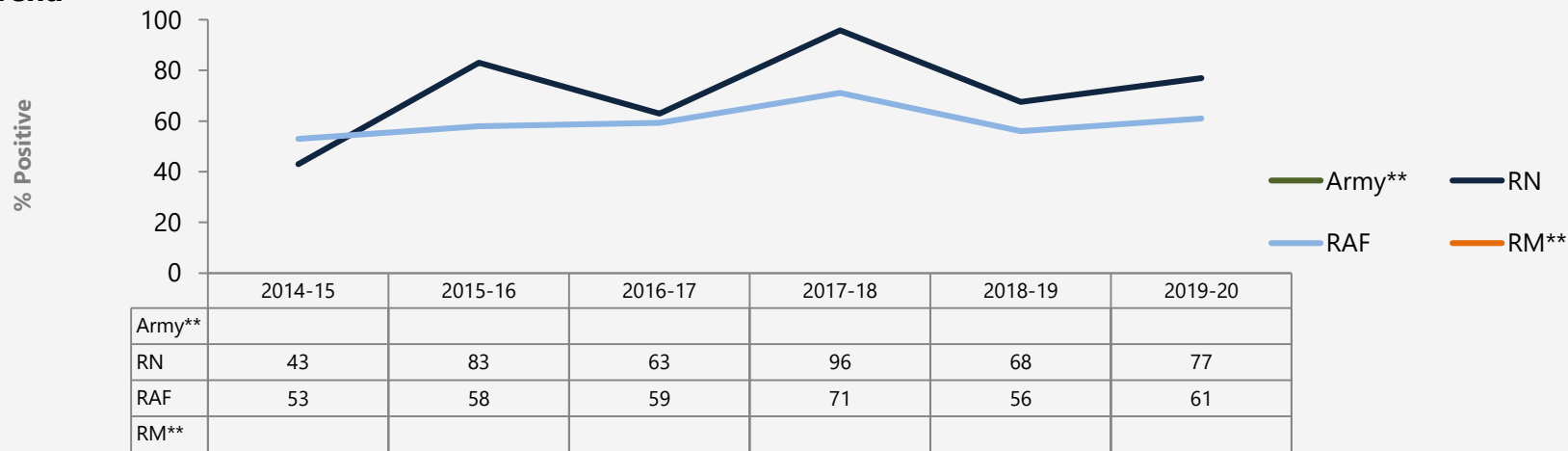
Current year results (%)



Differences



Trend



** Base too small to report

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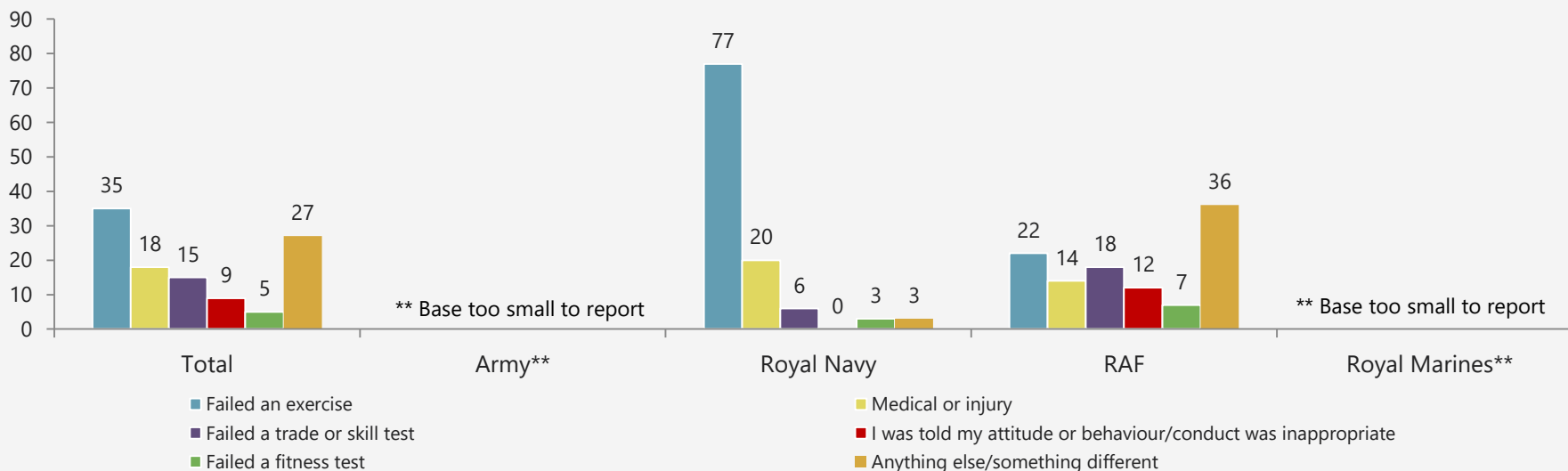
REASON GIVEN FOR REPEATING TRAINING

Officer Cadets

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

Number of respondents (all who had to repeat training): Total (146), Army (0**), Royal Navy (35), RAF (105), Royal Marines (6**)

Current year results (%)



Key figures

- Across the Armed Forces, the most common reason given for repeating training, from a list of possible reasons provided, was due to failing an exercise (35%), this is largely driven by responses from Royal Navy Officer Cadets. After this, medical issue or injury (18%) and failed a trade or skill test (15%) were the next most common reasons given.
- It should be noted that just over a quarter (27%) indicated reasons that are relating to something other than those presented to them in the survey.

** Base too small to report

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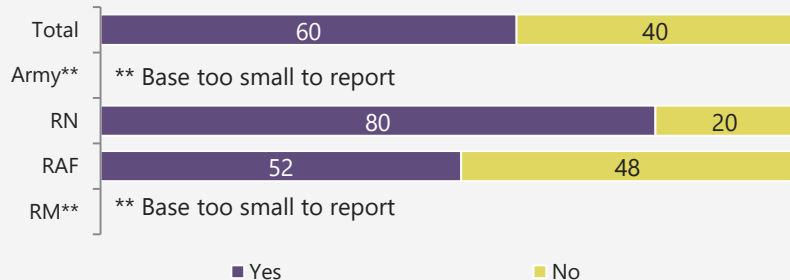
WHETHER AGREED WITH REPEATING TRAINING

Officer Cadets

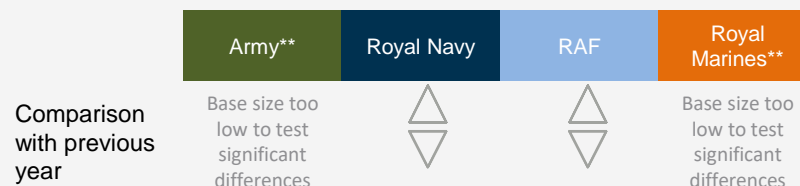
64. Did you agree with the reasons given for repeating training?

Number of respondents (all who had to repeat training): Total (146), Army (0**), Royal Navy (35), RAF (105), Royal Marines (6**) % positive equals the proportion who say 'yes' – significant differences and comments based on this

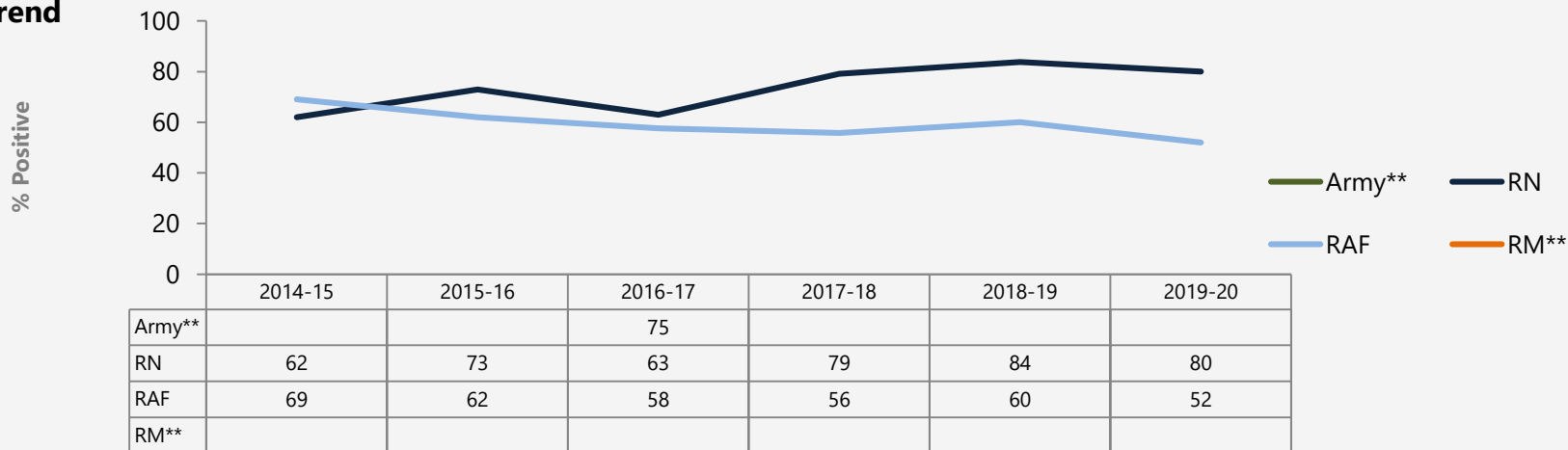
Current year results (%)



Differences



Trend



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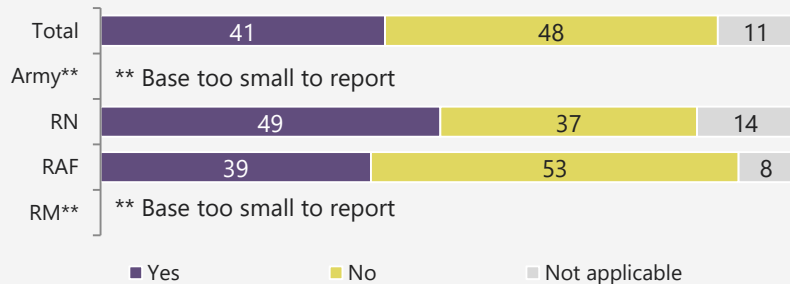
OPPORTUNITY TO AVOID REPEATING TRAINING

Officer Cadets

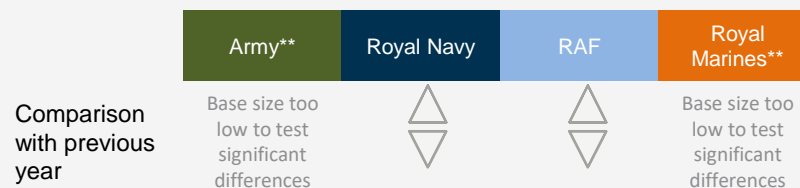
66. Do you feel you were given every opportunity to improve in order to avoid repeating training?

Number of respondents (all who had to repeat training): Total (146), Army (0**), Royal Navy (35), RAF (105), Royal Marines (6**) % positive equals the proportion who say 'yes' – significant differences and comments based on this

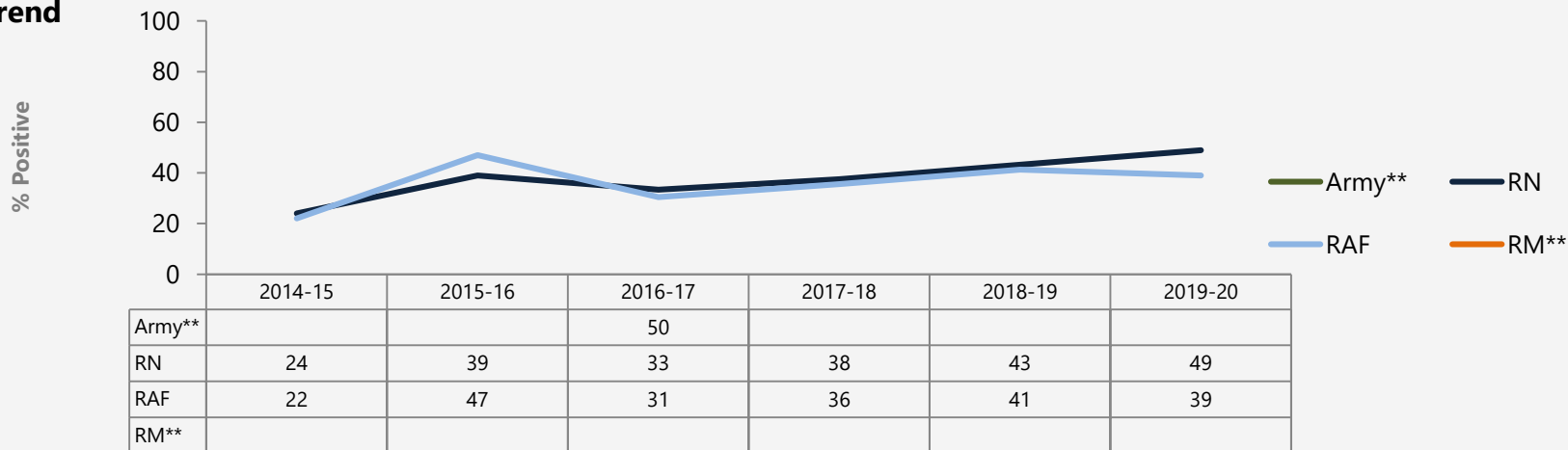
Current year results (%)



Differences



Trend



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General

SATISFACTION WITH TRAINING EXPERIENCE

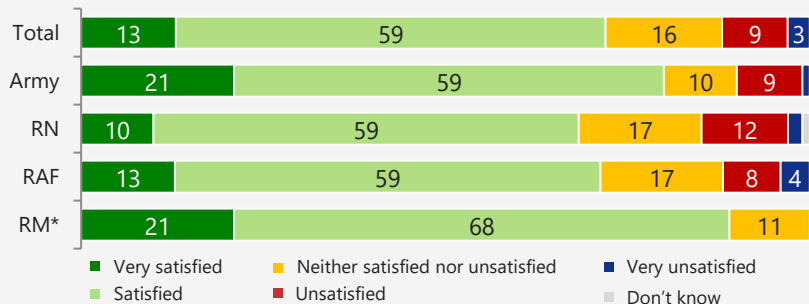
Officer Cadets

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

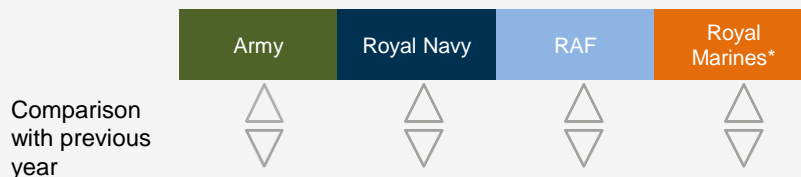
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

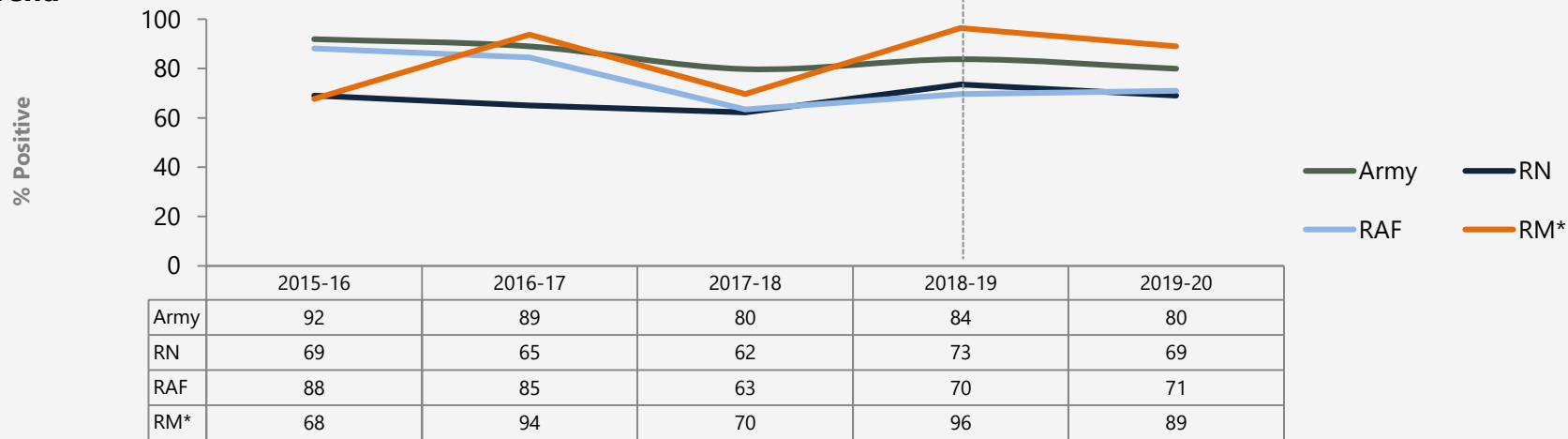
Current year results (%)



Differences



Trend



Please note this question was not introduced until 2015-16
The rating scale was altered in 2018-19, previously a 7 point scale was used with a top box rating of 'extremely satisfied'.

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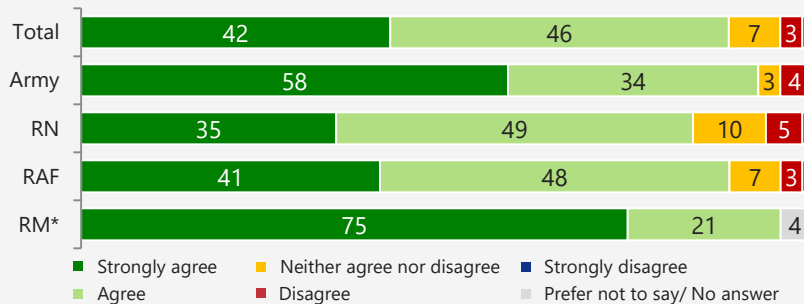
PERSONAL BENEFIT FROM THE COURSE

Officer Cadets

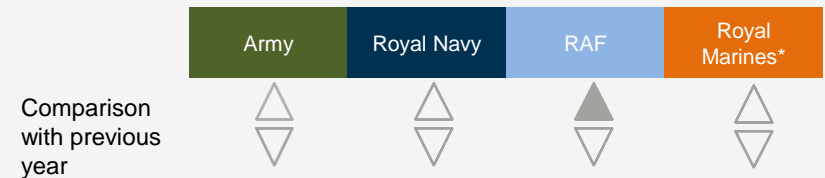
68. Below are some statements ... To what extent do you agree or disagree with each? I feel I personally benefited from the course

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

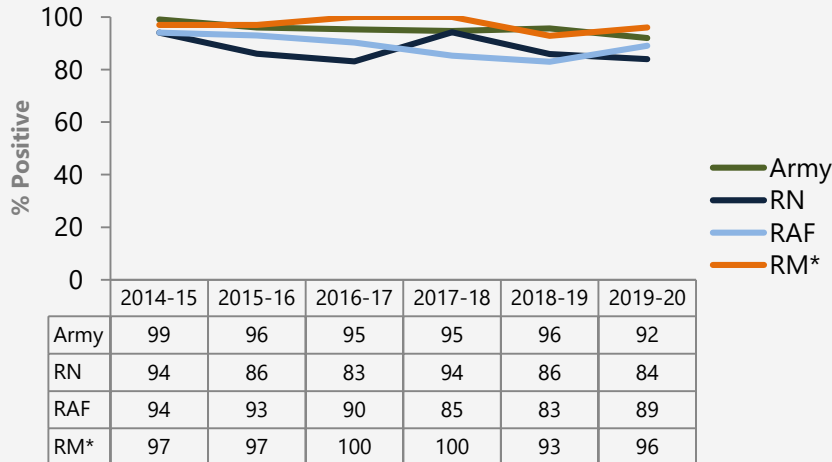
Current year results (%)



Differences



Trend



Key figures

- The proportion of RAF Officer Cadets who agree that they feel they personally benefited from the course has increased, from 83% in 2018-19 to 89% in 2019-20.

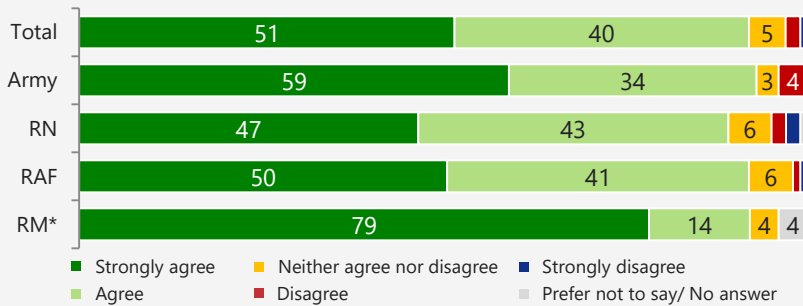
SENSE OF ACHIEVEMENT

Officer Cadets

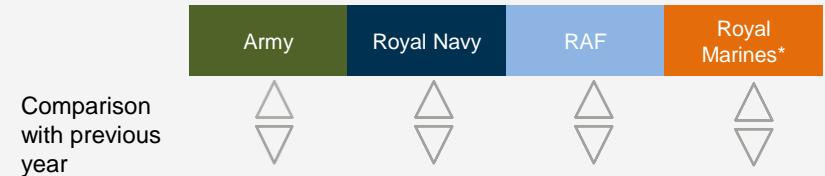
68. Below are some statements ... To what extent do you agree or disagree with each? I feel a sense of achievement

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

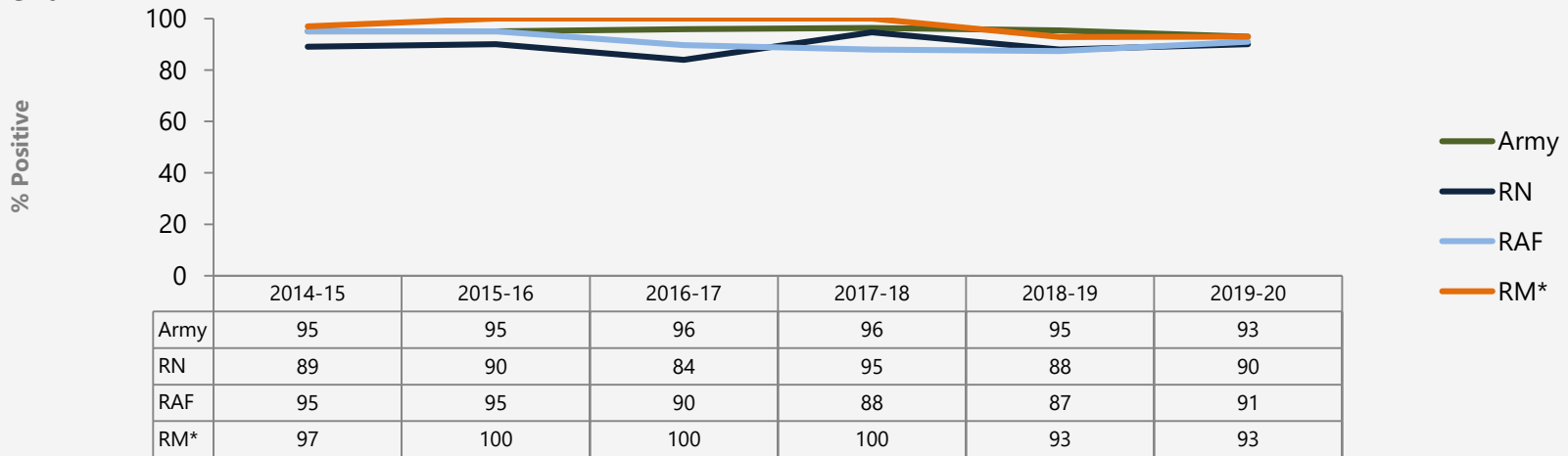
Current year results (%)



Differences



Trend



* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

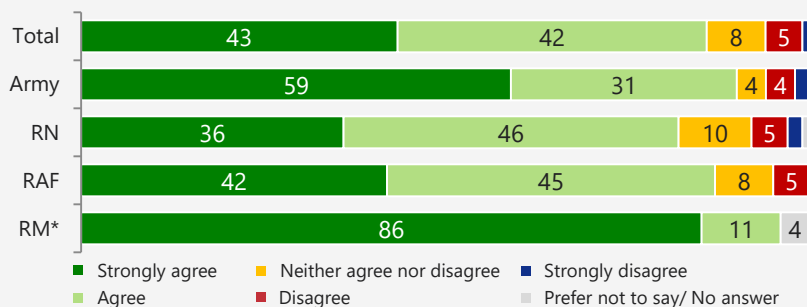
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CHALLENGE Officer Cadets

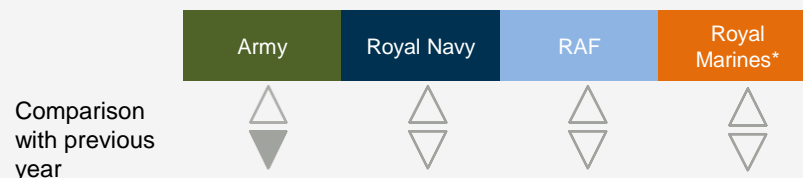
68. Below are some statements ... To what extent do you agree or disagree with each? I felt challenged

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

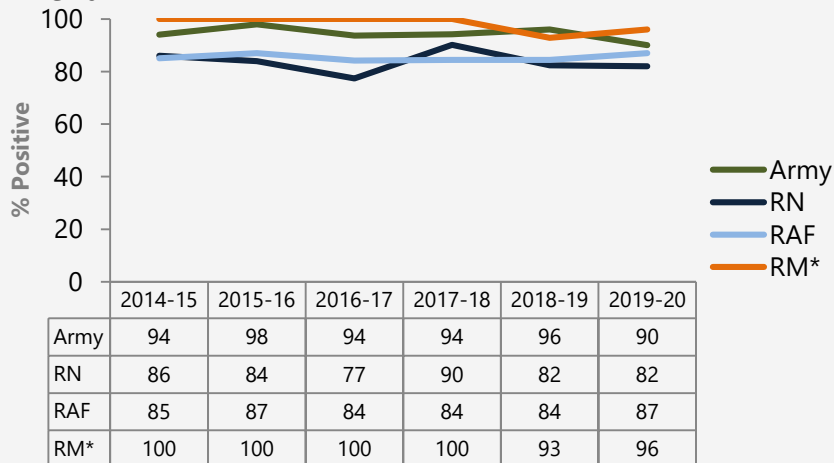
Current year results (%)



Differences



Trend



Key figures

- Amongst Army Officer Cadets, there has been a fall in the proportion who agree with the statement 'I felt challenged', from 96% agreeing in 2018-19 down to 90% in 2019-20.

TRAINING COMPARISON TO EXPECTATIONS

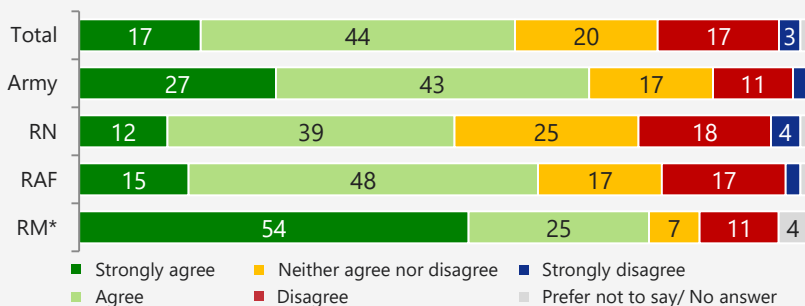
Officer Cadets

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

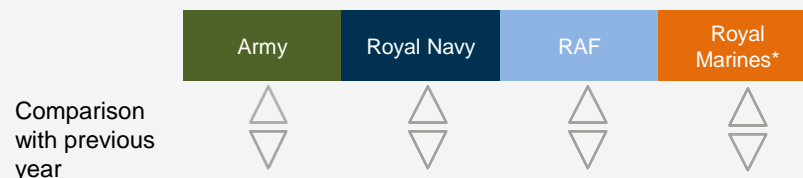
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

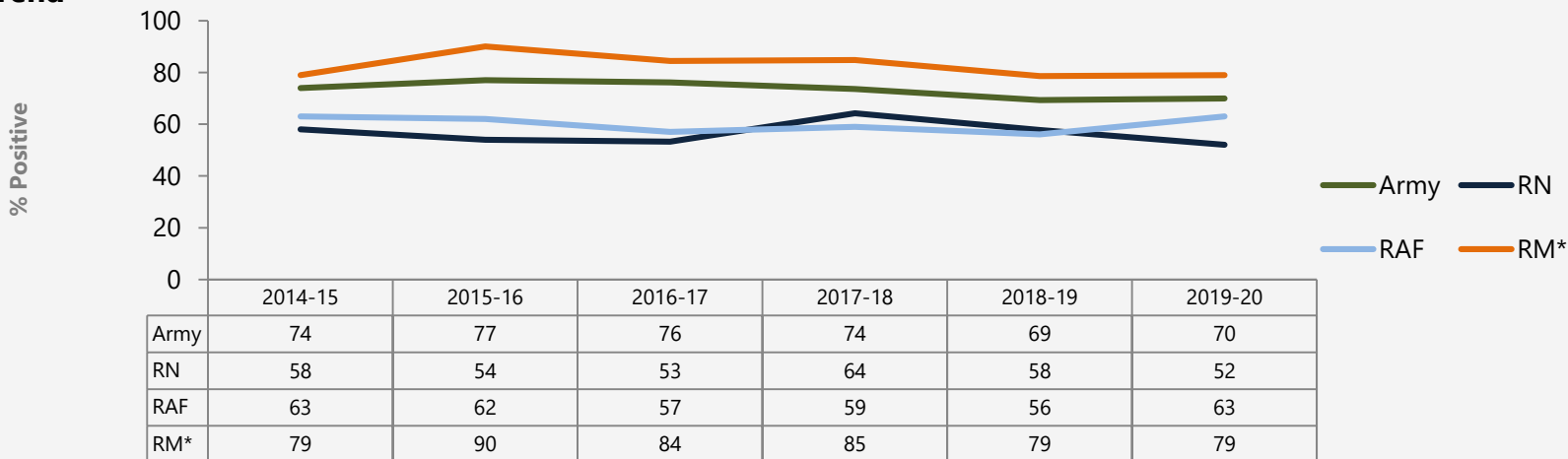
Current year results (%)



Differences



Trend



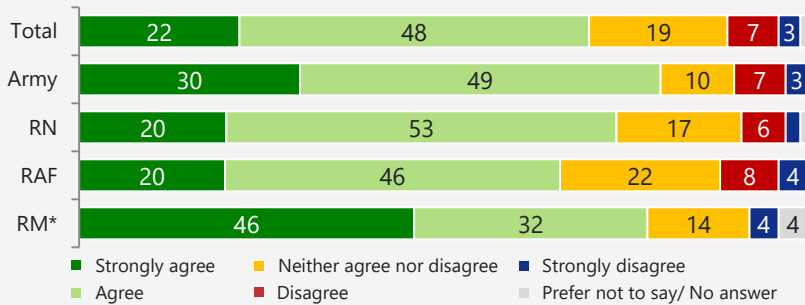
* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

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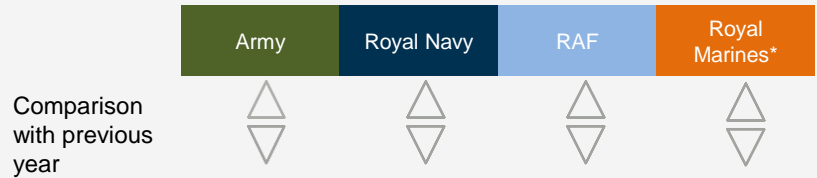
68. Below are some statements ... To what extent do you agree or disagree with each? I enjoyed the course

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

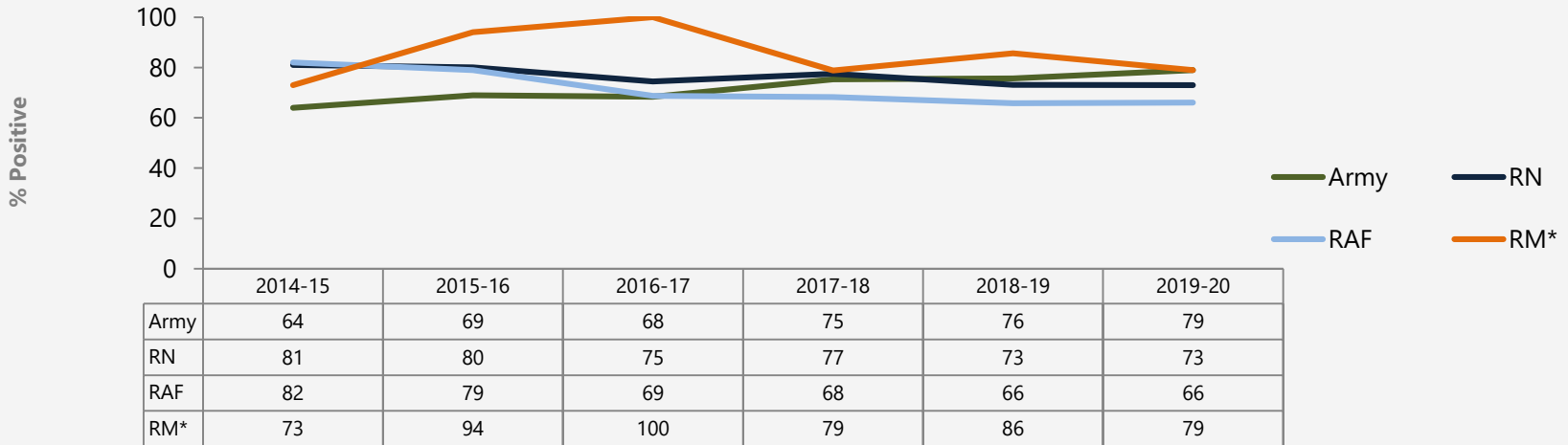
Current year results (%)



Differences



Trend



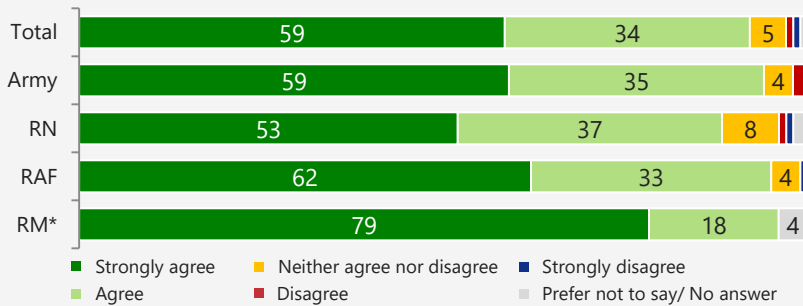
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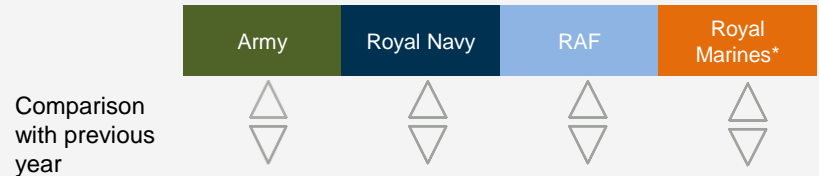
68. Below are some statements ... To what extent do you agree or disagree with each? I feel proud to be in the [Service]

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

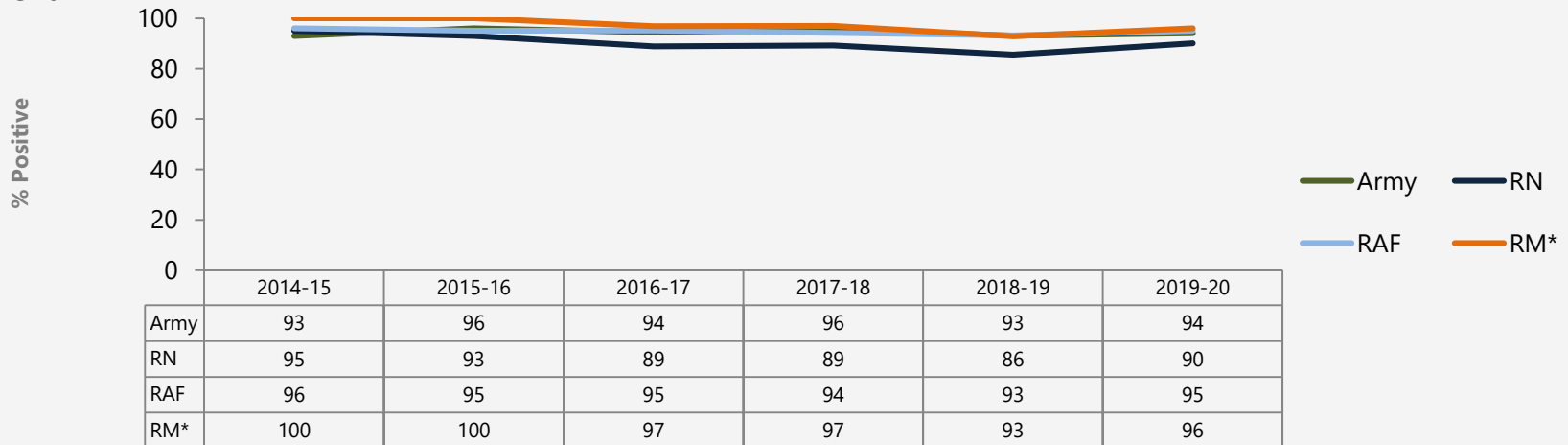
Current year results (%)



Differences



Trend



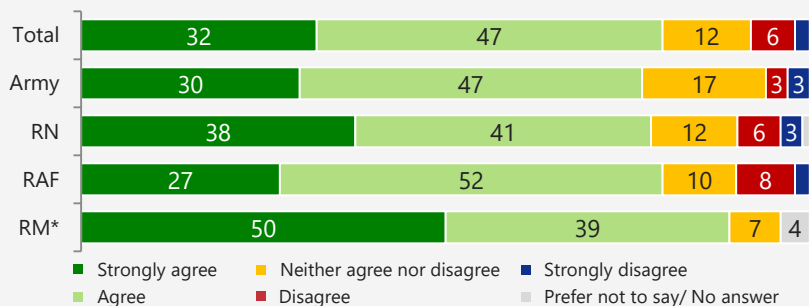
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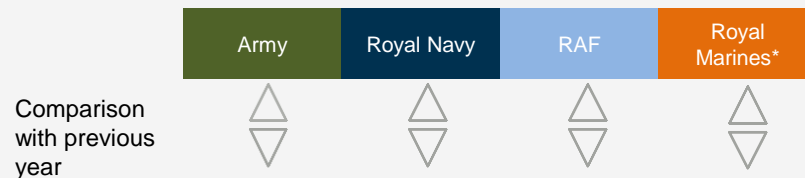
68. Below are some statements ... To what extent do you agree or disagree with each? Morale was good on my course

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

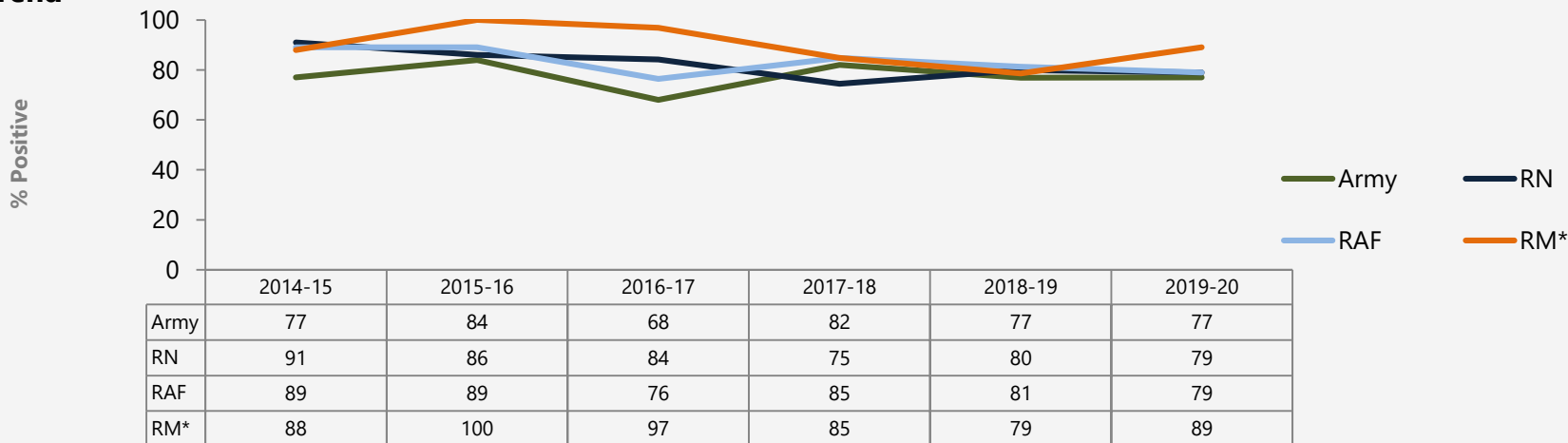
Current year results (%)



Differences



Trend



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REGULAR FEEDBACK ON PERFORMANCE

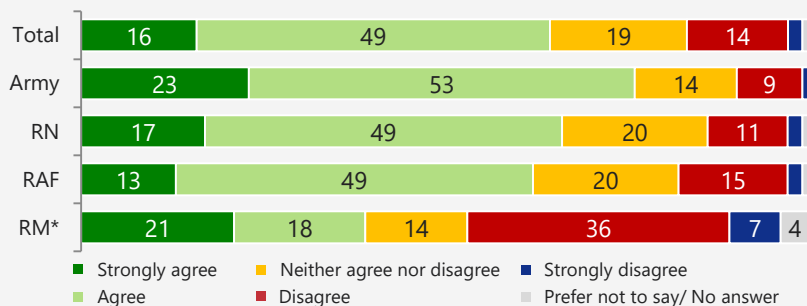
Officer Cadets

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

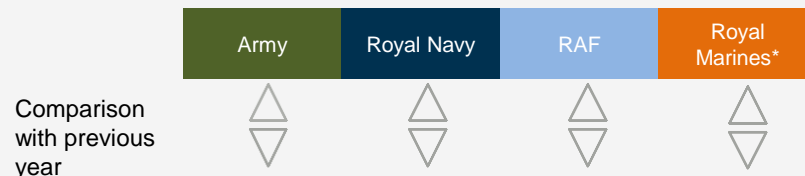
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

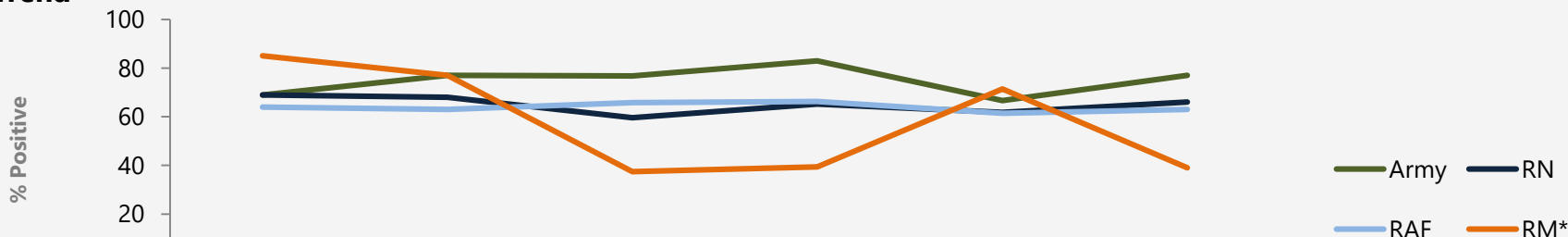
Current year results (%)



Differences



Trend



	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Army	69	77	77	83	67	77
RN	69	68	60	65	62	66
RAF	64	63	66	66	61	63
RM*	85	77	38	39	71	39

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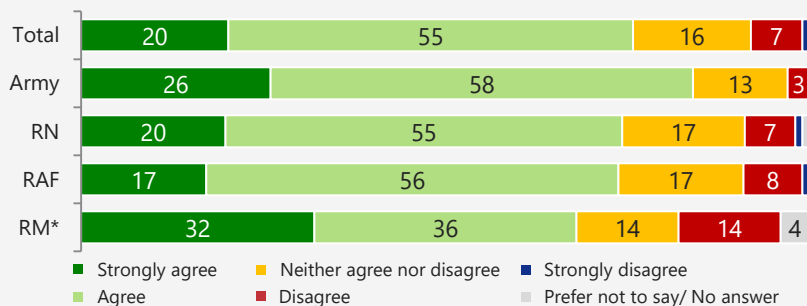
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68. Below are some statements ... To what extent do you agree or disagree with each? Training objectives and aims were explained to me

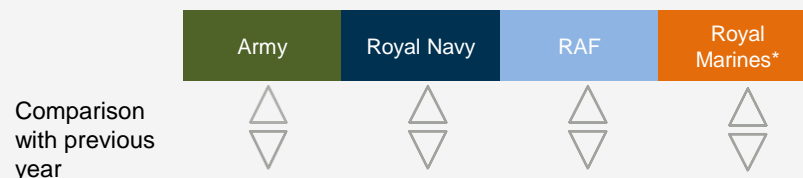
Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

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

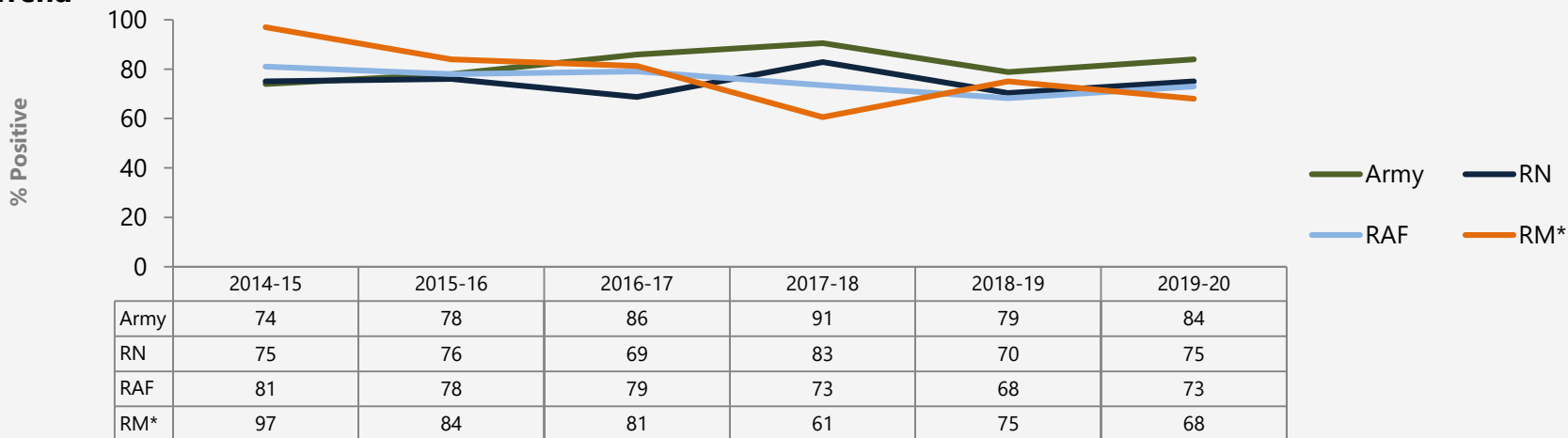
Current year results (%)



Differences



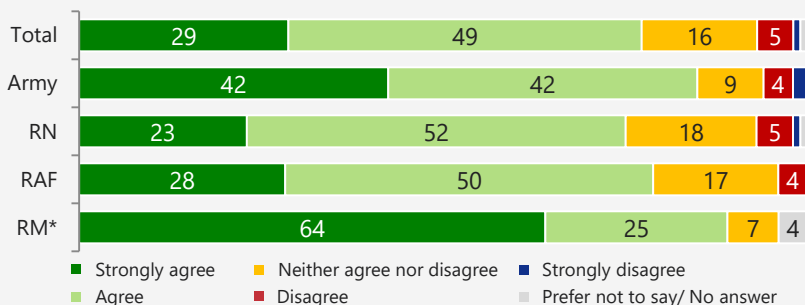
Trend



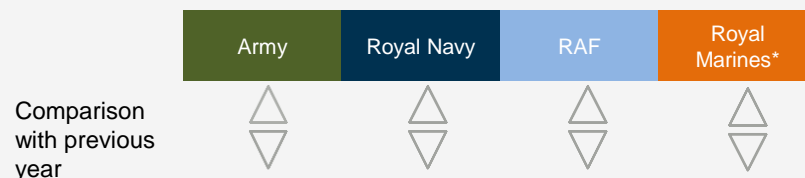
68. Below are some statements ... To what extent do you agree or disagree with each? The staff/instructors did all they could to help me succeed

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say "strongly agree" or "agree" – significant differences and comments based on this

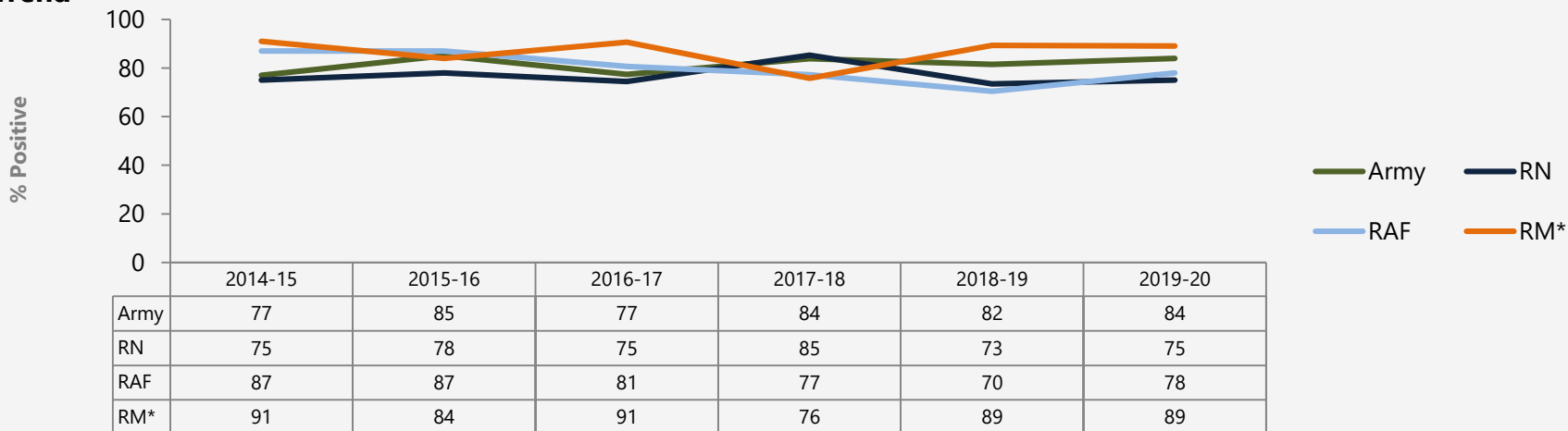
Current year results (%)



Differences



Trend



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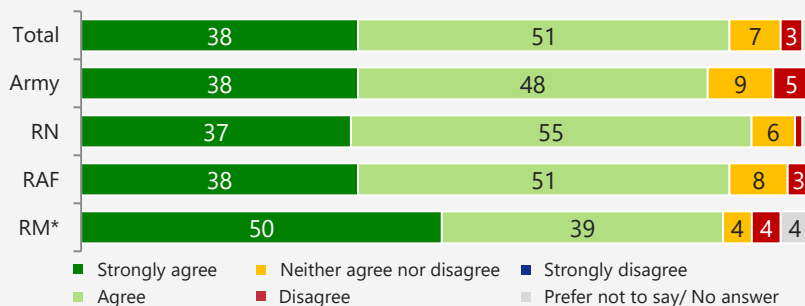
ABLE TO KEEP IN TOUCH WITH FAMILY WHEN NOT ON A TRAINING TASK

Officer Cadets

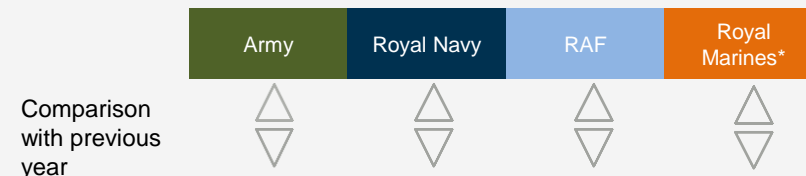
68. Below are some statements ... To what extent do you agree or disagree with each? I was able to keep in touch with my family when I wasn't on a training task

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say "strongly agree" or "agree" – significant differences and comments based on this

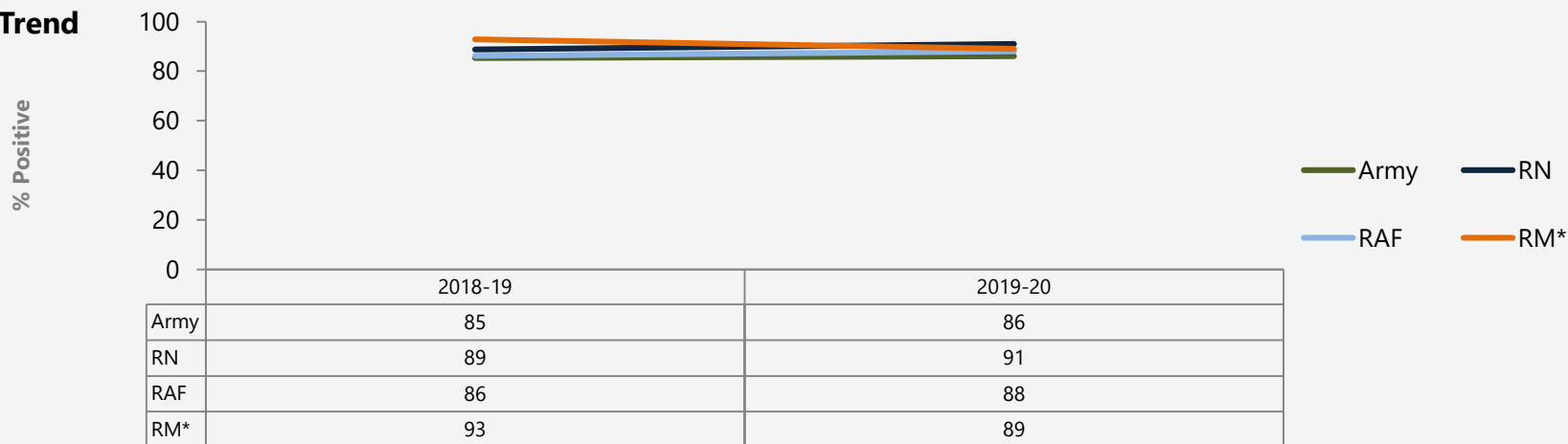
Current year results (%)



Differences



Trend



Please note this question was not introduced until 2018-19

* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

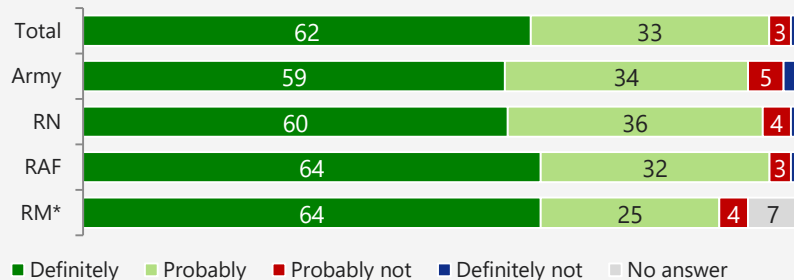
- Aggregated totals may not add up to 100% due to rounding.
- Results less than 3% are not labelled in the chart.
- Please refer to Annex C for the sample base size in previous years
- Though differences between years may seem large in magnitude, only statistically significant differences are considered meaningful changes.

RECOMMENDATION OF JOINING SERVICE Officer Cadets

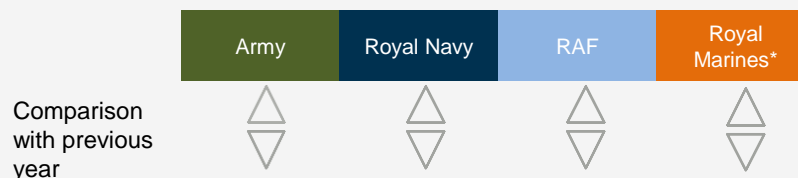
69. Would you recommend joining your Service to others?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who 'definitely' or 'probably' – significant differences and comments based on this

Current year results (%)



Differences



Trend



* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

- Aggregated totals may not add up to 100% due to rounding.
- Results less than 3% are not labelled in the chart.
- Please refer to Annex C for the sample base size in previous years
- Though differences between years may seem large in magnitude, only statistically significant differences are considered meaningful changes.

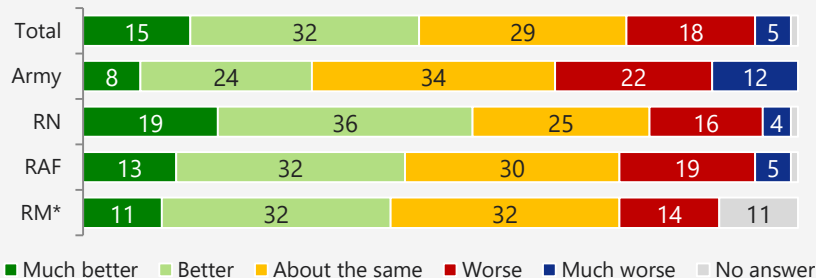
PERCEPTIONS OF PAY COMPARED WITH NON-MILITARY FRIENDS AT HOME

Officer Cadets

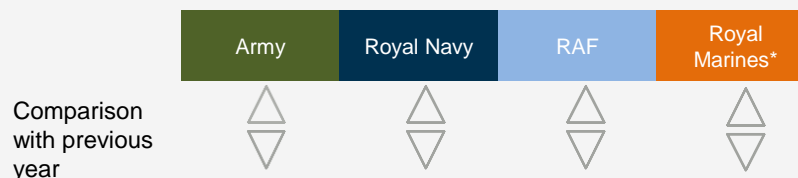
71. How do you think your pay compares with your non-military friends at home?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'mine is much better' or 'mine is better' – significant differences and comments based on this

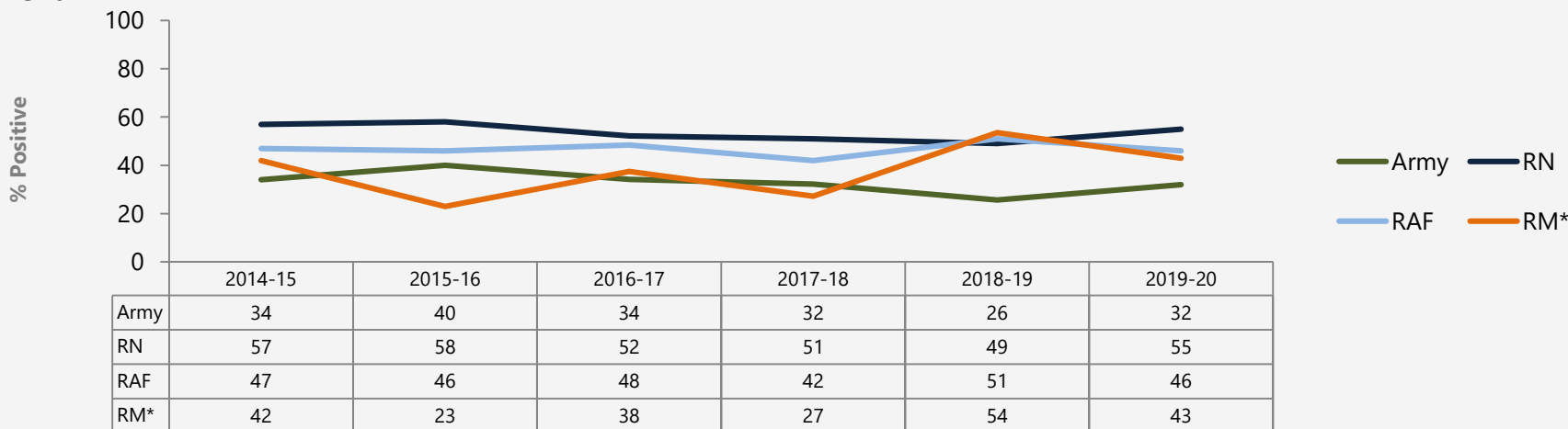
Current year results (%)



Differences



Trend



* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

- Aggregated totals may not add up to 100% due to rounding.
- Results less than 3% are not labelled in the chart.
- Please refer to Annex C for the sample base size in previous years
- Though differences between years may seem large in magnitude, only statistically significant differences are considered meaningful changes.

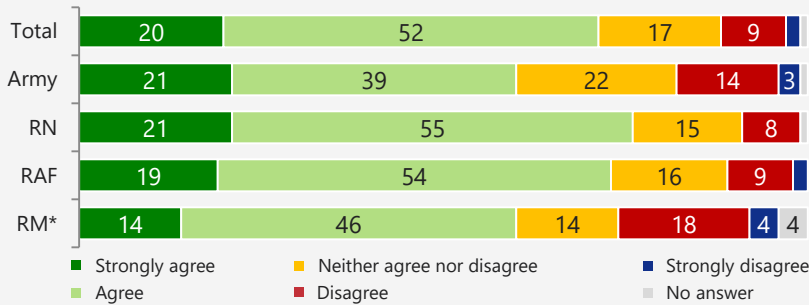
PERCEPTIONS OF PAY AND BENEFITS BEING FAIR

Officer Cadets

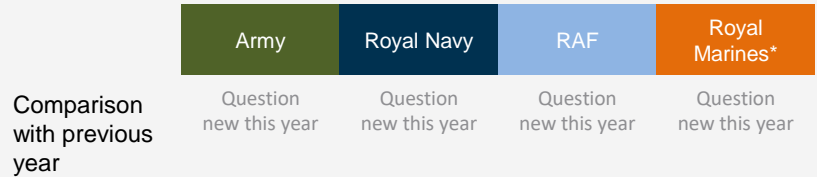
71a. To what extent do you agree with the following statement: The pay and benefits I receive are fair for the work I do

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)
 % positive equals the proportion who say 'strongly agree' or 'agree' – significant differences and comments based on this

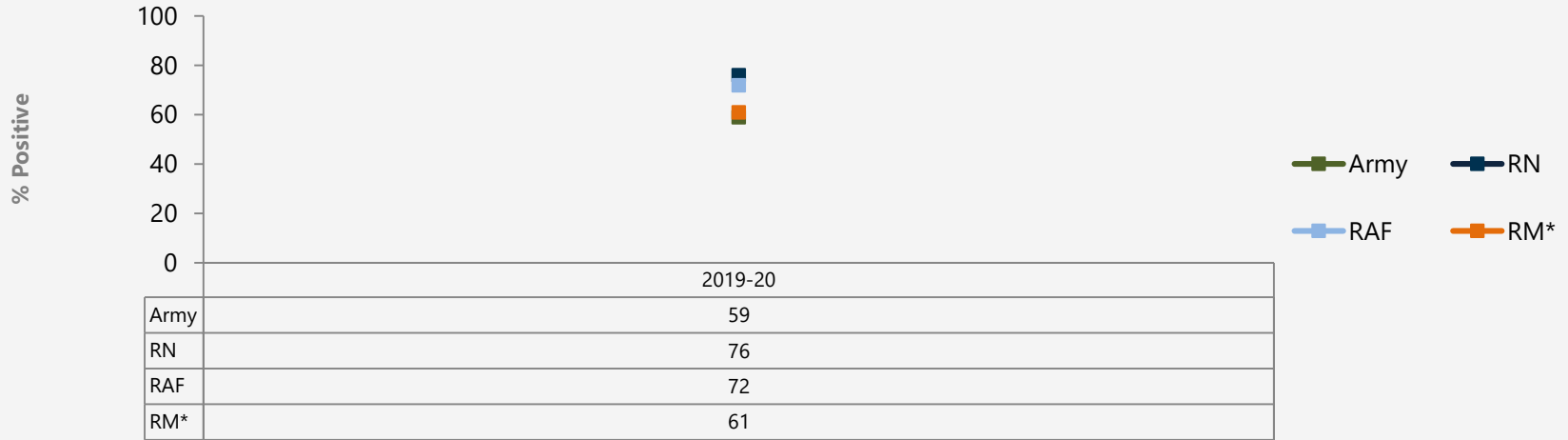
Current year results (%)



Differences*



Trend*



* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

- Aggregated totals may not add up to 100% due to rounding.
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- Please refer to Annex C for the sample base size in previous years
- Though differences between years may seem large in magnitude, only statistically significant differences are considered meaningful changes.



Hopes for the future

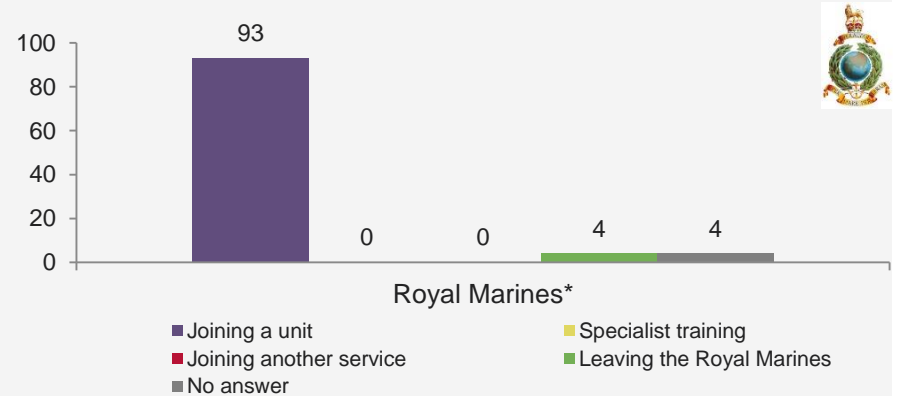
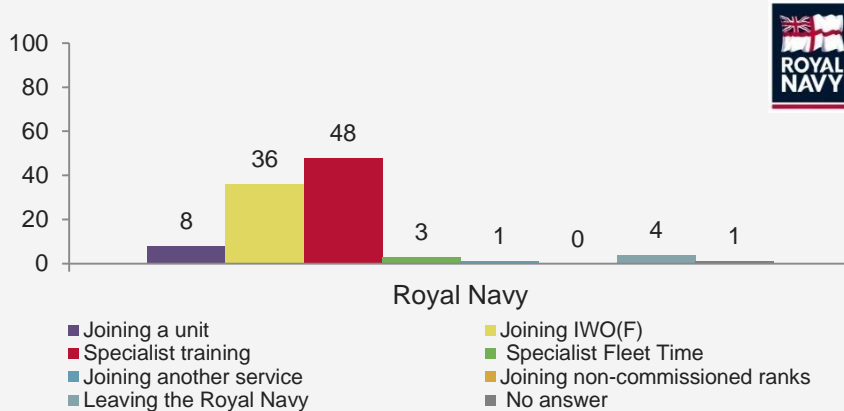
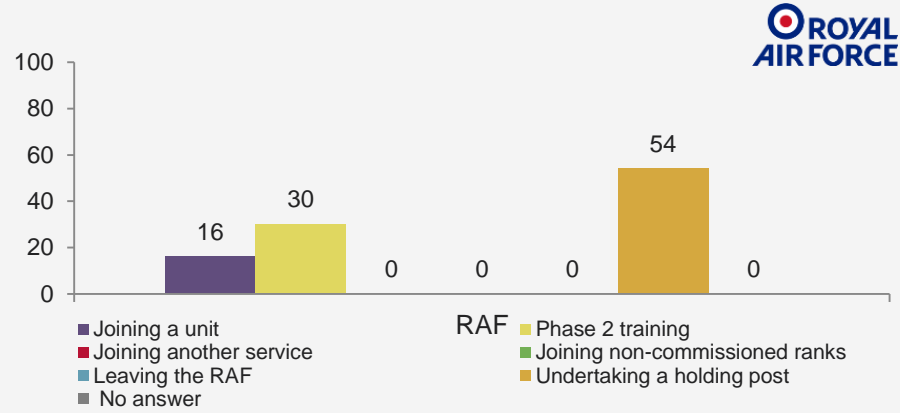
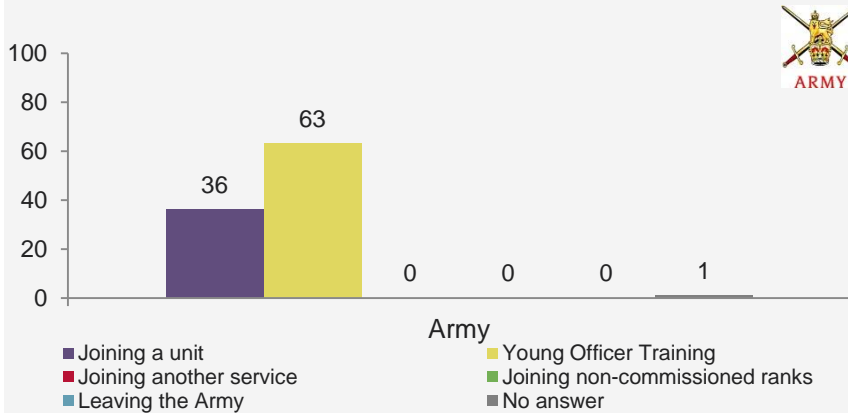
PLAN FOR AFTER TRAINING

Officer Cadets

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

Number of respondents (OCS participants): Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

Current year results (%)



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to Annex C for the base size in previous years
 * Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

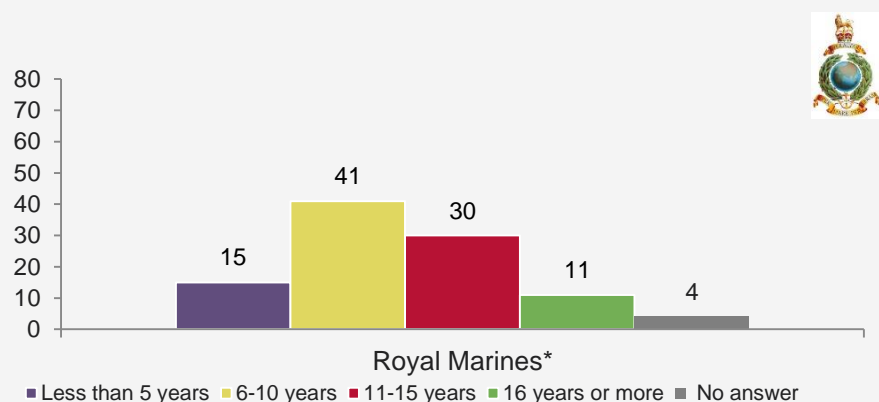
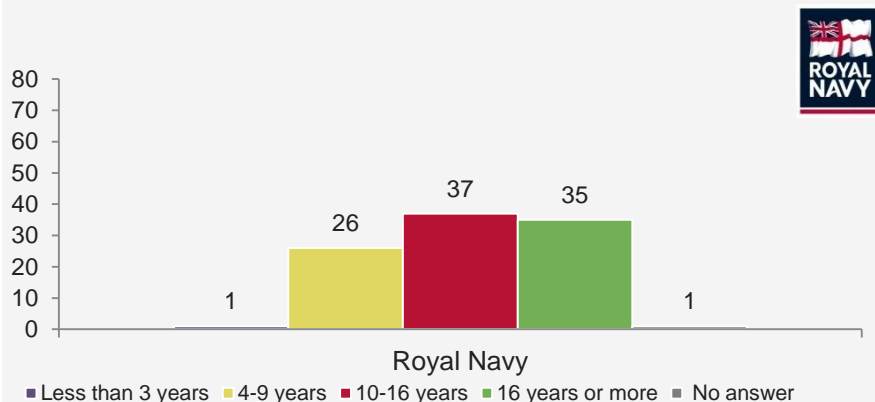
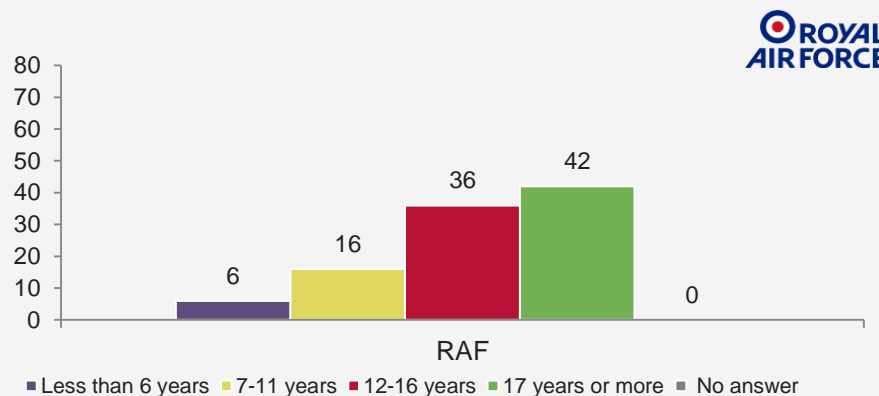
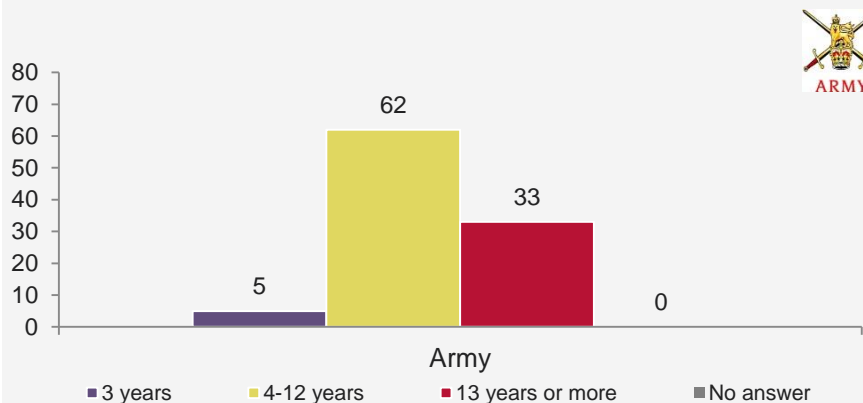
INTENDED LENGTH OF STAY IN THE SERVICE

Officer Cadets

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

Number of respondents (all who are not leaving the Service): Army (116), Royal Navy (293), RAF (414), Royal Marines (27*)

Current year results (%)



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

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

Please refer to Annex C for the base size in previous years

* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

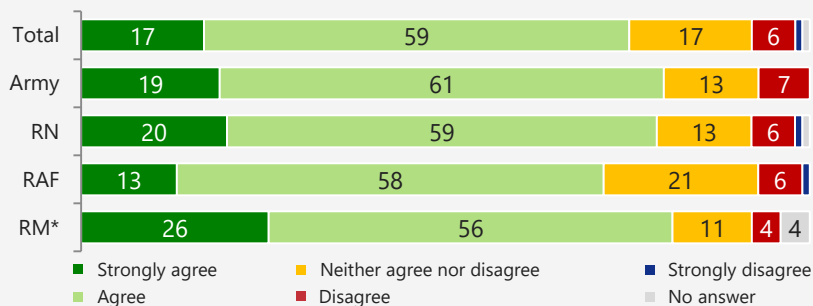
PREPAREDNESS TO GO ON TO THE NEXT STAGE OF CAREER

Officer Cadets

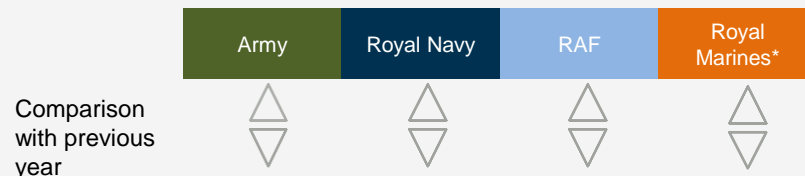
79. To what extent do you agree with the following statement about the training you received? – I feel prepared to go on to the next stage of my career/training

Number of respondents (all who are not leaving the Service): Total (850), Army (116), Royal Navy (293), RAF (414), Royal Marines (27*)
 % positive equals the proportion who 'strongly agree' or 'agree' – significant differences and comments based on this

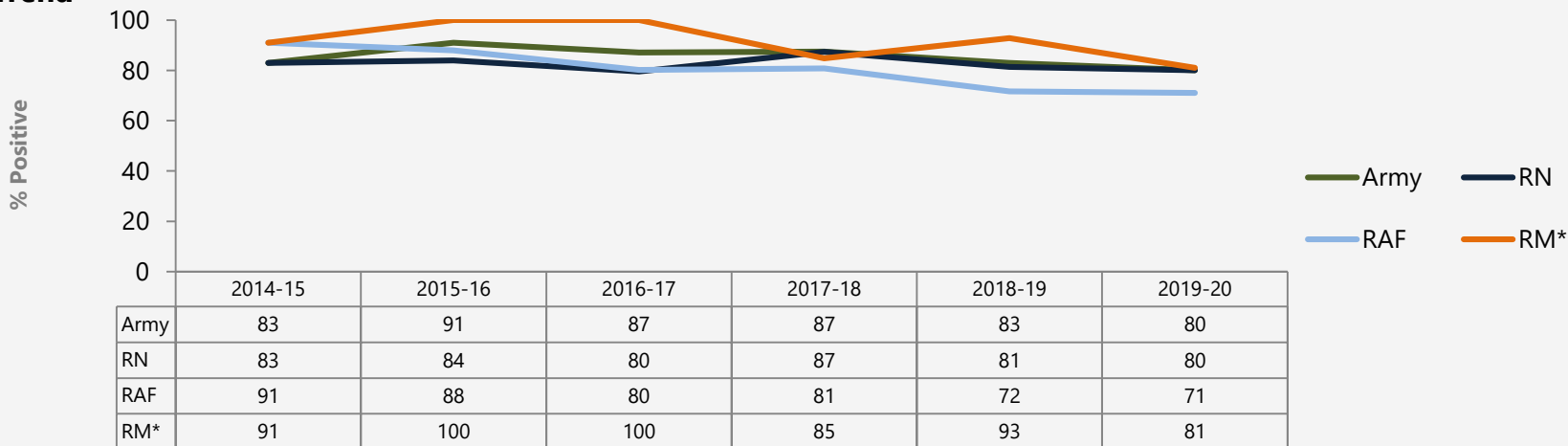
Current year results (%)



Differences



Trend



* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

- Aggregated totals may not add up to 100% due to rounding.
- Results less than 3% are not labelled in the chart.
- Please refer to Annex C for the sample base size in previous years
- Though differences between years may seem large in magnitude, only statistically significant differences are considered meaningful changes.



Respondent profiles

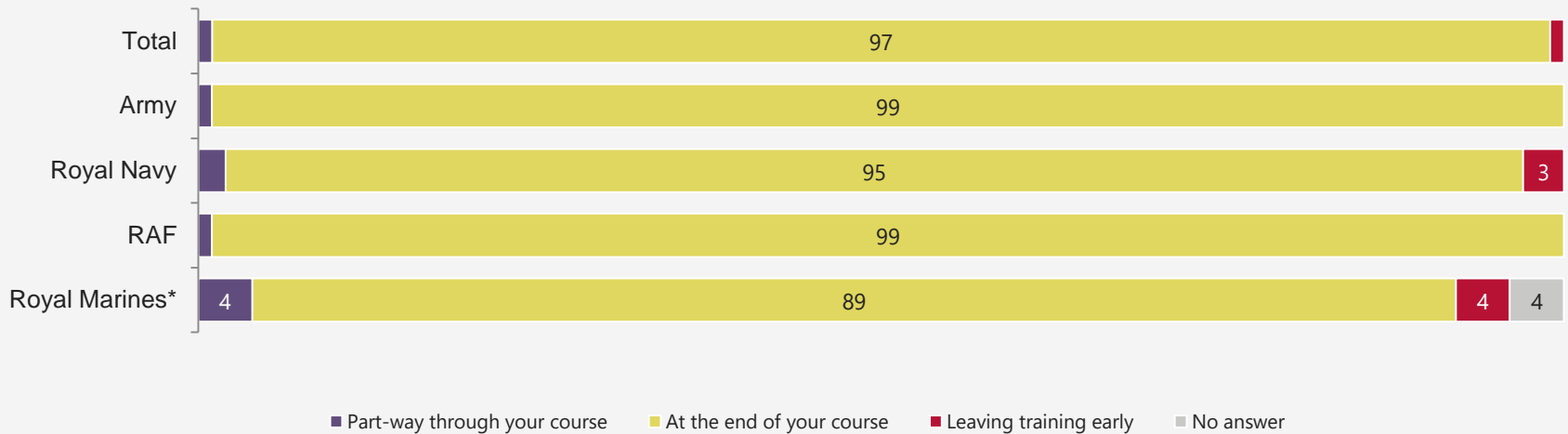
POINT IN COURSE AT TIME OF COMPLETING SURVEY

Officer Cadets

82. At the time of completing this survey, are you ...?

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

Current year results (%)



Key figures

- At the time of completing the survey, the majority of Officer Cadets were at the end of their course (97%).
- This was true across the Services, with 99% of Army Officer Cadets, 95% of Royal Navy Officer Cadets, 99% of RAF Officer Cadets and 89% of Royal Marine Officer Cadets at the end of their course at the time of completing the survey.

RESPONDENT PROFILE: WHERE FROM, BACKGROUND, RELIGION

Army Officer Cadets

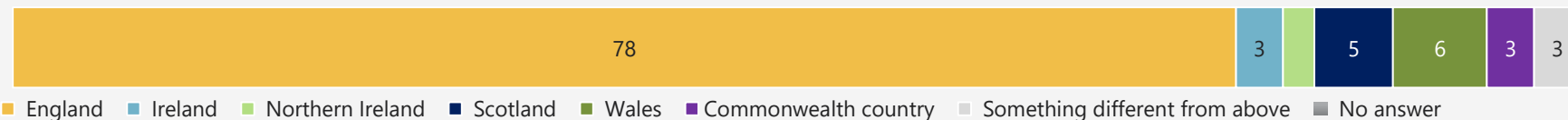


11. Where are you from?, 12. What is your background, 13. Are you...? [religion], 13a. Whether practice faith regularly

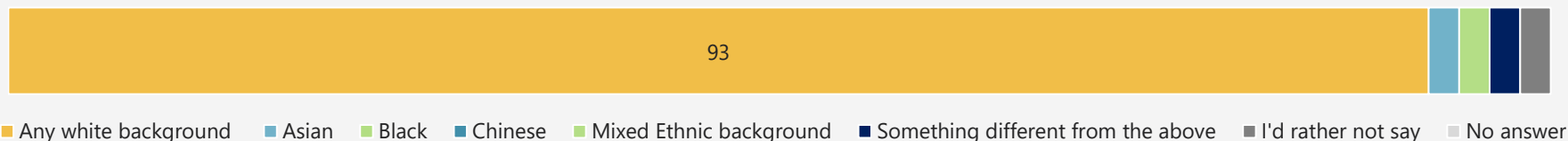
Number of respondents (OCS participants): Army (116)

For 'Do you practise your faith/religion regularly?': (all Army respondents who have a faith/religion): 57

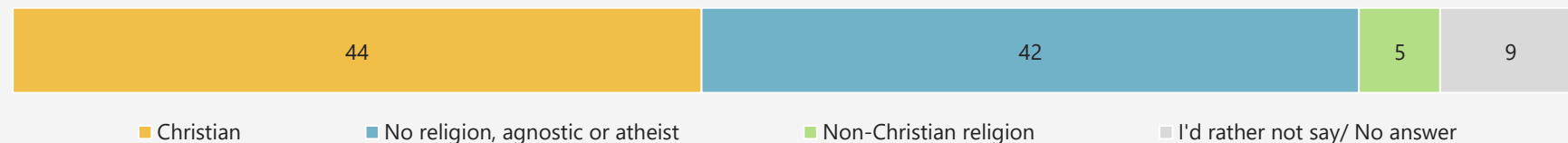
Where are you from? (%)



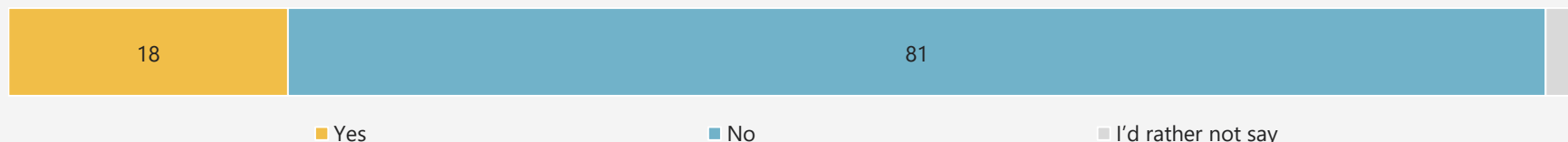
Background (%)



Religion (%)



Do you practise your faith/religion regularly? (%)



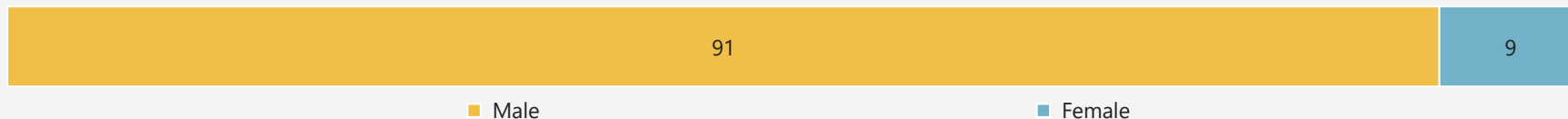
Totals may not add up to 100% due to rounding. Results less than 3% are not labelled in the chart.

RESPONDENT PROFILE: GENDER, AGE, MARITAL STATUS, SEXUAL ORIENTATION

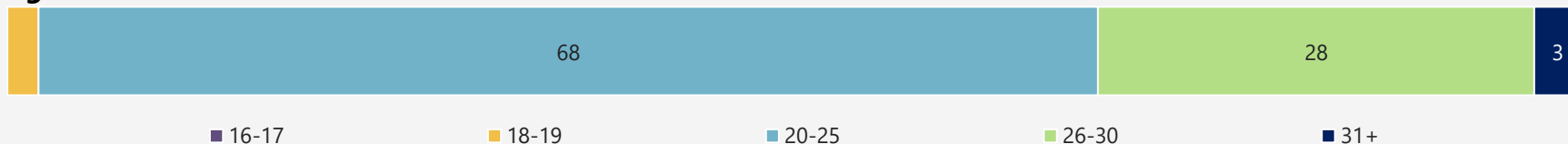
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (OCS participants): Army (116)

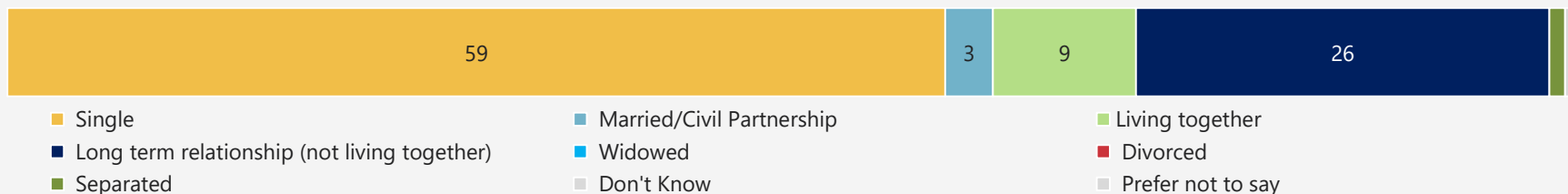
Gender



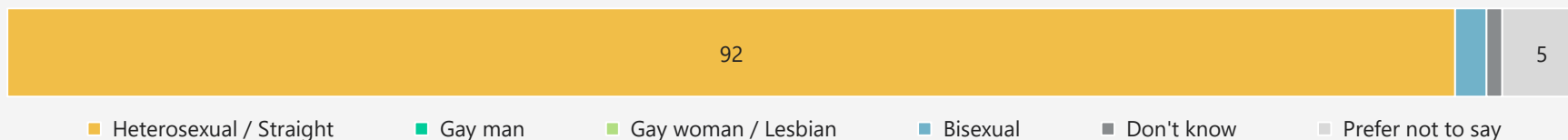
Age



Marital Status



Sexual Orientation



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

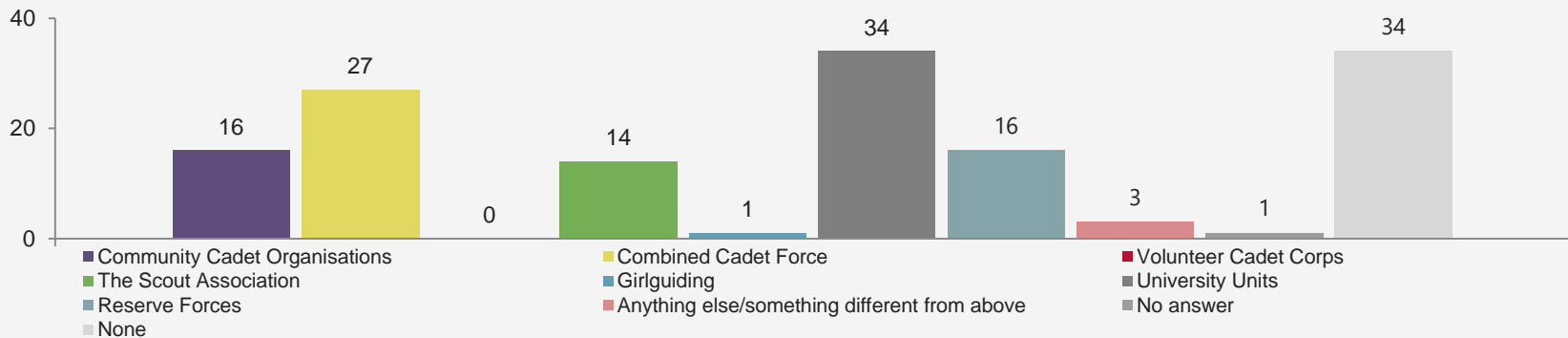


RESPONDENT PROFILE: MEMBERSHIP OF OTHER ORGANISATIONS AND PREVIOUS SERVICE

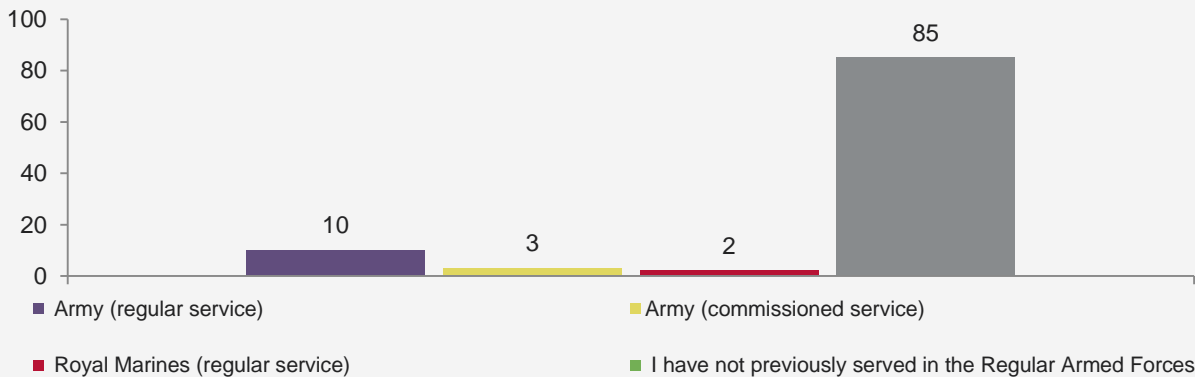
7. Prior to joining have you been a member of any of the following organisations for longer than 6 months?
8. Have you previously served in the Regular Armed Forces?

Number of respondents (OCS participants): Army (116)

Membership of other organisations prior to joining the Service (%)



Previous Service in Armed Forces (%)



- No Cadets selected the following answers:
- Navy (regular service)
 - Navy (commissioned service)
 - RAF (regular service)
 - RAF (commissioned service)
 - Royal Marines (regular service)
 - No answer

Totals may not add up to 100% due to rounding.

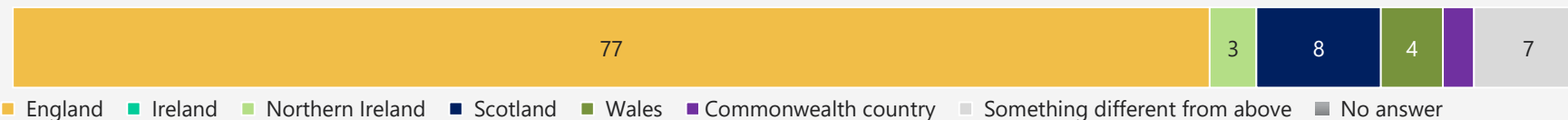


11. Where are you from?, 12. What is your background?, 13. Are you...? [religion], 13a. Whether practice faith regularly

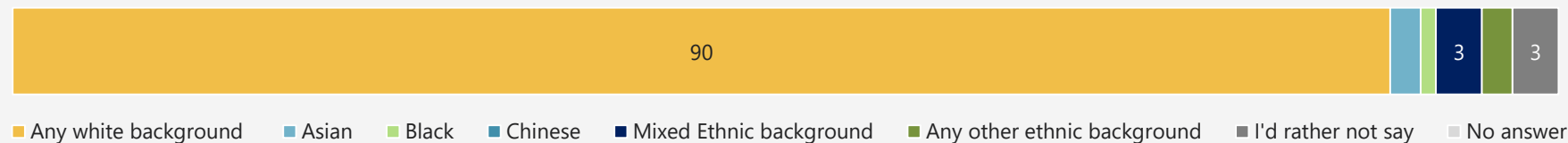
Number of respondents (OCS participants): Royal Navy (305)

For 'Do you practise your faith/religion regularly?': (all Royal Navy respondents who have a faith/religion): 129

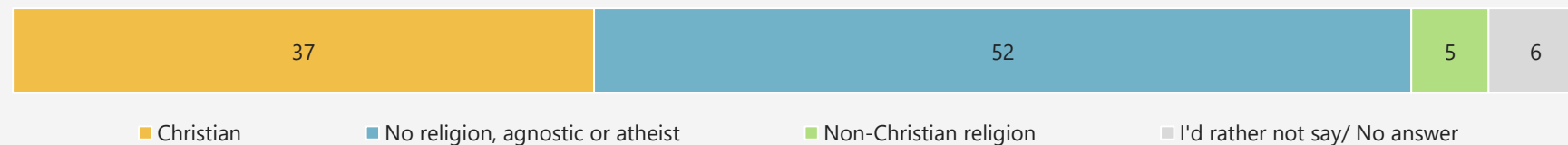
Where are you from? (%)



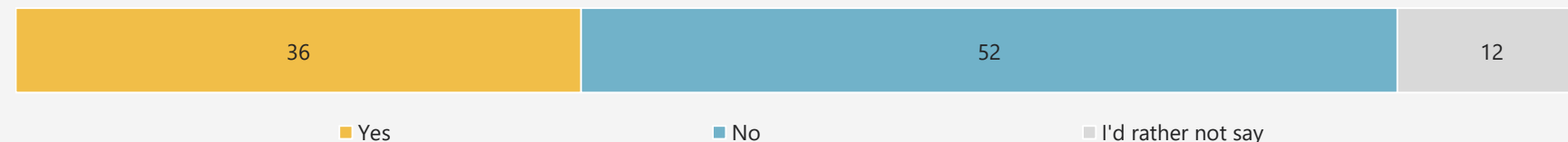
Background (%)



Religion (%)



Do you practise your faith/religion regularly? (%)



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

RESPONDENT PROFILE: GENDER, AGE, MARITAL STATUS, SEXUAL ORIENTATION

Royal Navy
Officer Cadets



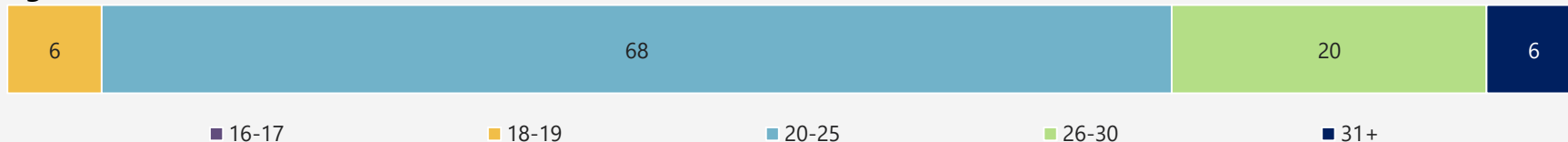
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (OCS participants): Royal Navy (305)

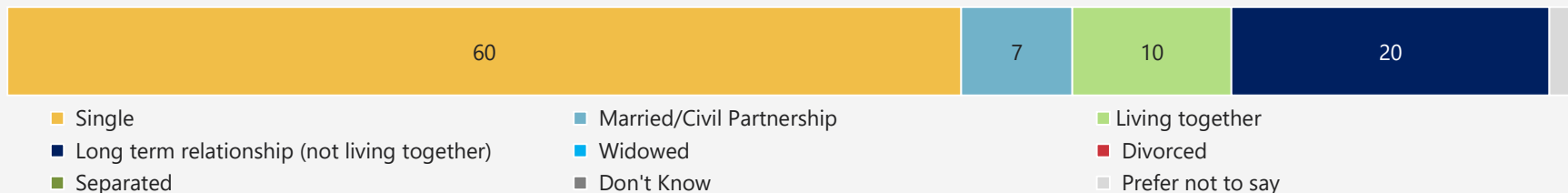
Gender



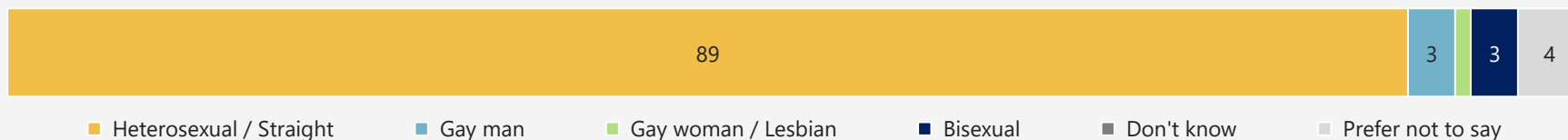
Age



Marital Status



Sexual Orientation



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

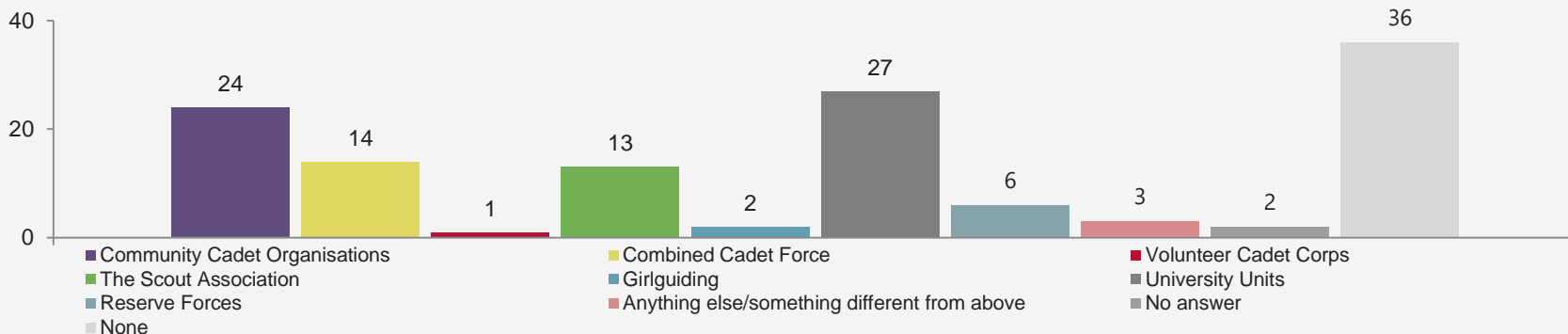


RESPONDENT PROFILE: MEMBERSHIP OF OTHER ORGANISATIONS AND PREVIOUS SERVICE

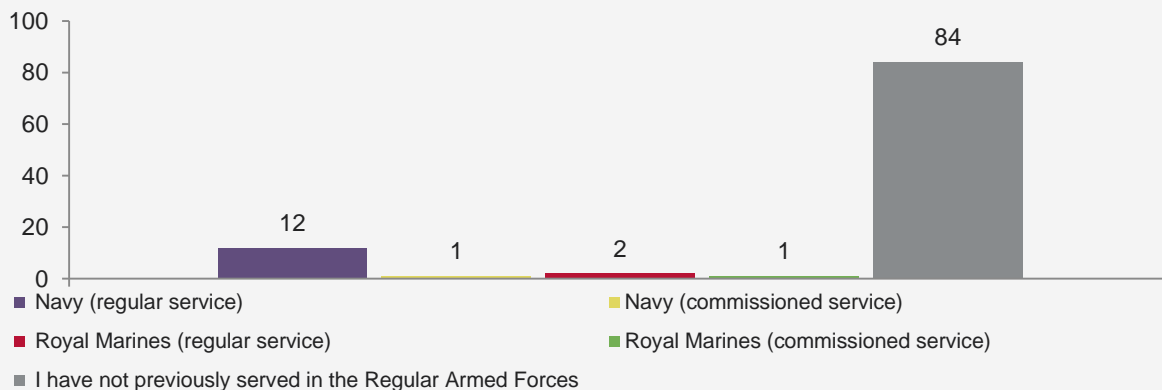
- 7. Prior to joining have you been a member of any of the following organisations for longer than 6 months?
- 8. Have you previously served in the Regular Armed Forces?

Number of respondents (OCS participants): Royal Navy (305)

Membership of other organisations prior to joining the Service (%)



Previous Service in Armed Forces (%)



No Cadets selected the following answers:

- Army (regular service)
- Army (commissioned service)
- RAF (regular service)
- RAF (commissioned service)
- No answer

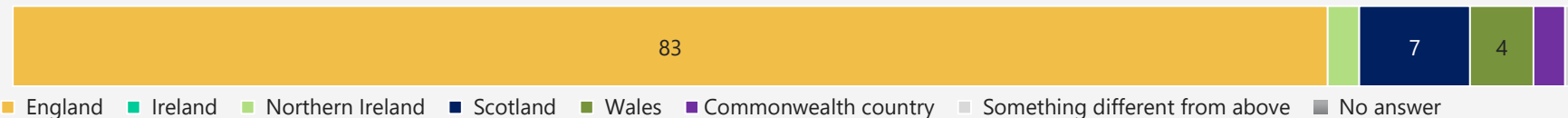
Totals may not add up to 100% due to rounding.

11. Where are you from?, 12. What is your background?, 13. Are you...? [religion], 13a. Whether practice faith regularly

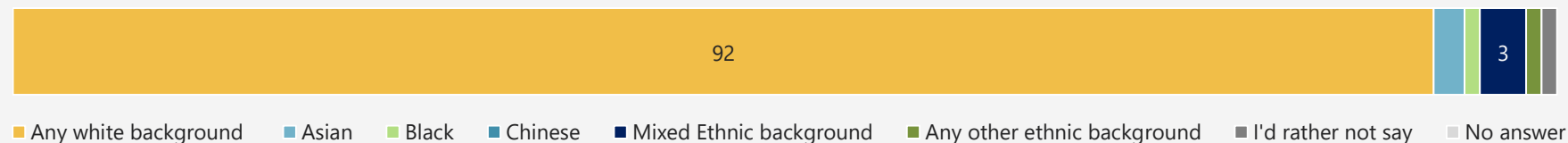
Number of respondents (OCS participants): RAF (416)

For 'Do you practise your faith/religion regularly?': (all RAF respondents who have a faith/religion): 189

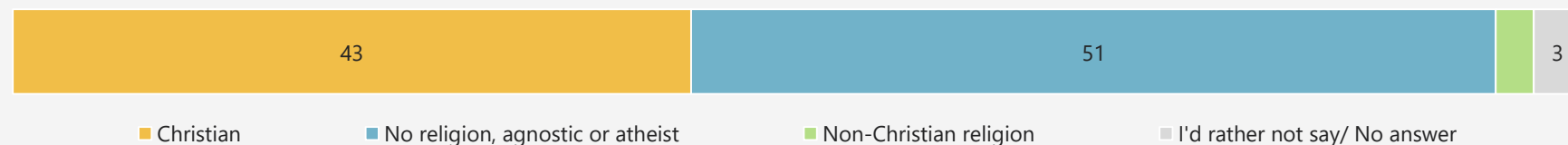
Where are you from? (%)



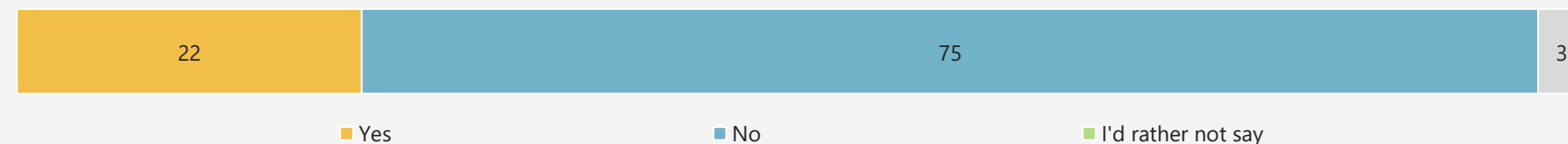
Background (%)



Religion (%)



Do you practise your faith/religion regularly? (%)



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

RESPONDENT PROFILE: GENDER, AGE, MARITAL STATUS, SEXUAL ORIENTATION

Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

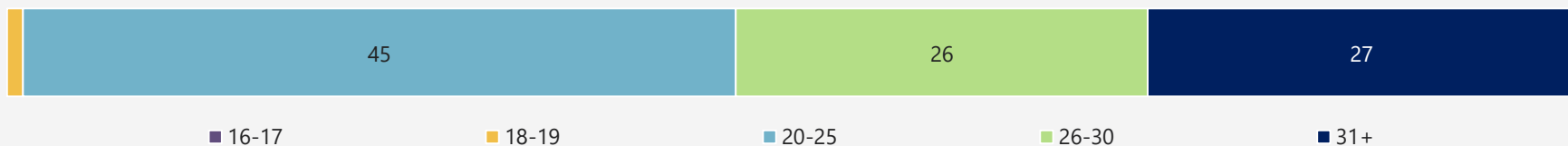
Number of respondents (OCS participants): RAF (416)

Officer Cadets

Gender



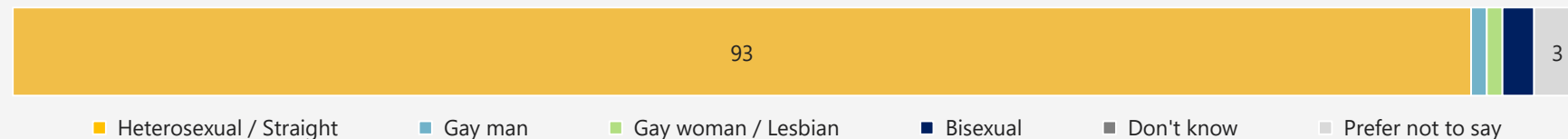
Age



Marital Status



Sexual Orientation



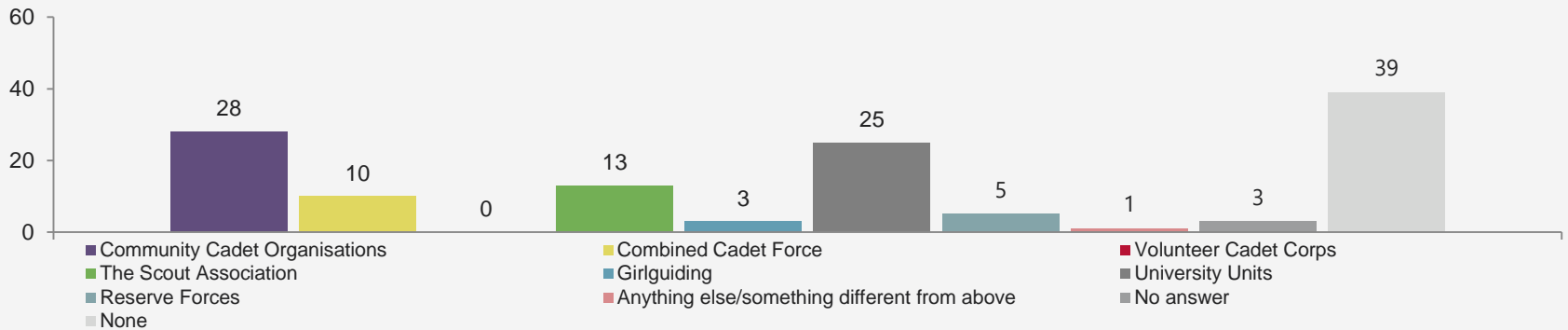
Totals may not add up to 100% due to rounding. Results less than 3% are not labelled in the chart.

RESPONDENT PROFILE: MEMBERSHIP OF OTHER ORGANISATIONS AND PREVIOUS SERVICE

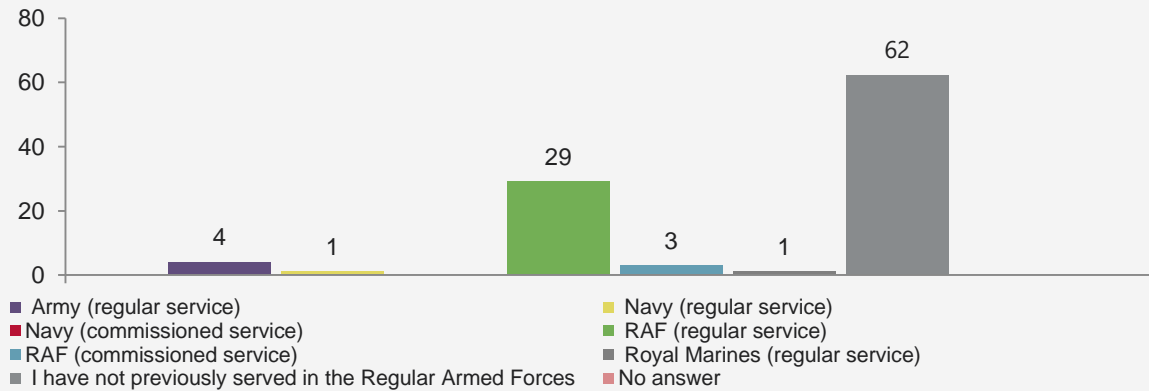
7. Prior to joining have you been a member of any of the following organisations for longer than 6 months?
8. Have you previously served in the Regular Armed Forces?

Number of respondents (OCS participants): RAF (416)

Membership of other organisations prior to joining the Service (%)



Previous Service in Armed Forces (%)



No Cadets selected the following answers:

- Army (commissioned service)
- Royal Marines (commissioned service)

Totals may not add up to 100% due to rounding.

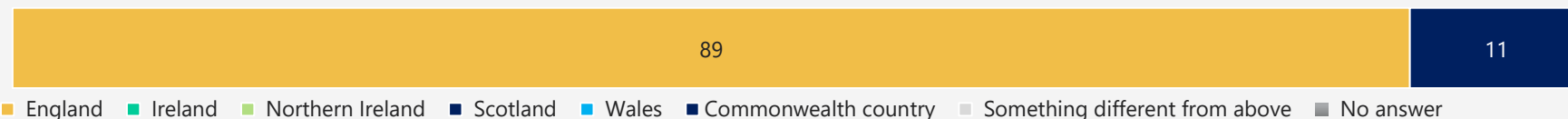


11. Where are you from?, 12. What is your background?, 13. Are you...? [religion], 13a. Whether practice faith regularly

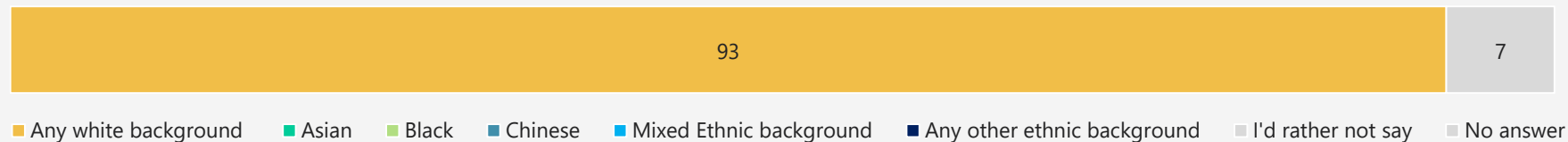
Number of respondents (OCS participants): Royal Marines (28*)

For 'Do you practise your faith/religion regularly?': (all Royal Marines who have a faith/religion): 13*

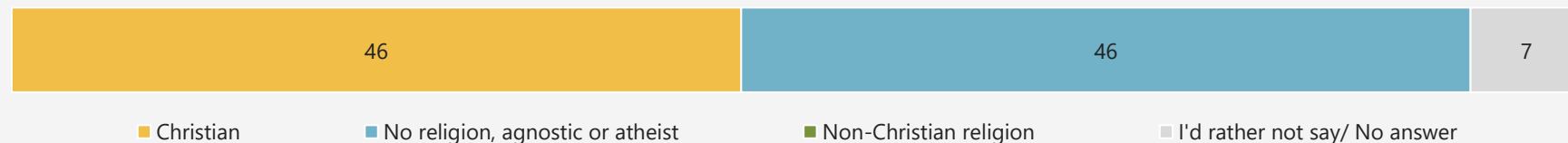
Where are you from? (%)



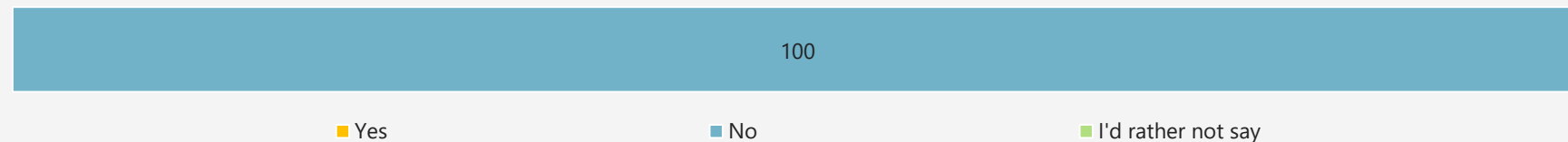
Background (%)



Religion (%)



Do you practise your faith/religion regularly? (%)



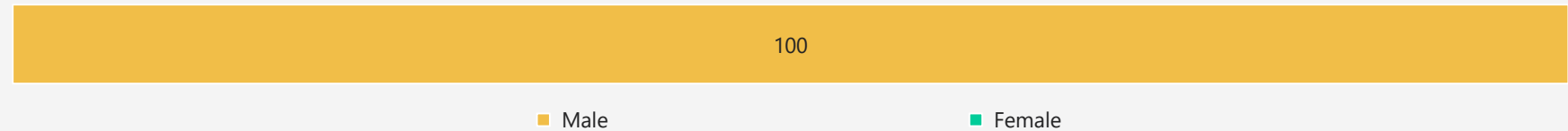
RESPONDENT PROFILE: GENDER, AGE, MARITAL STATUS, SEXUAL ORIENTATION



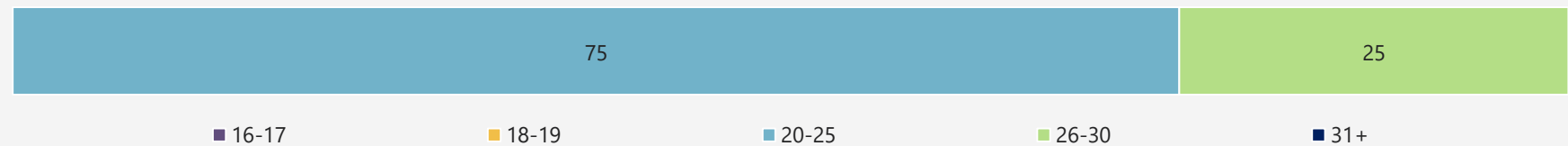
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (OCS participants): Royal Marines (28*)

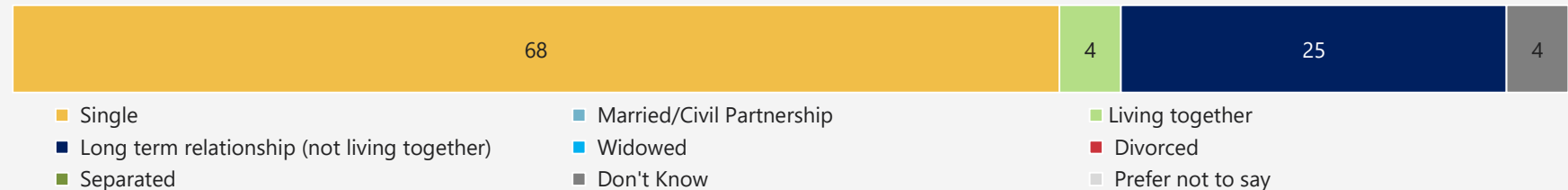
Gender



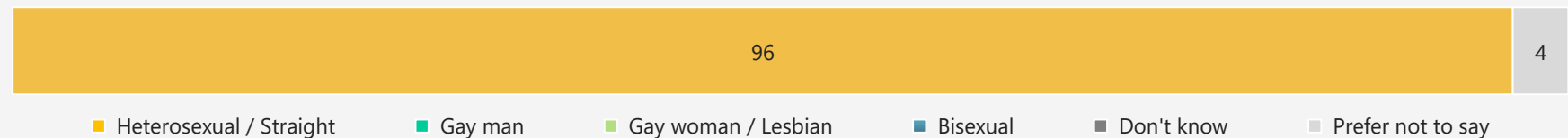
Age



Marital Status



Sexual Orientation



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* Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size

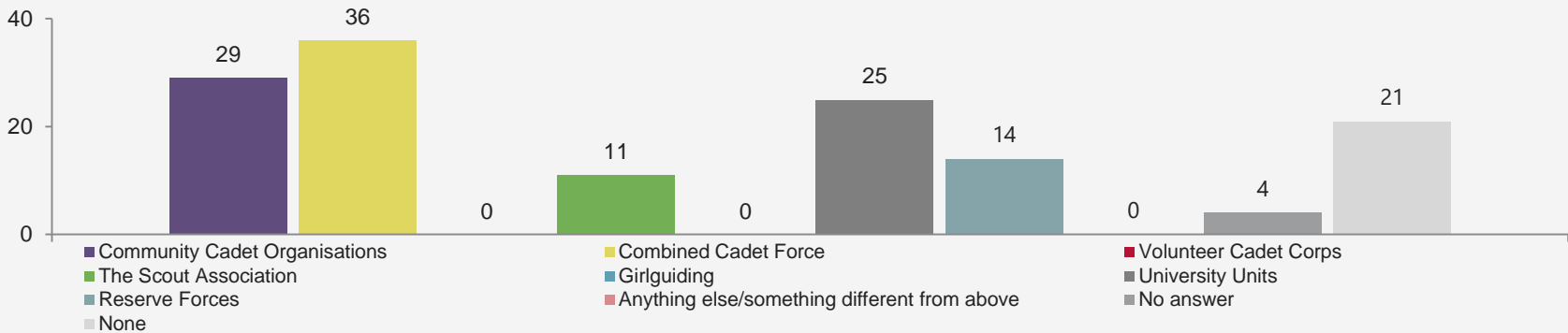


RESPONDENT PROFILE: MEMBERSHIP OF OTHER ORGANISATIONS AND PREVIOUS SERVICE

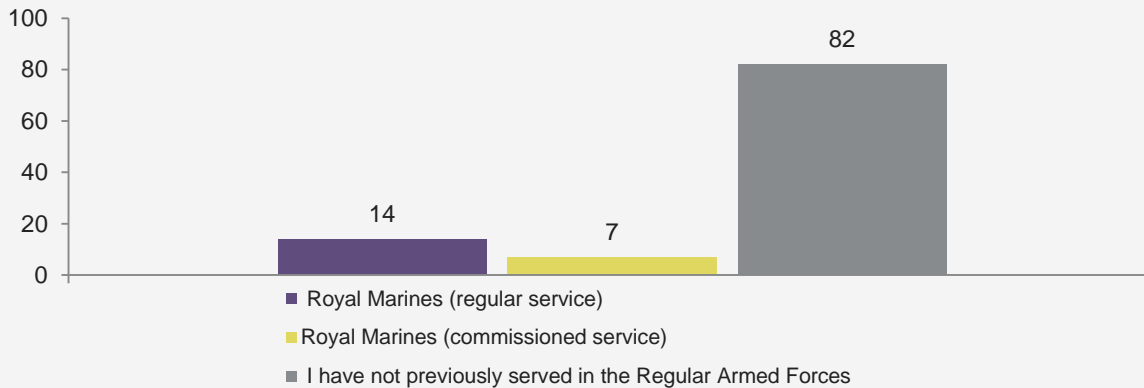
7. Prior to joining have you been a member of any of the following organisations for longer than 6 months?
8. Have you previously served in the Regular Armed Forces?

Number of respondents (OCS participants): Royal Marines (28*)

Membership of other organisations prior to joining the Service (%)



Previous Service in Armed Forces (%)



No Cadets selected the following answers:

- Army (regular service)
- Army (commissioned service)
- Navy (regular service)
- Navy (commissioned service)
- RAF (regular service)
- RAF (commissioned service)
- No answer

Totals may not add up to 100% due to rounding.
 * Caution: low base (< 30 respondents), there can be large fluctuations in the trend data due to low base size



Annex A

Data cleaning

Statistical reliability

ANNEX A: DATA CLEANING

- The survey is completed online, as part of the survey design some questions are filtered to specific groups of respondents if they are relevant to a subset of respondents only. Full details of the filtering applied is available in the Background Quality Report this is based on:
 - School
 - Responses from other earlier questions within the survey
- If there are single response questions e.g. 'Agree' or 'Disagree' or answer options that are exclusive e.g. 'Do not wish to answer' the online survey applies cleaning to allow for one response only to prevent collection of contradictory responses from respondents.

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).
- Statistical tests are carried out between various sub-sets of respondents and over time for certain key indicators (full details of the testing applied is included in the BQR). This includes the following:
 - Current vs last year:
 - Army 2019-20 vs Army 2018-19
 - Royal Navy 2019-20 vs Royal Navy 2018-19
 - RAF 2019-20 vs RAF 2018-19
 - Royal Marines 2019-20 vs Royal Marines 2018-19
 - Current year:
 - Army vs Royal Navy vs RAF vs Royal Marines
- For any percentage given, however, we can estimate 'confidence intervals' within which the true values are likely to fall. For example; if 10% or 90% of our respondents of 865 Officer Cadets strongly agreed that the training was what they expected, we can be 99% confident that the 'true' value would be between 11.6% or 8.4% (if 10% strongly agree) and between 91.6% or 88.4% (if 90% strongly agree) i.e. a margin of 1.6% 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 99% 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

99% Confidence Intervals

Size of respondent base on which survey results are based	Confidence intervals if data point was recorded at..				
	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
	±	±	±	±	±
All Officer Cadets (865)	1.6	2.2	2.5	2.7	2.7
Army Officer Cadets (116)	6.5	8.6	9.9	10.5	10.8
Royal Navy Officer Cadets (305)	1.5	2.0	2.3	2.5	2.5
RAF Officer Cadets (416)	0.6	0.8	0.9	0.9	1.0
Royal Marines Officer Cadets (28)	9.6	12.8	14.6	15.6	16.0

Source: Ipsos MORI

- Based on the assumption that all those given the opportunity to complete the survey represent full population of Cadets that this survey represents (Total 1422, Army 602, Royal Navy 345, RAF 426, Royal Marines 49).



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

Officer Cadets

Number of respondents (OCS participants): Total (865), Army (116), Royal Navy (305), RAF (416), Royal Marines (28*)

	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	82%	RN	-	-	65%	-	-	-	76%	-	RN	-	79%*	-	-	-
Information prior to arrival: Accurate picture of what life would be like	49%	-	-	-	42%	-	-	-	53%	-	RN	-	46%*	-	-	-
Information prior to arrival: Accurate information about what training involved	60%	-	-	-	58%	-	-	-	70%	-	RN	-	50%*	-	-	-
Information prior to arrival: Accurate information about what kit and equipment to pack	41%	-	-	-	62%	Army	-	-	62%	Army	-	-	54%*	-	-	-
Satisfaction with recruitment	28%	-	-	-	46%	Army	-	-	52%	Army	-	-	43%*	-	-	-
FACILITIES AND AMENITIES																
Standard of living accommodation	63%	RN	RAF	-	24%	-	RAF	-	10%	-	-	-	39%*	-	-	-
Sports facilities	89%	RN	-	-	65%	-	-	-	85%	-	RN	-	79%*	-	-	-
Opportunity for competitive sports	72%	RN	RAF	-	34%	-	RAF	-	24%	-	-	-	14%*	-	-	-
Medical care	94%	-	-	-	86%	-	-	-	87%	-	-	-	79%*	-	-	-
Dental care	80%	-	-	-	68%	-	-	-	81%	-	RN	-	93%*	-	-	-
Access to IT for personal use	61%	-	-	-	73%	-	-	-	73%	-	-	-	43%*	-	-	-
Internet access	84%	-	RAF	-	82%	-	RAF	-	66%	-	-	-	57%*	-	-	-
Laundry facilities	30%	-	RAF	-	24%	-	RAF	-	8%	-	-	-	-*	-	-	-
Personal kit	75%	-	-	-	66%	-	-	-	77%	-	RN	-	36%*	-	-	-
Training facilities	91%	RN	RAF	-	68%	-	-	-	72%	-	-	-	71%*	-	-	-
Food	53%	RN	RAF	-	18%	-	-	-	29%	-	RN	-	11%*	-	-	-
IT support for software issues	33%	-	-	-	39%	-	RAF	-	29%	-	-	-	18%*	-	-	-
Access to gym in spare time	87%	RN	RAF	-	69%	-	-	-	72%	-	-	-	57%*	-	-	-
Provision of free Wi-Fi hotspots	89%	-	RAF	-	83%	-	RAF	-	33%	-	-	-	61%*	-	-	-
IT support for hardware issues	34%	-	-	-	37%	-	-	-	30%	-	-	-	21%*	-	-	-
Leisure and retail facilities	64%	RN	RAF	-	32%	-	-	-	25%	-	-	-	29%	-	-	-
Whether given enough time to eat meals	62%	-	-	-	70%	-	-	-	74%	-	-	-	36%	-	-	-
Given option to comment on meals	84%	-	-	-	94%	Army	RAF	-	80%	-	-	-	100%*	-	-	-

* Caution: low base (<30 respondents), there can be large fluctuations in the trend data due to low base size

SIGNIFICANT DIFFERENCES BETWEEN SERVICES

Officer Cadets

Number of respondents (OCS participants): Total (1,165), Army (476), Royal Navy (249), RAF (412), Marines (28*) [Except questions with ** as asked based on of sub-group only]

Army		Royal Navy			RAF			Royal Marines		
%	Higher than	%	Higher than	%	Higher than	%	Higher than	%	Higher than	

SUPPORT

Had support required for learning need/difficulty**	Low base				94%*	-	-	-	68%*	-	-	-	Low base			
Opportunity to talk privately with training staff	94%	-	-	-	87%	-	-	-	88%	-	-	-	96%*	-	-	-
Opportunity to talk privately with Chaplains/Padre	80%	-	-	-	88%	-	-	-	85%	-	-	-	86%*	-	-	-
Opportunity to keep in contact with family/friends	75%	-	-	-	79%	-	-	-	79%	-	-	-	71%*	-	-	-
Opportunity to practise your faith/religion**	70%*	-	-	-	89%	-	RAF	-	45%	-	-	-	Low base			
Availability of staff for problems out of training hours	86%	RN	RAF	-	72%	-	-	-	72%	-	-	-	79%*	-	-	-
Someone to go to for personal or emotional problems	91%	-	-	-	85%	-	-	-	85%	-	-	-	82%*	-	-	-
Someone to help with administrative problems	33%	-	-	-	47%	Army	RAF	-	36%	-	-	-	39%*	-	-	-
Opportunity to raise all concerns with person in authority	79%	-	-	-	75%	-	-	-	73%	-	-	-	82%*	-	-	-

FAIRNESS

Awareness of how to complain about poor or unfair treatment or bullying	86%	-	-	-	84%	-	-	-	85%	-	-	-	82%*	-	-	-
Full knowledge of Service Complaints Ombudsman	38%	-	-	-	26%	-	-	-	31%	-	-	-	29%*	-	-	-
Whether believe complaints are dealt with in a fair manner	44%	-	-	-	45%	-	-	-	44%	-	-	-	64%*	-	-	-
Cadets were all treated fairly	72%	-	-	-	71%	-	-	-	69%	-	-	-	86%*	-	-	-
I was treated fairly	91%	-	-	-	88%	-	-	-	87%	-	-	-	100%*	-	-	-
Training conducted without sexual or racial harassment	95%	-	-	-	95%	-	-	-	96%	-	-	-	89%*	-	-	-
Badly or unfairly treated by staff	2%	-	-	-	8%	-	-	-	9%	Army	-	-	4%*	-	-	-
Badly or unfairly treated by other Officer Cadets	4%	-	-	-	6%	-	-	-	4%	-	-	-	-*	-	-	-
Badly or unfairly treated by staff or other Officer Cadets	6%	-	-	-	12%	-	-	-	11%	-	-	-	4%*	-	-	-

* Caution: low base (<30 respondents), there can be large fluctuations in the trend data due to low base size

SIGNIFICANT DIFFERENCES BETWEEN SERVICES

Officer Cadets

Number of respondents (OCS participants): Total (1,165), Army (476), Royal Navy (249), RAF (412), Marines (28*) [Except questions with ** as asked based on of sub-group only]

	Army			Royal Navy			RAF			Royal Marines		
	%	Higher than		%	Higher than		%	Higher than		%	Higher than	
SETBACKS DURING TRAINING												
Injury was properly dealt with**	86%	-	-	87%	-	-	90%	-	-	81%*	-	-
Staff helped and supported when ill/injured**	80%	-	-	84%	-	-	82%	-	-	94%*	-	-
Would have felt comfortable to report sick**	84%*	-	-	76%	-	RAF	52%	-	-	Low base		
Warned personally about possibility of repeating training**	Low base			77%	-	-	61%	-	-	Low base		
Given every opportunity to avoid repeating training**	Low base			49%	-	-	39%	-	-	Low base		
GENERAL												
Overall satisfaction with training experience	80%	-	-	69%	-	-	71%	-	-	89%*	-	-
Received regular feedback on performance	77%	-	RAF	66%	-	-	63%	-	-	39%*	-	-
Training objectives and aims were explained	84%	-	-	75%	-	-	73%	-	-	68%*	-	-
Staff/instructors did all they could to help succeed in training	84%	-	-	75%	-	-	78%	-	-	89%*	-	-
Felt personally benefited from the course	92%	-	-	84%	-	-	89%	-	-	96%*	-	-
Feel a sense of achievement	93%	-	-	90%	-	-	91%	-	-	93%*	-	-
Felt challenged	90%	-	-	82%	-	-	87%	-	-	96%*	-	-
Training was what expected	70%	RN	-	52%	-	-	63%	-	RN	79%*	-	-
Enjoyed the course	79%	-	RAF	73%	-	-	66%	-	-	79%*	-	-
Feel proud to be in the Navy/RM/Army/RAF	94%	-	-	90%	-	-	95%	-	RN	96%*	-	-
Morale was good on my course	77%	-	-	79%	-	-	79%	-	-	89%*	-	-
Prepared to go onto next stage of career	80%	-	-	80%	-	RAF	71%	-	-	81%*	-	-
Able to keep in touch with my family when I wasn't on a training task	86%	-	-	91%	-	-	88%	-	-	89%*	-	-
Would recommend joining Service to others	93%	-	-	95%	-	-	96%	-	-	89%*	-	-
Pay better than non-military friends	32%	-	-	55%	Army	-	46%	Army	-	43%*	-	-
Perceptions of pay and benefits being fair	59%	-	-	76%	Army	-	72%	Army	-	61%	-	-

* Caution: low base (<30 respondents) , there can be large fluctuations in the trend data due to low base size



Annex C

Base Sizes

BASE SIZES

Officer Cadets

	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PREPARING FOR TRAINING						
Satisfaction with recruitment	N/A					
Information prior to arrival: Prepared self for physical demands	Army (173), Royal Navy (100), RAF (210), Marines (33)	Army (212), Royal Navy (368), RAF (269), Marines (31)	Army (319), Royal Navy (349), RAF (368), Marines (32)	Army (223), Royal Navy (204), RAF (448), Royal Marines (33)	Army(476), Royal Navy (249), RAF (412), Royal Marines (28)	Army(116), Royal Navy (305), RAF (416), Royal Marines (28)
Information prior to arrival: Accurate picture of what life would be like						
Information prior to arrival: Accurate information about what training involved						
Information prior to arrival: Accurate information about what kit and equipment to pack	N/A	N/A	N/A	N/A		
FACILITIES AND AMENITIES						
Standard of living accommodation	Army (173), Royal Navy (100), RAF (210), Marines (33)	Army (212), Royal Navy (368), RAF (269), Marines (31)	Army (319), Royal Navy (349), RAF (368), Marines (32)	Army (223), Royal Navy (204), RAF (448), Royal Marines (33)	Army(476), Royal Navy (249), RAF (412), Royal Marines (28)	Army(116), Royal Navy (305), RAF (416), Royal Marines (28)
Sports facilities						
Opportunity for competitive sports						
Medical care						
Dental care						
Access to IT for personal use						
Internet access						
IT support for software issues						
Access to gym in spare time						
Provision of free Wi-Fi hotspots						
IT support for hardware issues						
Leisure and retail facilities						
Whether given enough time to eat meals						
Laundry facilities	N/A					
Personal kit						
Training facilities						
Food						
Given option to comment on meals	149					

BASE SIZES

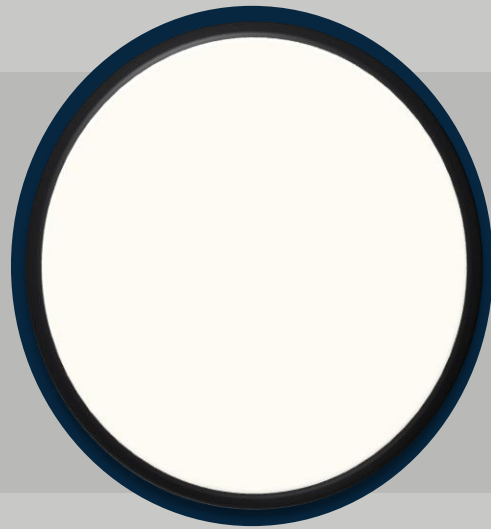
Officer Cadets

	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
SUPPORT						
Had support required for learning need/difficulty	N/A	Army (10), Royal Navy (12), RAF (19), Marines (0)	Army (18), Royal Navy (26), RAF (12), Marines (1)	Army (15), Royal Navy (9), RAF (24), Marines (0)	Army (43), Royal Navy (12), RAF (16), Marines (2)	Army (6), Royal Navy (18), RAF (25), Marines (0)
Opportunity to practise your faith/religion	Army (173), Royal Navy (100), RAF (210), Marines (33)	Army (212), Royal Navy (368), RAF (269), Marines (31)	Army (319), Royal Navy (349), RAF (368), Marines (32)	Army (28), Royal Navy (34), RAF (42), Marines (4)	Army (73), Royal Navy (50), RAF (35), Marines (4)	Army (10), Royal Navy (47), RAF (42), Marines (0)
Opportunity to talk privately with training staff				Army (223), Royal Navy (204), RAF (448), Royal Marines (33)	Army (476), Royal Navy (249), RAF (412), Royal Marines (28)	Army (116), Royal Navy (305), RAF (416), Royal Marines (28)
Opportunity to talk privately with Chaplains/Padre						
Opportunity to keep in contact with family/friends						
Availability of staff for problems out of training hours						
Someone to go to for personal or emotional problems						
Someone to help with administrative problems						
Opportunity to raise all concerns with person in authority						
FAIRNESS						
Cadets were all treated fairly	N/A	Army (212), Royal Navy (368), RAF (269), Marines (31)	Army (319), Royal Navy (349), RAF (368), Marines (32)	Army (223), Royal Navy (204), RAF (448), Royal Marines (33)	Army (476), Royal Navy (249), RAF (412), Royal Marines (28)	Army (116), Royal Navy (305), RAF (416), Royal Marines (28)
Awareness of how to complain about poor or unfair treatment or bullying						
Full knowledge of Service Complaints Ombudsman						
Whether believe complaints are dealt with in a fair manner						
I was treated fairly						
Training conducted without sexual or racial harassment						
Badly or unfairly treated by staff						
Badly or unfairly treated by other Officer Cadets						
Badly or unfairly treated by staff or other Officer Cadets	150					

BASE SIZES

Officer Cadets

	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
SETBACKS DURING TRAINING						
Injury was properly dealt with	Army (106), Royal Navy (48), RAF (99), Marines (15)	Army (126), Royal Navy (203), RAF (156), Marines (25)	Army (193), Royal Navy (171), RAF (162), Marines (27)	Army (133), Royal Navy (107), RAF (163), Marines (22)	Army (282), Royal Navy (143), RAF (157), Marines (24)	Army (79), Royal Navy (178), RAF (169), Marines (16)
Staff helped and supported when ill/injured						
Would have felt comfortable to report sick	N/A	N/A	N/A	Army (71), Royal Navy (77), RAF (219), Marines (9)	Army (141), Royal Navy (77), RAF (189), Marines (3)	Army (25), Royal Navy (109), RAF (180), Marines (9)
Warned personally about possibility of repeating training	Army (3), Royal Navy (21), RAF (32), Marines (2)	Army (5), Royal Navy (41), RAF (45), Marines (2)	Army (12), Royal Navy (27), RAF (59), Marines (2)	Army (7), Royal Navy (24), RAF (104), Marines (5)	Army (6), Royal Navy (37), RAF (75), Marines (2)	Army (0), Royal Navy (35), RAF (105), Marines (6)
Given every opportunity to avoid repeating training						
GENERAL						
Overall satisfaction with training experience	N/A					
Received regular feedback on performance						
Training objectives and aims were explained						
Staff/instructors did all they could to help succeed in training						
Felt personally benefited from the course						
Feel a sense of achievement						
Felt challenged	Army (173), Royal Navy (100), RAF (210), Marines (33)	Army (212), Royal Navy (368), RAF (269), Marines (31)	Army (319), Royal Navy (349), RAF (368), Marines (32)	Army (223), Royal Navy (204), RAF (448), Royal Marines (33)	Army(476), Royal Navy (249), RAF (412), Royal Marines (28)	Army(116), Royal Navy (305), RAF (416), Royal Marines (28)
Training was what expected						
Enjoyed the course						
Feel proud to be in the Navy/RM/Army/RAF						
Morale was good on my course						
Prepared to go onto next stage of career						
Would recommend joining Service to others						
Pay better than non-military friends'						
Able to keep in touch with my family when I wasn't on a training task	N/A	N/A	N/A	N/A		
Perceptions of pay and benefits being fair	N/A	N/A	N/A	N/A	N/A	



Annex D

Ipsos MORI's Standards & Accreditations



IPSOS MORI'S STANDARDS & ACCREDITATIONS

Ipsos MORI's standards & accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Moreover, our focus on quality and continuous improvement means we have embedded a 'right first time' approach throughout our organisation.



ISO 20252 – is the international market research specific standard that supersedes BS 7911 / MRQSA & incorporates IQCS (Interviewer Quality Control Scheme); it covers the 5 stages of a Market Research project. Ipsos MORI was the first company in the world to gain this accreditation.



MRS Company Partnership – By being an MRS Company Partner, Ipsos MORI endorse and support the core MRS brand values of professionalism, research excellence and business effectiveness, and commit to comply with the MRS Code of Conduct throughout the organisation & we were the first company to sign our organisation up to the requirements & self regulation of the MRS Code; more than 350 companies have followed our lead.



ISO 9001 – International general company standard with a focus on continual improvement through quality management systems. In 1994 we became one of the early adopters of the ISO 9001 business standard.



ISO 27001 – International standard for information security designed to ensure the selection of adequate and proportionate security controls. Ipsos MORI was the first research company in the UK to be awarded this in August 2008.



The (EU) 2016/679 General Data Protection Regulation (GDPR) & the UK Data Protection Act 2018 (DPA) – Ipsos MORI is required to comply with the General Data Protection Regulation and the UK Data Protection Act; it covers the processing of personal data and the protection of privacy.



Ipsos MORI is an active member of **EphMRA** and **BHBIA**.

HMG Cyber Essentials – A government backed and key deliverable of the UK's National Cyber Security Programme. Ipsos MORI was assessment validated for certification in 2016. Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet.



Fair Data – Ipsos MORI is signed up as a 'Fair Data' Company by agreeing to adhere to ten core principles. The principles support and complement other standards such as ISOs, and the requirements of Data Protection legislation.