



Officer Cadet Survey

Annual Executive Summary 2021-2022



02/09/2022



IFF Research

ROYAL MARINE
COMMAND

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Introduction



Introduction

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 fair treatment across the training establishments

Reported results are aggregated to reflect the experiences of Officer Cadets who attended training at a Unit under each Service command.



Notes on reporting

This Executive Summary compares results for the OCS for this current year, 2021 - 2022, against the previous survey year of 2020 - 2021. This has been produced in addition to monthly and quarterly reports that are shared with the Services throughout the year.

This Executive Summary makes reference to aggregated totals, labelled as '% positive'. This 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'). The aggregate score takes into account the rounding which occurs when two figures are presented separately.

All comments and statistically significant differences are based on the aggregated total. 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 statistically significant difference can still occur if the overall percentage remains the same due to the large base sizes included in the dataset.



Key Performance Indicators



Key Performance Indicators - OCS

	Army	Royal Navy	Royal Marines	RAF
Overall satisfaction with training experience: Very Satisfied/Satisfied	74%	72%	94%	79%
Enough time to eat meals: Always/Often	71%	73%	78%	89%
Opportunity to talk privately with training staff: Very good/Good	87%	81%	88%	89%
Opportunity to talk privately with welfare staff: Very good/Good *	43%	64%	66%	70%
Satisfaction with support for general mental resilience: Very Satisfied/Satisfied *	57%	71%	78%	73%
Someone to go to outside of training hours: Yes	82%	73%	88%	68%
Opportunity to raise concerns with a person in authority: Yes	78%	72%	91%	79%
Complaints are dealt with in a fair manner: Yes	46%	51%	66%	44%
I was treated fairly: Always/Most of the time	88%	85%	84%	93%
Training was conducted without harassment: Always/Most of the time	94%	92%	79%	97%
My injury was properly dealt with: Strongly Agree/Agree	79%	88%	82%	86%
Staff/instructors did all they could to help me succeed in training: Strongly Agree/Agree	86%	81%	88%	90%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22. Size of movement is reported in Service summary slides.

Army



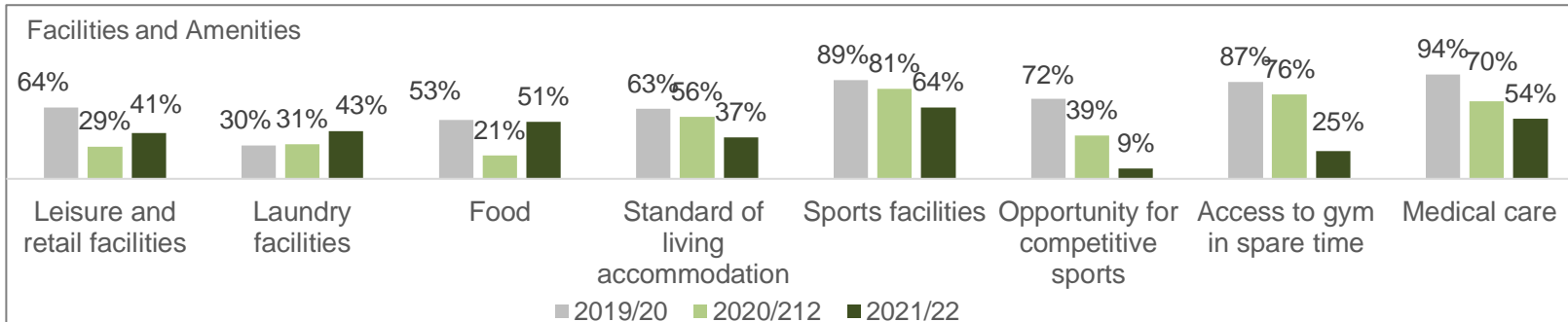
Army: Key Findings

A total of 476 Army Officer Cadets completed the Officer Cadet Survey in 2021/22, representing a response rate of 36%.

Key Findings

Performance has been mixed with gains in nine areas and falls in nine areas when compared to 2020/21. This includes an increase in Army Officer Cadets that enjoyed their course (62% to 75%).

Gains were distributed across all sections. Three of these increases were in the facilities and amenities section, with satisfaction of food increasing by 30%. However, over half of the falls were also in the facilities and amenities section, specifically around access to sport facilities and spare gym time.



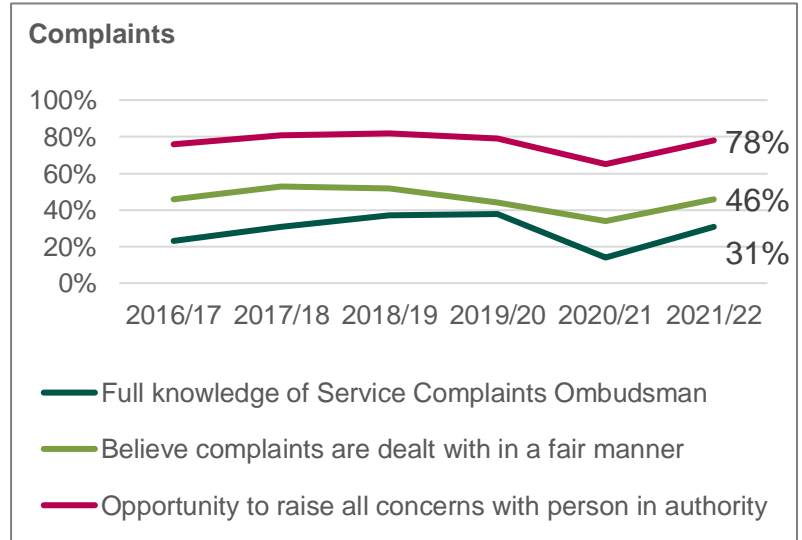
Overall satisfaction with the recruitment process has improved considerably since 2020/21 (36% to 52%), reaching it's highest level in six years.

There have been falls in the perceived usefulness of certain types of information in three areas:

- Usefulness of information: Potential Officers Course (46% to 33%).
- Usefulness of information: Pre-Commissioning Course Briefing Course (PCCBC) (77% to 57%).
- Usefulness of information: A&S Recruiting visits (41% to 30%).

Support and Fairness

There have been increases in the proportion of Army Officer Cadets that believe complaints are dealt with in a fair manner (34% to 46%). More Army Officer Cadets also felt that they had the opportunity to raise their concerns with a person in authority (65% to 78%). However, these are recovering levels following a dip in 2020/21.



Army: Areas of positive change

Gains

- There have been statistically significant gains across nine areas between 2020/21 and 2021/22.
- These gains are distributed across all areas and all saw increases of at least 10 percentage points.
- Improvement was recorded for three facilities; leisure and retail, laundry and food.
- Overall satisfaction with the recruitment process increased from 36% in 2020/21 to 52% in 2021/22. The highest level in six years.
- Higher proportions also agreed that they enjoyed the course (75% vs 62% in 2020/21) and that morale was good (64% vs 54% in 2020/21)
- Full knowledge of the Service Complaints Ombudsman has more than doubled between 2020/21 and 2021/22, rising from 14% to 31%.

GAINS	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Recruitment and preparing for training						
Overall satisfaction with recruitment process: Very satisfied/Satisfied	46%	42%	34%	28%	36%	52%
Facilities and Amenities						
Leisure and retail facilities: Very good/Good	57%	51%	61%	64%	29%	41%
Laundry facilities: Very good/Good	28%	14%	16%	30%	31%	43%
Food: Very good/Good	74%	61%	47%	53%	21%	51%
Support						
Opportunity to raise all concerns with person in authority: Yes	76%	81%	82%	79%	65%	78%
Full knowledge of Service Complaints Ombudsman: Yes	23%	31%	37%	38%	14%	31%
Fairness						
Whether believe complaints are dealt with in a fair manner: Yes, fully	46%	53%	52%	44%	34%	46%
General						
I enjoyed the course: Strongly agree/Agree	68%	75%	76%	79%	62%	75%
Morale was good on my course: Strongly agree/Agree	68%	82%	77%	77%	54%	64%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22.

Army: Areas of negative change

Falls

- There have been statistically significant falls in nine areas between 2020/21 and 2021/22.
- Five of these falls were for facilities and amenities, with satisfaction towards standard of living accommodation falling from 56% in 2020/21 to 37% in 2021/22.
- Access to gym in spare time decreased from 76% in 2020/21 to 25% in 2021/22.
- There was also decline for the usefulness of information provided in preparation for training with Potential Officers' Course (33% vs 46% in 2020/21), PCCBC (57% vs 77% in 2020/21), and A&S Recruiting visits (30% vs 41% in 2020/21), all recording falls.

FALLS	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Recruitment and preparing for training						
Usefulness of information: Potential Officers Course: Very Useful/Fairly Useful	40%	48%	48%	49%	46%	33%
Usefulness of information: Pre-Commissioning Course Briefing Course (PCCBC): Very Useful/Fairly Useful	78%	68%	66%	78%	77%	57%
Usefulness of information: A&S Recruiting visits: Very Useful/Fairly Useful	52%	46%	45%	41%	41%	30%
Facilities and Amenities						
Standard of living accommodation: Very good/Good	69%	55%	53%	63%	56%	37%
Sports facilities: Very good/Good	93%	91%	94%	89%	81%	64%
Opportunity for competitive sports: Very good/Good	62%	65%	61%	72%	39%	9%
Access to gym in spare time: Very good/Good	80%	83%	85%	87%	76%	25%
Medical care: Very good/Good	91%	87%	92%	94%	70%	54%
Support						
Opportunity to talk privately with Chaplains/Padre: Very good/Good	80%	83%	82%	80%	74%	62%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22.

Royal Navy



Royal Navy: Key Findings

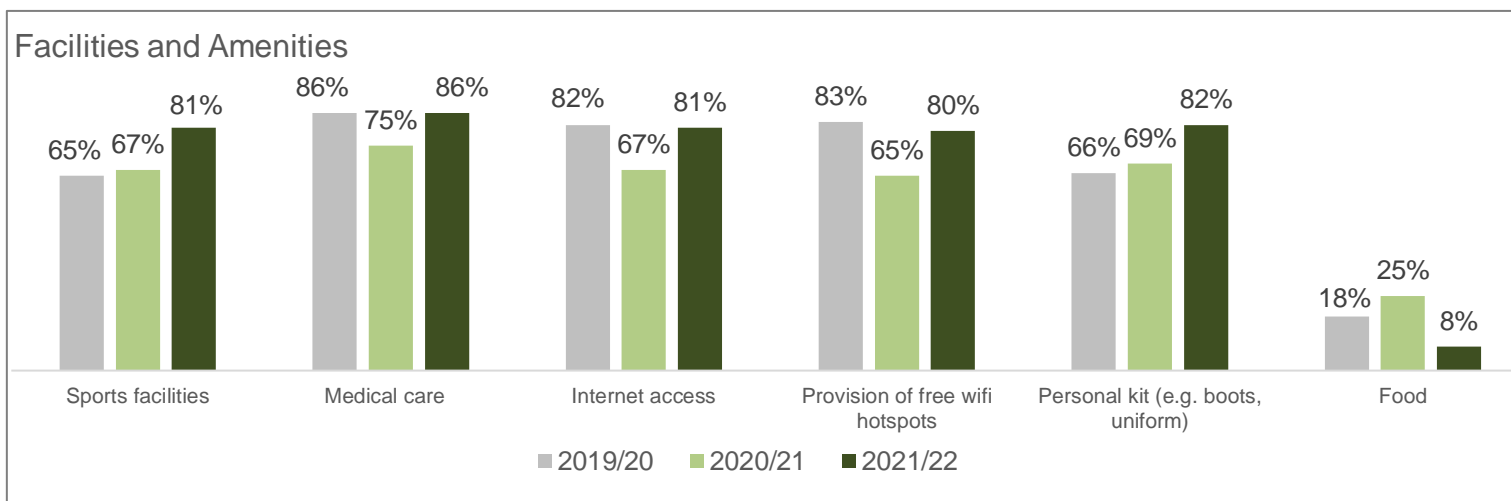
A total of 182 Royal Navy Officer Cadets completed the Officer Cadet Survey in 2021/22, representing a response rate of 51%.

Key Findings

Compared to 2020/21, there were gains in eight areas and a fall recorded for just one measure.

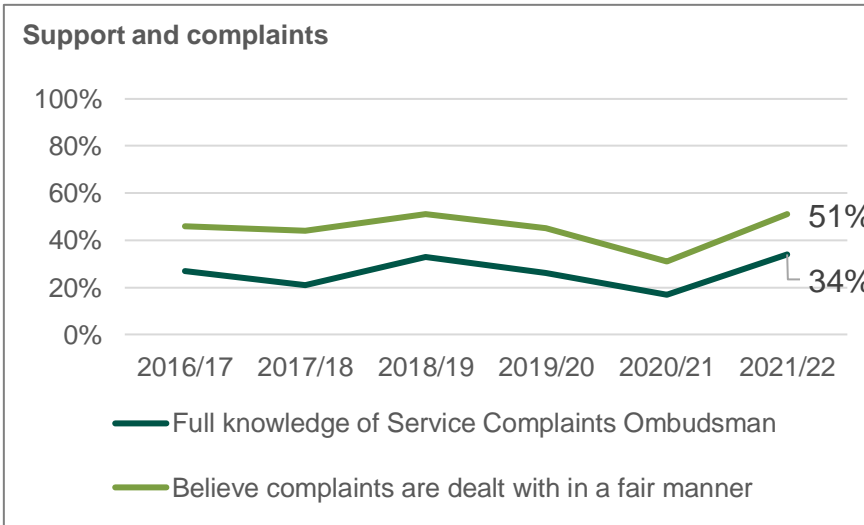
Most of the improvements occurred across facilities and amenities. The biggest increases were in satisfaction with sports facilities and internet access (67% to 81% respectively), followed by the free Wi-Fi hotspots (65% to 80%).

There was a decrease in satisfaction with food, which dropped from 25% in 2020/21 to 8% in 2021/22. This marks the lowest levels of satisfaction with food recorded in the last six years.



Support and Fairness

There was an uplift in Navy Officer Cadet knowledge of the Service Complaints Ombudsman (34%), up from 17% in 2020/21. There was also an increase in the proportion that believe complaints are dealt with in a fair manner (51%), up from 21% in 2020/21.



Royal Navy: Key areas of positive change

Gains

- There have been statistically significant gains in eight areas between 2020/21 and 2021/22.
- A higher proportion of Navy Officer Cadets found the pre-course briefing/familiarisation useful this year (69% vs 41% in 2020/21).
- Many improvements were recorded across facilities and amenities, with the biggest increases in satisfaction in sports facilities, provision of free Wi-Fi hotspots and internet access.
- Just over one third of Officer Cadets (34%) state that they have full knowledge of Service Complaints Ombudsman, up from 17% in 202/21.
- Just over half (51%) of Officer Cadets believe complaints are dealt with in a fair manner, up from 31% in 2020/21.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
GAINS						
Recruitment and preparing for training						
Usefulness of information: Pre-course briefing/familiarisation briefing	38%	39%	46%	38%	41%	69%
Facilities and Amenities						
Sports facilities: Very good/Good	69%	73%	69%	65%	67%	81%
Medical care: Very good/Good	85%	84%	80%	86%	75%	86%
Internet access: Very good/Good	88%	82%	78%	82%	67%	81%
Personal kit: Very good/Good	72%	76%	79%	66%	69%	82%
Provision of free wifi hotspots: Very good/Good	86%	75%	73%	83%	65%	80%
Support						
Full knowledge of Service Complaints Ombudsman: Yes	27%	21%	33%	26%	17%	34%
Fairness						
Whether believe complaints are dealt with in a fair manner: Yes, fully	46%	44%	51%	45%	31%	51%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22.

Royal Navy: Key areas of negative change

Falls

- There has been a statistically significant fall for only one measure between 2020/21 and 2021/22.
- This decrease was for food which dropped from 25% in 2020/21 to 8% in 2021/22. This marks the lowest levels of satisfaction with food recorded in the last six years.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
FALLS						
Facilities and Amenities						
Food: Very good/Good	30%	17%	22%	18%	25%	8%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22.

Royal Marines



Royal Marines: Key Findings

A total of 32 Royal Marine Officer Cadets completed the Officer Cadet Survey in 2021/22, representing a response rate of 55%.

Key Findings

Due to the relatively small sample size for Royal Marine Officer Cadets we are unable to make comparisons against the previous three years. The most recent comparison possible are to 2017/2018, which are not included unless particularly relevant.

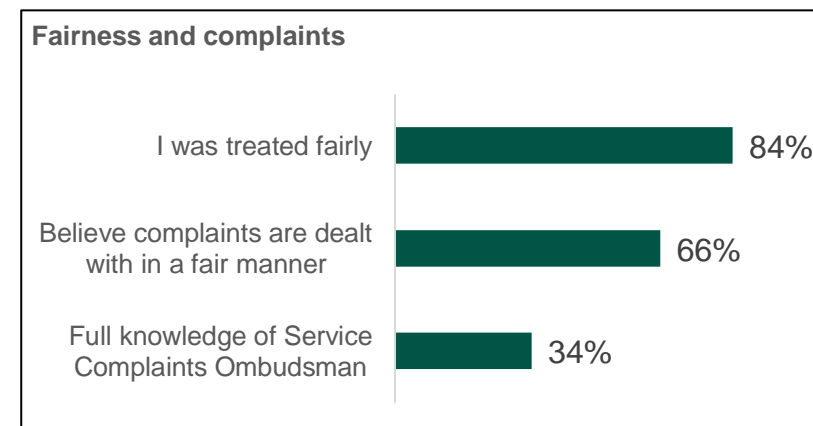
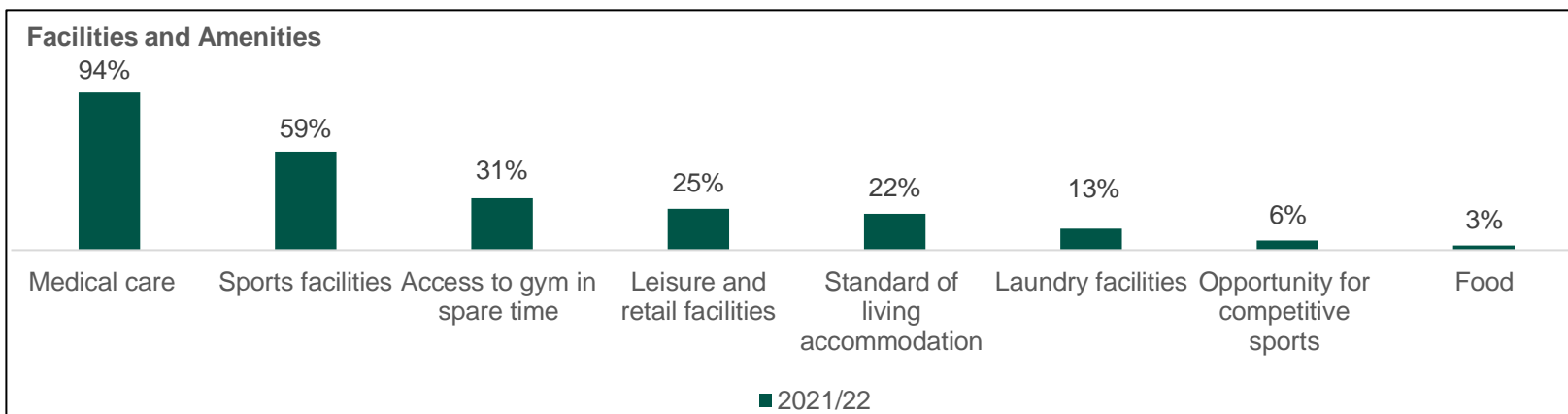
94% of Royal Marine Officer Cadets were satisfied with the training experience. All who responded agreed that they felt a sense of achievement and that they personally benefitted from the course.

When looking at facilities and amenities, medical care scored highly compared to other facilities for Royal Marine Officer Cadets (94% said it was very good/ good). Whereas, the food reached it lowest levels of satisfaction yet (3%, compared to 50% in 2017/2018).

Support and Fairness

Most Royal Marine Officer Cadets agreed that they were treated fairly 'always' or 'most of the time' (84%).

Just over one in three (34%) knew how the Service Complaints Ombudsman can help a discrimination, harassment and/or bullying complaint. Two thirds (66%) believed that complaints are dealt with in a fair manner.



RAF



RAF: Key Findings

A total of 376 RAF Officer Cadets completed the Officer Cadet Survey in 2021/22, representing a response rate of 69%.

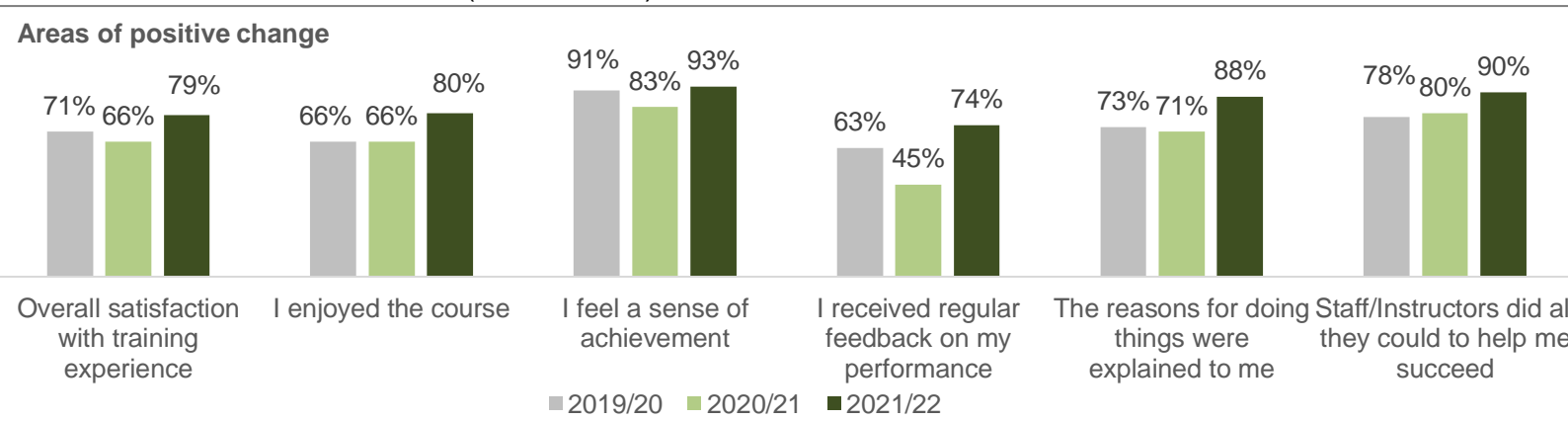
Key Findings

When compared to 2020/21 there has been a decline recorded in five areas and gains achieved in nine areas.

Gains were primarily seen across general measures and attitudes towards the overall experience. A higher proportion of RAF Officer Cadets were satisfied with the training experience (66% to 79%), enjoyed the training (66% to 80%) and felt a sense of achievement (83% to 93%).

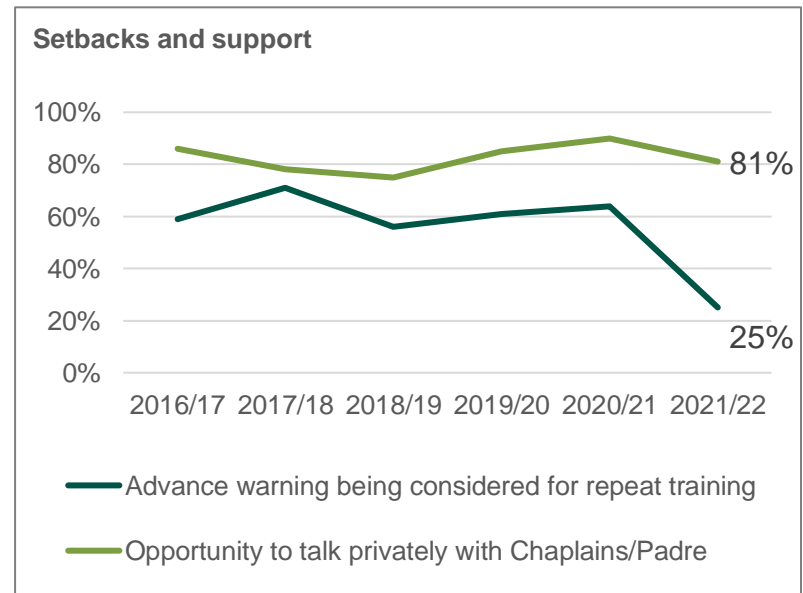
There was also improvement recorded across general measures in terms of providing regular feedback on performance (45% to 74%), staff doing all they could to help Officer Cadets succeed (80% to 90%) and reasons for doing things being explained (71% to 88%).

Whilst there was improvement for access to the gym, sports facilities and leisure and retail; internet access and provision of free Wi-Fi hotspots declined (78% to 60% and 63% to 52% respectively).



Setbacks and support

There has been a decline in the proportion of RAF Officer Cadets being given advance warning of being considered for repeat training (64% to 25%)*. There has also been a downturn in the opportunity to talk privately with Chaplains/Padre (90% to 81%).



* This question was only asked of those that repeated training. It should also be noted that the wording of this question changed slightly between 2020/21 and 2021/22. Prior to 2021/22 the question was: Were you warned personally that there was a possibility that you would have to repeat training?

RAF:

Key areas of positive change

Gains

- There have been statistically significant gains in nine areas between 2020/21 and 2021/22.
- Most improvements recorded relate to the overall training experience, with satisfaction increasing from 66% to 79%. Eight in ten Officer Cadets enjoyed the course, improving from 66% last year and 93% felt a sense of achievement.
- Three measures relating to training staff also saw increases with the greatest increase in Officer Cadets receiving regular feedback on their performance which went from 45% in 2020/21 to 74% in 2021/22.
- Perceptions of access to the gym, sports facilities and leisure and retail have all improved this year.

GAINS	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Access to gym in spare time: Very good/Good	54%	52%	66%	72%	27%	56%
Sports facilities: Very good/Good	89%	87%	87%	85%	76%	87%
Leisure and retail: Very good/Good	29%	23%	24%	25%	15%	25%
General						
Overall satisfaction with training experience: Very Satisfied/Satisfied	85%	63%	70%	71%	66%	79%
I enjoyed the course: Strongly agree/Agree	69%	68%	66%	66%	66%	80%
I feel a sense of achievement: Strongly agree/Agree	90%	88%	87%	91%	83%	93%
I received regular feedback on my performance: Strongly agree/Agree	66%	66%	61%	63%	45%	74%
The reasons for doing things were explained to me: Strongly agree/Agree	79%	73%	68%	73%	71%	88%
Staff/Instructors did all they could to help me succeed: Much better/Better	81%	77%	70%	78%	80%	90%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22.

RAF: Key areas of negative change

Falls

- There have been statistically significant falls for five measures between 2020/21 and 2021/22.
- The proportion of Officer Cadets agreeing that accurate information about kit and equipment to pack fell from 58% to 46%
- Fewer Officer Cadets felt they were given advance warning that they were being considered for repeated training, down to 25% from 64% in 2020/21.*
- Satisfaction with internet access and provision of free Wi-Fi hotspots has fallen this year.
- Opportunity to talk privately with Chaplains/Padre fell from 90% to 81%.

FAILS	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Recruitment and preparing for training						
Information prior to arrival: Accurate information about what kit and equipment to pack: Strongly agree/Agree	-	-	50%	62%	58%	46%
Setbacks during training						
Advance warning being considered for repeat training: Yes*	59%	71%	56%	61%	64%	25%
Facilities and Amenities						
Internet access: Very good/Good	72%	62%	50%	66%	78%	60%
Provision of free Wi-Fi hotspots: Very good/Good	22%	8%	7%	33%	63%	52%
Support						
Opportunity to talk privately with Chaplains/Padre: Very good/Good	86%	78%	75%	85%	90%	81%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22.

21 * This question was only asked of those that repeated training. It should also be noted that the wording of this question changed slightly between 2020/21 and 2021/22. Prior to 2021/22 the question was: Were you warned personally that there was a possibility that you would have to repeat training?

Methodology



Survey methodology

Survey completion

All Officer Cadets who have completed at least two weeks training should be given the opportunity to participate in the online survey which is administered by training units.

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 Officer Cadets can opt out of participating at any point.

The data set used for this Executive Summary includes data collected from full survey completions only.

This report is based on data collected from 1st April 2021 to 31st March 2022.

Survey questions

The questionnaire was designed to include all the key questions raised by the Defence Operational Capability Audit and was developed by a Tri-Service group. The survey is reviewed annually by the Tri-Service Steering Group.

Questions are asked of all Cadets unless they are specific to a sub-group of respondents. For example, questions about set-backs during training will only be asked of those who indicated that they were ill or injured and reported this.

Response rates

Over a twelve-month fieldwork period between 1st April 2021 and 31st March 2022, 1,066 Officer Cadets completed the survey. All training establishments were directed to give all Officer Cadets access to the survey and an opportunity to complete it. Officer Cadets are not mandated to complete the survey and can opt out if they wish. The tables below present the survey response rates for each Command Service.

	Total Responses (20/21)	Total Responses (21/22)	Response Rate (20/21)	Response Rate (21/22)
Army	228	476	46%	49%
Royal Navy	190	182	58%	51%
RAF	250	376	61%	69%
Royal Marines	14	32	23%	55%
Total	682	1066	53%	55%

Statistical reliability

Only a sample of the overall 'population' has completed the survey so we cannot be certain that the figures obtained are exactly those that would have been found, had everybody been surveyed (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 Background Quality Report). This includes the following:

- Current vs last year:
 - Army 2021-22 vs Army 2020-21
 - Royal Navy 2021-22 vs Royal Navy 2020-21
 - RAF 2021-22 vs RAF 2020-21

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 base of 376 RAF Officer Cadets strongly agreed/agreed that the training was what they expected, we can be 99% confident that the 'true' value would be between 7.8% and 12.2% (if 10% strongly agree) and between 87.8% or 92.2% (if 90% strongly agree/agree), i.e. a margin of 2.2% on each side.

Similar margins for other percentages and sub-groups of the respondents are given in table on the following page. 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 'statistically 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.

Confidence intervals

The table below shows 99% confidence intervals for data recorded at different percentages.

Size of respondent base on which survey results are based	10% or 90% ±	20% or 80% ±	30% or 70% ±	40% or 60% ±	50% ±
Army (476)	1.9	2.6	2.9	3.1	3.2
Royal Navy (182)	4.0	5.4	6.1	6.6	6.7
RAF (376)	2.2	3.0	3.4	3.6	3.7
Royal Marines (32)	9.4	12.5	14.3	15.3	15.6



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