OUTSTANDING
TEACHING, LEARNING
AND ASSESSMENT
TECHNICAL SKILLS
NATIONAL PROGRAMME

Document name: Learner Satisfaction Survey
Created by: Graham Howe

Managed by

In partnership with
Learner Satisfaction Survey
The ESFA learner survey form has been adapted to incorporate questioning to help evaluate and improve our provision through the learners’ voice. The learners are encouraged by their skills coach to complete the form, with open and honest feedback. This has helped us to ensure early intervention with any issues and continue our QA/QI process.

Example question:
Have you developed new skills applicable to your job whilst undertaking your Apprenticeship? Please answer yes or no and add comments in the box below:

<table>
<thead>
<tr>
<th>Yes – if yes please comment on new skills developed</th>
</tr>
</thead>
<tbody>
<tr>
<td>No – if no please explain why in the space below</td>
</tr>
<tr>
<td>Comments</td>
</tr>
</tbody>
</table>
Learner satisfaction Survey 2017

Name: 
UKPRN: 10047111

Date of Birth: 
ULN: 

Please choose the relevant box below to tell us whether you are:

- at a college, adult learning provider or university
- taking an Apprenticeship or a Traineeship
- being trained by your employer

Please ask your college, learning provider or training staff if you do not know.

How satisfied or dissatisfied are you with the teaching or training on your programme?

<table>
<thead>
<tr>
<th>Very dissatisfied</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>Very satisfied 10</th>
</tr>
</thead>
</table>

How satisfied or dissatisfied are you with the way training staff treat you?

<table>
<thead>
<tr>
<th>Very dissatisfied</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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<th>6</th>
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<th>8</th>
<th>9</th>
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</tr>
</thead>
</table>

How satisfied or dissatisfied are you with the advice you have been given about what you can do after this training programme?

<table>
<thead>
<tr>
<th>Very dissatisfied</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<th>7</th>
<th>8</th>
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</tr>
</thead>
</table>
How satisfied or dissatisfied are you with the support you get on this training programme?

<table>
<thead>
<tr>
<th>Very dissatisfied</th>
<th>0</th>
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<th>2</th>
<th>3</th>
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</table>

How satisfied or dissatisfied are you that the training programme is meeting your expectations?

<table>
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<th>2</th>
<th>3</th>
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<th>6</th>
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<th>9</th>
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</tr>
</thead>
</table>

How satisfied or dissatisfied are you that training staff respond to the views of learners?

<table>
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<tr>
<th>Very dissatisfied</th>
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<th>2</th>
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<th>7</th>
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<th>9</th>
<th>Very satisfied 10</th>
</tr>
</thead>
</table>

Overall, how satisfied or dissatisfied are you with your learning provider?

<table>
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<tr>
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<th>2</th>
<th>3</th>
<th>4</th>
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How likely is it that you would recommend the learning provider to friends or family?
- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Does not apply

Why did you choose to do the training programme?
Select all that apply.
- To gain skills and knowledge
- To get a qualification
- To meet people and make new friends
- For personal interest or pleasure
- To help me take part in social activities
- To help me get into work
- It is needed for my work
- To improve my health or well-being
- To progress onto another course or higher education
- To help other people
- Other reason

If ‘Other reason’ please comment:

Which of the following do you think will apply when you have finished your training programme?
Select all that apply.
- I’ll have more skills or knowledge
- I’ll have gained a qualification
- I’ll have made new friends
- I’ll be more confident
- I’ll be more likely to take part in social activities
I’ll be more likely to get into work
I’ll be more likely to progress at work
My health or well-being will have improved
I’ll be more likely to progress onto another course or higher education
I’ll be more able to help other people
None of the above

If 'none of the above' please comment:

How old are you?
- Under 19
- 19 to 24
- 25 or older

What is your sex?
- Female
- Male
- Other
- Prefer not to say

Are you on a community learning course or activity?

Please choose one option only.
- Yes
- No
- Don't know

If you are happy with your answers please return this form to your assessor/tutor.

Thank you for taking the time to complete the questionnaire.