

Nacro

FE Choices

Survey
2019

**A step by step
guide to completing
the FE Choices survey**

Jan 2019 (JRs)

Introduction

This guidance booklet is to help you to complete the FE Choices Survey. This survey ultimately explores how satisfied you are as the learner with your course or activity and with the education provider. Most questions require you just to tick a box and this guidance document is to help you to understand what the question is actually asking with support of how to respond. Two survey companies: Ipsos MORI and RCU run the survey and will add your answers to the answers from other learners. They will send the Department for Education (DfE) the results. None of your progress coaches, teachers, trainers, tutors, or supervisors will see your answers. The DfE then analyse and release the responses in the form of reports.

As an organisation, we find these reports really useful in planning our provision and identifying areas that we are good at, whilst also showing others that we need to work on and develop. Therefore it is key your responses are honest!

The survey takes approximately 15 minutes to complete and therefore it can be completed in a classroom setting or it can be completed using smart phones and tablets in your spare time.

The Learner Satisfaction Survey will run until **4 May 2019**. Please complete it before then!

Point	Survey Question	Answer / Help	Notes and Tips
	<i>Log onto www.ipsos-mori.com/learnersatisfaction</i>		
1	What is the number for your college or learning provider?	10004486	
2	What is your personal learner number?	This can be either your ULN or EBS reference number. Ask your tutor for this. Totton College Learners: This number can be found on your ID card.	
3	Personal Details	Provide your: First name: e.g John Last name: e.g Smith Date of birth in the following format: dd/mm/yyyy e.g.15/02/1982	
4	Are you taking an Apprenticeship?	If you are taking an apprenticeship, put Yes and go to Point 6 in this booklet. All other learners, put No and go to Point 21 in this booklet.	
5		Read the information and then Click 'Next'	
<i>Apprenticeship learners only. All other learners go to Point 20 in this booklet.</i>			
6	Are you putting in the answers yourself?	<ol style="list-style-type: none"> 1. Yes 2. Yes with someone helping me 3. No someone is putting in my answers for me <p>If you answered either 2 or 3, go to Point 7.</p> <p>If you answered 1, go straight to Point 8.</p>	<ol style="list-style-type: none"> 1. Put this if you are doing this yourself. Even if you ask your teacher what a word means, this still counts as you doing this by yourself. 2. Put this if you have someone sat with you reading the questions and explaining what they mean. 3. Put this if someone is putting in your answers for you.

7	<p>Thank you for helping the learner with the survey.</p> <p>Which of these describes you?</p>	<p>Your helper needs to answer this question.</p> <p>Tick as many as appropriate:</p> <p>I am a translator</p> <p>I am another learner or a friend helping this person</p> <p>I am the learner's parent or carer</p> <p>I am a trainer</p> <p>None of the above (please explain)</p>	<p><i>Only for learners that answered 2 or 3 in Point 6.</i></p> <p><i>Learners that answered 1 go straight to Point 8 in this booklet.</i></p>
8		<p>Read the information and then click 'Next'</p>	
9	<p>How satisfied or dissatisfied are you with the teaching or training provided by your training provider?</p>	<p>How pleased/ happy are you with the way the apprenticeship is taught?</p> <p>e.g.</p> <p>Do you like your lessons?</p> <p>Do you enjoy the activities that you are asked to do in class/ on the job/ at home?</p> <p>Do you get feedback to help you improve your work?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale.</p> <p>Remember:</p> <p>0 is very unhappy</p> <p>10 is really happy!</p> <p><i>NB. Staff at your training provider (not workplace)</i></p>
10	<p>How satisfied or dissatisfied are you with the level of knowledge and expertise of staff at your training provider?</p>	<p>How pleased/ happy are you with the amount of skill and knowledge that staff have?</p> <p>e.g.</p> <p>Do your teachers know their subject?</p> <p>Are staff able to answer your questions effectively?</p> <p>Do staff guide you to the correct places to find out information?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale.</p> <p>Remember:</p> <p>0 is very unhappy</p> <p>10 is really happy!</p> <p><i>NB. Staff at your training provider (not workplace)</i></p>
11	<p>How satisfied or dissatisfied are you with the way staff at your training provider treat you?</p>	<p>How pleased/ happy are you with the way staff treat you?</p> <p>e.g.</p> <p>Are staff professional in the way they treat you? (Remember, staff are not your friend! But can be friendly and polite).</p> <p>Are staff polite when they speak to you?</p> <p>Do staff treat you with respect?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale.</p> <p>Remember:</p> <p>0 is very unhappy</p> <p>10 is really happy!</p> <p><i>NB. Staff at your training provider (not workplace)</i></p>

12	<p>How satisfied or dissatisfied are you with the support provided by the training provider?</p>	<p>How pleased/ happy are you with the help and support you get from staff?</p> <p>e.g. Do you have regular meetings/1 to 1s with your tutors and assessors? Do you feel that you can ask for help? Do you receive help when you ask? Is it useful?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale. Remember: 0 is very unhappy 10 is really happy!</p> <p><i>NB. Staff at your training provider (not workplace)</i></p>
13	<p>How satisfied or dissatisfied are you that staff at your training provider respond to the views of learners?</p>	<p>How pleased/ happy are you that staff at your training provider listen to what the learners say and take action?</p> <p>e.g. Do you feel that staff encourage you to have a voice? Do they take action on what learners say? Do you know about the Learner Voice? This could be Faculty Councils or Student Union. Have you been given the opportunity to represent your area at Learner Voice meetings (don't worry if you didn't want to!)? Do any of your classmates participate in the Learner Voice? Have they fed back any changes that have taken place as a result of the learner voice?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale. Remember: 0 is very unhappy 10 is really happy!</p> <p><i>NB. Staff at your training provider (not workplace)</i></p>
14	<p>How satisfied or dissatisfied are you that the training is relevant to your career or job?</p>	<p>How pleased/ happy are you that the lessons and work you complete at your training provider are relevant to your job and career?</p> <p>e.g. Think of the subjects you study and homework you are given; Do they link to your job in the work place? If you are studying maths and English, is this relevant to your job?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale. Remember: 0 is very unhappy 10 is really happy!</p>

15	<p>How satisfied or dissatisfied are you with the training provided by your employer?</p>	<p>How pleased/ happy are you with the training you get from your manager/ supervisor/ workplace?</p> <p>e.g. Did you receive an induction when you started? Have you received training on how to use certain equipment and carry out particular tasks?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale. Remember: 0 is very unhappy 10 is really happy!</p>
16	<p>How satisfied or dissatisfied are you with the way your employer supports you in your training?</p>	<p>How pleased/ happy are you with the help and support you get from your manager / supervisor?</p> <p>e.g. Do you have regular meetings/1 to 1s with your tutors and assessors? Do you feel that you can ask for help? Do you receive help when you ask? Is it useful?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale. Remember: 0 is very unhappy 10 is really happy!</p>
17	<p>How satisfied or dissatisfied are you that the apprenticeship is meeting your expectations?</p>	<p>How pleased/ happy are you with your apprenticeship?</p> <p>e.g. Is it what you thought it was going to be? Better? Worse? Are you doing the tasks you thought you would be doing? Are you getting the support you thought you would get?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale. Remember: 0 is very unhappy 10 is really happy!</p>
18	<p>How satisfied or dissatisfied are you that the apprenticeship is preparing you for what you want to do next?</p>	<p>How pleased/ happy are you that your apprenticeship is getting you ready to progress to the next stage of your career?</p> <p>e.g. Do you feel that you have learnt appropriate skills and qualities to be able to move on to what you want to do when the apprenticeship is complete?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale. Remember: 0 is very unhappy 10 is really happy!</p>

19	How likely is it that you would recommend the training provider to friends or family?	<p>If a family member or friend wanted to do study a qualification, would you recommend us?</p> <table border="1" data-bbox="659 255 1219 573"> <thead> <tr> <th>Survey Answer</th> <th>What it means</th> </tr> </thead> <tbody> <tr> <td>Extremely likely</td> <td>Yes absolutely!</td> </tr> <tr> <td>Likely</td> <td>Yeah probably</td> </tr> <tr> <td>Neither likely nor unlikely</td> <td>Maybe</td> </tr> <tr> <td>Unlikely</td> <td>Probably not</td> </tr> <tr> <td>Extremely unlikely</td> <td>Absolutely not</td> </tr> <tr> <td>Does not apply</td> <td>I don't want to answer</td> </tr> </tbody> </table> <p>Click 'Next'</p>	Survey Answer	What it means	Extremely likely	Yes absolutely!	Likely	Yeah probably	Neither likely nor unlikely	Maybe	Unlikely	Probably not	Extremely unlikely	Absolutely not	Does not apply	I don't want to answer	<p><i>NB. This is just about your training provider where you do lessons, not your workplace.</i></p>
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Does not apply	I don't want to answer																
20	Which of the following do you think will apply when you have finished your apprenticeship?	<p>When you complete your apprenticeship, what do you think is likely to happen to you? Tick as many as you like:</p> <ol style="list-style-type: none"> 1. I will be more likely to get the job I want 2. I will progress at work (e.g. get a promotion) 3. I will be better at my job 4. I will progress to another course or training programme (e.g. Did a Level 2 and now going to a Level 3) 5. I will benefit in other ways 6. I do not think the apprenticeship will have helped me at all <p>Click 'Next'</p>	<p><i>NB. Tick as many answers as you like</i></p>														
<p><i>Now go to Point 34 in this booklet</i></p>																	
<p><i>All learners except Apprenticeships. Apprenticeship learners should go to Point 34 in this booklet.</i></p>																	
21	<p>Read the information and then click 'Next'</p>																

22	<p>Are you putting in the answers yourself?</p>	<p>1. Yes 2. Yes with someone helping me 3. No someone is putting in my answers for me</p> <p>If you answered either 2 or 3, go to Point 23.</p> <p>If you answered 1, go straight to Point 24.</p>	<p>1. Put this if you are doing this yourself. Even if you ask your teacher what a word means, this still counts as you doing this by yourself.</p> <p>2. Put this if you have someone sat with you reading you the questions and explaining what they mean.</p> <p>3. Put this if someone is putting in your answers for you.</p>
23	<p>Thank you for helping the learner with the survey.</p> <p>Which of these describes you?</p>	<p>Your helper needs to answer this question.</p> <p>Tick as many as appropriate:</p> <p>I am a translator I am another learner or a friend helping this person I am the learner's parent or carer I am a trainer None of the above (please explain)</p>	<p><i>Only for learners that answered 2 or 3 in Point 22.</i></p> <p><i>Learners that answered 1 go straight to Point 24 in this booklet.</i></p>
24		<p>Read the information and then click 'Next'</p>	
25	<p>How satisfied or dissatisfied are you with the teaching or training on your course/activity?</p>	<p>How pleased/ happy are you with the way your course or activity is taught?</p> <p>e.g. Do you like your lessons? Do you enjoy the activities that you are asked to do in class and at home? Do you get feedback to help you improve your work?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale; Remember: 0 is very unhappy 10 is really happy!</p>

26	<p>How satisfied or dissatisfied are you with the way staff treat you?</p>	<p>How pleased/ happy are you with the way staff treat you?</p> <p>e.g. Are staff professional in the way they treat you? (Remember, staff are not your friend! But can be friendly and polite). Are staff polite when they speak to you? Do staff treat you with respect?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale. Remember: 0 is very unhappy 10 is really happy!</p>
27	<p>How satisfied or dissatisfied are you with the support you get on this course or activity?</p>	<p>How pleased/ happy are you with the help and support you get from staff?</p> <p>e.g. Do you have regular meetings/1 to 1s with your teachers/progress coaches/tutors? Do you feel that you can ask for help? Do you receive help when you ask? Is it useful?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale; Remember: 0 is very unhappy 10 is really happy!</p>
28	<p>How satisfied or dissatisfied are you that staff respond to the views of learners?</p>	<p>How pleased/ happy are you that staff listen to what the learners say and take action?</p> <p>e.g. Do you feel that staff encourage you to have a voice? Do staff take action on what learners say? Do you know about the Learner Voice? (This could be Faculty Councils or Student Union). Have you been given the opportunity to represent your area at Learner Voice meetings (don't worry if you didn't want to!)? Do any of your classmates participate in the Learner Voice? Have they fed back any changes that have taken place as a result of the learner voice?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale; Remember: 0 is very unhappy 10 is really happy!</p>

29	<p>Overall, how satisfied or dissatisfied with the college or organisation that provides your learning?</p>	<p>How pleased/ happy are you with your college/ organisation?</p> <p>e.g. Do you enjoy coming into college/ your organisation?</p> <p>Do you feel welcome and safe in the college/ organisation?</p> <p>Are staff friendly and approachable? (not just your teaching staff but support staff such as careers advisors).</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale; Remember:</p> <p>0 is very unhappy</p> <p>10 is really happy!</p>														
30	<p>How satisfied or dissatisfied are you that the course or activity is meeting your expectations?</p>	<p>How pleased/ happy are you with your course or activity?</p> <p>e.g. Is it what you thought it was going to be? Better? Worse?</p> <p>Are you doing the tasks you thought you would be doing?</p> <p>Are you getting the support you thought you would get?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale; Remember:</p> <p>0 is very unhappy</p> <p>10 is really happy!</p>														
31	<p>How satisfied or dissatisfied are you that the course or activity is preparing you for what you want to do next?</p>	<p>How pleased/ happy are you that your course or activity is getting you ready to progress to the next stage of your career?</p> <p>e.g. Do you feel that you have learnt appropriate skills and qualities to be able to move on to what you want to do next?</p> <p>Can you move to the next level of study or find a job in the area that you are interested in?</p> <p>Click 'Next'</p>	<p>Put yourself somewhere on the scale; Remember:</p> <p>0 is very unhappy</p> <p>10 is really happy!</p>														
32	<p>How likely is it that you would recommend the college or organisation to friends or family?</p>	<p>If a family member or friend wanted to do study a qualification, would you recommend us as a place to study at?</p> <table border="1" data-bbox="659 1653 1219 1971"> <thead> <tr> <th>Survey Answer</th> <th>What it means</th> </tr> </thead> <tbody> <tr> <td>Extremely likely</td> <td>Yes absolutely!</td> </tr> <tr> <td>Likely</td> <td>Yeah probably</td> </tr> <tr> <td>Neither likely nor unlikely</td> <td>Maybe</td> </tr> <tr> <td>Unlikely</td> <td>Probably not</td> </tr> <tr> <td>Extremely unlikely</td> <td>Absolutely not</td> </tr> <tr> <td>Does not apply</td> <td>I don't want to answer</td> </tr> </tbody> </table> <p>Click 'Next'</p>	Survey Answer	What it means	Extremely likely	Yes absolutely!	Likely	Yeah probably	Neither likely nor unlikely	Maybe	Unlikely	Probably not	Extremely unlikely	Absolutely not	Does not apply	I don't want to answer	
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33	Which of the following do you think will apply when you have finished your course or activity?	<p>When you complete your course or activity, what do you think is likely to happen to you? Tick as many as you like:</p> <ol style="list-style-type: none"> 1. I will be more likely to get the job I want 2. I will be better at my job 3. I will progress to another course or training programme (e.g. Did a Level 2 and now going to a Level 3; going to university; etc) 4. I will benefit in other ways 5. I do not think the course or activity will have helped me at all <p>Click 'Next'</p>	NB. Tick as many answers as you like
<i>Now go to Point 34 in this booklet</i>			
<i>All learners to complete</i>			
34	How old are you?	<p>Under 19 (If you are 18 and under) 19 to 24 (If you are aged 19 to 24) 25 or older (If you are 25 or above)</p> <p>Click 'Next'</p>	
35	What is your sex?	<p>Just click your sex.</p> <p>You have the right to withhold this information should you wish.</p> <p>Click 'Next'</p>	
36	Are you on a community learning course or activity?	<p>In most cases this is likely to be no, if you are studying an apprenticeship or study programme.</p> <p>Click 'Next'</p>	Ask your teacher if you are unsure.

<p>37</p>	<p>Read the list of qualifications below and tick the relevant box to tell us the highest level of qualification you are taking now.</p>	<p>What level of qualification are you currently studying? Tick just one option</p> <p>Options:</p> <p>Entry Level 1, Entry Level 2 or Entry Level 3 (For example: Entry Level Award, Entry Level Certificate, Entry Level Diploma)</p> <p>Level 1 (For example: Level 1 Award, Level 1 Certificate, Level 1 Diploma)</p> <p>Level 2 (For example: Level 2 Award, Level 2 Certificate, Level 2 Diploma, Technical Certificate, Intermediate Apprenticeship, GCSE)</p> <p>Level 3 (For example: Level 3 Award, Level 3 Certificate, Level 3 Diploma, Advanced Apprenticeship, Access to Higher Education, A level, AS level)</p> <p>Level 4 (For example: Award, Certificate or Diploma at Level 4 or above, Higher Apprenticeships)</p> <p>Level 5 (For example: Award, Certificate, Diploma or NVQ at Level 5, Foundation Degree, Higher National Diploma (HND), Diploma of Higher Education (DipHE), Level 5 Apprenticeships)</p> <p>Level 6 (For example: Award, Certificate, Diploma or NVQ at Level 6, Degree Apprenticeship, Bachelor’s degrees (BA or BSc), Graduate Certificate or Diploma)</p> <p>Level 7 (For example: Award, Certificate, Diploma or NVQ at Level 7, Integrated Master’s Degree (MEng), Master’s Degree (MA), Postgraduate Certificate and diplomas, Postgraduate Certificate in Education (PGCE) or Professional Graduate Diploma in Education (PGDE))</p> <p>Not taking a qualification, no level</p> <p>I don’t know</p> <p>Click ‘Next’</p>	<p>If you are studying more than one qualification, choose the main qualification.</p> <p>e.g. John is studying BTEC Level 2 Sport, Maths GCSE and English F/S Level 1.</p> <p>John is studying 3 qualifications, sport is his main qualification and it is a Level 2. Therefore John picks the Level 2 box.</p> <p>If you are unsure, ask your teacher.</p>
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38		If you are happy with your answers, click 'Submit' . If not, you can go back and change your answers by clicking the 'Back' button.	
		The End! <i>Thank you for completing the survey!</i>	