

Learner Satisfaction

| 16-18 year-olds | All Private Sector Public Funded | | | All General FE College incl. Tertiary | | | All organisations | | | Private Sector less General FE |
|--------------------------------------|----------------------------------|--------|---------|---------------------------------------|--------|---------|-------------------|--------|---------|--------------------------------|
| Question | Lowest | Middle | Highest | Lowest | Middle | Highest | Lowest | Middle | Highest | Middle |
| Prior Information | 5.8 | 8.2 | 10 | 6.5 | 7.6 | 9.3 | 5.8 | 7.8 | 10 | 0.6 |
| Help in the first few weeks | 5.8 | 8.2 | 10 | 6.5 | 7.6 | 9.3 | 5.3 | 8.2 | 10 | 0.6 |
| Teaching/Training | 6 | 8.6 | 10 | 6.7 | 7.9 | 9.2 | 5.7 | 8.2 | 10 | 0.7 |
| Respect from staff | 6.5 | 8.9 | 10 | 6.9 | 8.1 | 9.5 | 6.5 | 8.5 | 10 | 0.8 |
| Advice on what to do next | 5 | 7.9 | 10 | 6.3 | 7.4 | 9 | 4.5 | 7.6 | 10 | 0.5 |
| Support | 6.3 | 8.7 | 10 | 6.8 | 7.9 | 9.4 | 6.3 | 8.3 | 10 | 0.8 |
| Listening to learners' views | 6.5 | 8.6 | 10 | 5.9 | 7.3 | 9.2 | 5.9 | 8 | 10 | 1.3 |
| Acting on learners' views | 5.8 | 8.4 | 10 | 5.8 | 7.1 | 9 | 5.1 | 7.8 | 10 | 1.3 |
| How good or bad is this organisation | 6.2 | 8.7 | 10 | 6 | 7.7 | 9.4 | 6 | 8.2 | 10 | 1.0 |

| 19+ (Adults) | All Private Sector Public Funded | | | All General FE College incl. Tertiary | | | All organisations | | | Private Sector less General FE |
|--------------------------------------|----------------------------------|--------|---------|---------------------------------------|--------|---------|-------------------|--------|---------|--------------------------------|
| Question | Lowest | Middle | Highest | Lowest | Middle | Highest | Lowest | Middle | Highest | Middle |
| Prior Information | 4 | 8.6 | 9.7 | 6.9 | 8.1 | 9.3 | 4.0 | 8.3 | 9.7 | 0.5 |
| Help in the first few weeks | 4 | 8.6 | 9.7 | 6.9 | 8.1 | 9.3 | 6.0 | 8.6 | 9.8 | 0.5 |
| Teaching/Training | 7 | 8.9 | 9.8 | 7.3 | 8.6 | 9.4 | 7.0 | 8.8 | 9.8 | 0.3 |
| Respect from staff | 7 | 9.3 | 9.9 | 7.7 | 8.9 | 9.7 | 7.0 | 9.1 | 9.9 | 0.4 |
| Advice on what to do next | 6 | 8.3 | 9.7 | 6.4 | 8 | 9.5 | 6.0 | 8.1 | 9.7 | 0.3 |
| Support | 7 | 9 | 9.8 | 7.5 | 8.6 | 9.7 | 7.0 | 8.8 | 9.8 | 0.4 |
| Listening to learners' views | 7 | 9 | 9.8 | 7.5 | 8.6 | 9.7 | 7.0 | 8.8 | 9.8 | 0.4 |
| Acting on learners' views | 4 | 8.8 | 9.7 | 6.3 | 7.9 | 9.1 | 4.0 | 8.3 | 9.7 | 0.9 |
| How good or bad is this organisation | 6.6 | 9 | 9.9 | 7.2 | 8.3 | 9.7 | 6.6 | 8.7 | 9.9 | 0.7 |

| All age | All Private Sector Public Funded | | | All General FE College incl. Tertiary | | | All organisations | | | Private Sector less General FE |
|--------------------------------------|----------------------------------|--------|---------|---------------------------------------|--------|---------|-------------------|--------|---------|--------------------------------|
| Question | Lowest | Middle | Highest | Lowest | Middle | Highest | Lowest | Middle | Highest | Middle |
| Prior Information | 6.6 | 8.4 | 9.7 | 6.6 | 7.9 | 9.3 | 6.6 | 8.1 | 9.7 | 0.5 |
| Help in the first few weeks | 6.6 | 8.4 | 9.7 | 6.6 | 7.9 | 9.3 | 6.8 | 8.5 | 9.8 | 0.5 |
| Teaching/Training | 6.9 | 8.7 | 9.8 | 6.8 | 8.3 | 9.2 | 6.8 | 8.5 | 9.8 | 0.4 |
| Respect from staff | 7.3 | 9.2 | 9.9 | 7.1 | 8.6 | 9.5 | 7.1 | 8.9 | 9.9 | 0.6 |
| Advice on what to do next | 6.4 | 8.2 | 9.7 | 6.4 | 7.7 | 9.1 | 6.4 | 7.9 | 9.7 | 0.5 |
| Support | 7 | 8.9 | 9.8 | 6.8 | 8.3 | 9.5 | 6.8 | 8.6 | 9.8 | 0.6 |
| Listening to learners' views | 6.3 | 8.9 | 9.8 | 6 | 7.8 | 9.3 | 6 | 8.3 | 9.8 | 1.1 |
| Acting on learners' views | 5.7 | 8.7 | 9.7 | 5.8 | 7.6 | 9 | 5.7 | 8.1 | 9.7 | 1.1 |
| How good or bad is this organisation | 6.5 | 8.8 | 9.9 | 6.1 | 8.1 | 9.5 | 6.1 | 8.5 | 9.9 | 0.7 |

| All ages | All Private Sector Public Funded | | | All General FE College incl. Tertiary | | | All organisations | | | Private Sector less General FE |
|----------|----------------------------------|--------|---------|---------------------------------------|--------|---------|-------------------|--------|---------|--------------------------------|
| | Lowest | Middle | Highest | Lowest | Middle | Highest | Lowest | Middle | Highest | Middle |
| 2010/11 | 6.8 | 8.7 | 9.7 | 6.5 | 8.1 | 9.3 | 6.5 | 8.4 | 9.7 | 0.6 |
| 2009/10 | 7.2 | 8.7 | 9.8 | 7.5 | 8.2 | 8.8 | 7.2 | 8.4 | 9.8 | 0.5 |

The scores above are based on answers from learners to the Learner Views survey, which asked about their experience of the provider. The lowest possible rating was 0 (very bad), whilst the highest was 10 (very good).

Where there are low numbers of learners/trainees who have responded, care must be taken when using this information as the response of one learner/trainee can make a large difference to the score.

Employer Satisfaction

| All age | All Private Sector Public Funded | | | All General FE College incl. Tertiary | | | All organisations | | | Private Sector less General FE |
|---------|----------------------------------|--------------|---------------|---------------------------------------|--------------|---------------|-------------------|--------------|---------------|--------------------------------|
| | Lowest score | Middle score | Highest score | Lowest score | Middle score | Highest score | Lowest score | Middle score | Highest score | Middle |
| 2010/11 | 2.8 | 8.1 | 9.8 | 6 | 7.7 | 9.1 | 2.8 | 7.9 | 9.8 | 0.4 |
| 2009/10 | 6.3 | 8.3 | 9.5 | 6.8 | 7.9 | 8.9 | 6.3 | 8.1 | 9.5 | 0.4 |

The score above is based on answers from employers to the Employer Views survey, which asked about their experience when they sent staff for training. The lowest possible rating was 0 (very poor), whilst the highest was 10 (excellent).

The Skills Funding Agency say "the scores calculated for each learning provider will enable them to make comparisons about their performance against other learning providers of the same type and against all learning providers who completed the survey and passed the necessary quality thresholds.

Learner Destinations

| All age | All Private Sector Public Funded | | | All General FE College incl. Tertiary | | | All organisations | | | Private Sector less General FE |
|---------|----------------------------------|--------------|---------------|---------------------------------------|--------------|---------------|-------------------|--------------|---------------|--------------------------------|
| | Lowest score | Middle score | Highest score | Lowest score | Middle score | Highest score | Lowest score | Middle score | Highest score | Middle |
| 2009/10 | 50% | 82% | 99% | 70% | 82% | 90% | 50% | 83% | 99% | 0 |

The figures above represent the percentage of learners who in 2009/10 experienced employment/learning benefits after completing their course

This is the estimated percentage of learners who progressed into or within further or higher education, found a job or improved their career prospects after completing their course. The score is based on data matching, telephone interviews and statistical projections.

Learning Rate

| All age | All Private Sector Public Funded | | | All General FE College incl. Tertiary | | | All organisations | | | Private Sector less General FE |
|---------|----------------------------------|--------------|---------------|---------------------------------------|--------------|---------------|-------------------|--------------|---------------|--------------------------------|
| | Lowest score | Middle score | Highest score | Lowest score | Middle score | Highest score | Lowest score | Middle score | Highest score | Middle |
| 2008/09 | 3% | 41% | 83% | 29% | 57% | 81% | 3% | 55% | 91% | -16% |

The figures above represent the percentage of learners who went into further or higher education in 2009/10

The score is based on a combination of data matching and answers from learners who were telephoned during the Learner destinations survey

The Learning rate is the proportion of in-scope learners (minus the projected number of neutrals) completing an LSC-funded programme in 2007/08 that progressed to one of the following destinations in 2008/09:

- enrolled in priority learning with the same level of highest learning aim;
- enrolled in 16-18 priority learning;
- progressed to learning with a higher level of highest learning aim

Employment rate

| All age | All Private Sector Public Funded | | | All General FE College incl. Tertiary | | | All organisations | | | Private Sector less General FE |
|---------|----------------------------------|--------------|---------------|---------------------------------------|--------------|---------------|-------------------|--------------|---------------|--------------------------------|
| | Lowest score | Middle score | Highest score | Lowest score | Middle score | Highest score | Lowest score | Middle score | Highest score | Middle |
| 2008/09 | 19% | 67% | 85% | 23% | 47% | 65% | 13% | 48% | 85% | 20% |

The Employment rate above is the proportion of in-scope learners (minus the projected number of neutrals) completing a LSC-funded programme in 2008/09 that are projected to have progressed to one of the following destinations in 2009/10:

- remained in employment or self-employment, with improved job security, income, skills or enhanced career prospects;
- entered employment or self-employment, having been in learning prior to the completion year where the completion year's learning had a positive impact; or
- entered employment, self-employment or training, having previously been outside the labour market.