



## **Learner Quality Questionnaire**

July - August 2011

### **Analysis of Key Findings and Recommendations**

#### **Overview**

- A total of 2,572 of you responded to in the 2011 skills survey representing a response rate of 20%. This was a fantastic response and we would like to thank you for taking the time to share your views with us. This year's response rate also compares very favourably with the previous years which were recorded as 861 for 2010 and 684 in 2009.
- Over 48% of those of you that responded have been on programme for over 6 months with the other 52% on for under 3 months.
- 67% of you are working towards Key Skills.
- The overall satisfaction with the service we provide you with remains high.



## — Key Findings

- Over 90% of you:
  - fully understand your programme and are happy with the progress you are making
  - are satisfied with the whole learning experience and feel it meets your individual needs
  - are satisfied with the quality of the teaching on your programme
  - receive good support from your employer and have sufficient time to complete your work between visits
  - think the programme will help your personal and career development
  - understand who to contact at JHP if you have a problem
  - are happy with the equality and diversity information received from us and confirm you have seen a copy of policy
  - confirm your rights and responsibilities as outlined in the learner handbook have been fully explained
  - feel confident you can approach your assessor to discuss any concerns relating to the way you are being treated
  - have received good advice and guidance throughout your programme.
  
- 34% of you would like to see greater involvement of your employer in your learning programme.

## — Trends (2009 – 2011)

- Over a 3 year period 9% more of you are engaged on Key Skill learning programmes and an extra 5% of you have already started working towards achieving these.
- Significantly more of you understand how far you have progressed with your programme.
- You consistently express a wish for your employers to be more involved in your programme.
- You have greater awareness of equality and diversity and the policies and information that underpin this area of your learning.
- The survey demonstrates a marked increase in the number of you who can confirm your rights and responsibilities have been explained.
- You have a better understanding of who to contact at JHP if you have concerns or queries about your programme or treatment.
- You receive consistently good advice and guidance in relation to your programme.
- Less of you have seen changes to your assessor.

## — Recommendations

- 1) Whilst you feel that your employer gives you good support, 34% would like to see greater involvement. JHP is also keen to see greater employer involvement in your programme and as a result of your feedback we will review our methods for engaging your employers. This will include reviewing the roles and responsibilities of the employers we work with and how we communicate these to them. **Action 1: We will share the results of this survey with employers to demonstrate how important their involvement is. Action 2: We will better explain the role of employers in your learning programme.**
- 2) Whilst overall satisfaction with your programmes are high, 11% of you are either unsure or say you are not happy with your progress. We have already undertaken a programme of activity to ask those that are either unsure or not happy as to their reasons why? We are then addressing these on an individual basis and making sure there are no underlying reasons for this feedback. **Action 3: Follow up your comments on a 1-2-1 basis and ensure appropriate action is taken to address any concerns (completed).**
- 3) We appreciate that any changes to staffing can be disruptive. We will continue to reduce any changes to allocated assessors and where this is unavoidable take steps to ensure we limit any impact on your learning programme.