

# ACCESS LEARNER SURVEY 2009

We have recently completed our 2009 Learner Survey. Thank you to everyone who took part. The following is a brief summary of the results:

120 questionnaires were returned from all occupational areas. Learners graded us on a scale of 1-10 (very poor to very good). The average satisfaction levels were very high with scores for the 15 questions ranging from 8.7 out of 10 up to 9.62 out of 10. Learners also made some brilliant comments and really useful suggestions on how we can improve.

The following is a summary of what learners told us they like and what could be improved:

## What learners like:

- Progress reviews
- Help in gaining qualifications
- Help in securing employment
- Support provided throughout the programme
- Being treated with fairness and respect

## What learners think could be improved:

- Advice and guidance before starting (for those who are already employed)
- Employer support in some areas
- Motivating learners in the early stages of the programme
- Progression opportunities in some areas

## What we have agreed to do as a result of this feedback:

- We will work with employers to ensure that employees due to commence training programmes are given guides about provision and are given the opportunity to meet our staff before starting any training.
- We will encourage improved employer support by introducing Mentoring qualifications for employers, stressing the importance of supporting learners when we talk to employers, and increasing staff training for those working with employers.
- We will provide increased staff training on induction, initial assessment and the development of learning plans to motivate and challenge learners.
- We will develop a guide to progression for all learners/programmes.

**Thank you:** For those who took part in our survey we would like to thank you for your feedback – it really makes a difference!