

ACCESS LEARNER SURVEY 2010

We have recently completed our 2010 Learner Survey. Thank you to everybody who took part. The following is a brief summary of the results:

132 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 16 questions ranging from 8.91 out of 10 up to 9.74 out of 10. Learners also made some brilliant comments and useful suggestions on how we can improve.

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

What learners like

- Individualised support from Access staff
- Flexible delivery of training and assessment
- Help in gaining qualifications
- Being treated with fairness and respect

What learners think could be improved

- More frequent contact with Skills Adviser for some learners
- Shorter timescales to complete qualifications
- More information before courses start
- Wider choice of courses / training programmes

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

We will review our methods of delivery to reduce the time it takes to complete some qualifications.

We will develop electronic portfolios to make it easier to liaise with Skills Advisers between assessment visits.

We will introduce new products and develop a menu of 'job specific' training in each area.

We will introduce new systems for initial assessment before training starts.

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