

## Framework for Excellence: Lesson Learnt / Recommendations

For the pilot the LSC used existing data and information it held about the College, for example, ILR data, financial returns and success rate data. The additional tasks for the College were to carry out the learner and employer views survey and provide data for the destination survey.

The Framework or Version 1 will start Sept, '08.

### Destination survey:

Issues	Lessons Learnt / Recommendations
Data	Evidence used included comparing 2005/06 and 2006/07 ILR returns and progression to HE data. For the pilot University progression data for 2005/06 was manually gathered. For Version 1 a list of all learners with contact details who progressed to university in 06 /07 will be needed

### Employer Views Survey

Issues	Lessons Learnt / Recommendations
Employer Database	Database is current
	Has a time filter i.e. to show which employers the College has worked with, for example, so far in 2008 or within the last 6 months
	Employer Contact details are correct, each area should be asked to check details are correct and then confirmed just before employer list is sent to the LSC
College Contact	Needs to be aware of the questions and the contact should talk around what the questions are asking when talking / meeting with employers from September onwards
	Tracking list of which employers have been contacted / informed
Employer Contact	Made aware that they maybe contacted as part of the Employer Survey with simple background information
Previous Employer feedback	Focus on statements where had had responses below the FfE pilot mean and other known issues

### Learner Views Survey

Issues	Lessons Learnt / Recommendations
	Current list of all personal tutors with Class groups , verified it is correct by end October
	Ensure Personal tutors are aware of the questions and they should talk around what the questions ask from Sept. onwards
	Meeting with personal; tutors / Senior Managers about objectives and instructions of the survey by end of December 2008?
	Dedicated team in each Directorate with responsibility for overseeing the survey?
	If it is a sample survey of priority learners should there be a meeting to select sample? Sample must cover all of the College's SSA
Survey	Ensure that if learners are not present during the survey they have another chance to complete by the deadline date so return rates are good.

Also, a note to remember is that field L27 on the ILR (restricted use indicator to protect learners from being contacted when it may be inappropriate) is only used where relevant, as these learners cannot be contacted as part of any telephone / postal survey, this will affect our return rates.