

## NLSS 2006/07 (NLSS07) QUESTIONNAIRE

PLEASE SEE BACK PAGE FOR GLOSSARY OF TERMS

Sample type for filtering (take from sample)

- Work-based learning
- FE/ACL
- LearnDirect

Questionnaire filter

- Wave 1
- Wave 2
- Wave 3

CORE QUESTIONS ASKED OF ALL 3 WAVES.

### INTRO1

Good MORNING / AFTERNOON / EVENING could I please speak to (NAMED RESPONDENT)  
USE STANDARD OUTCOME CODES. SEE INSTRUCTIONS FOR THOSE WHO ARE  
UNABLE TO TAKE PART BECAUSE OF LANGUAGE/LEARNING DIFFICULTIES OR  
DISABILITY.

Yes	1	GO TO INTRO2
No - call back later	2	
No - not available in fieldwork	3	
No – refused	4	
Other - cannot continue	5	GO TO TIPCODES

### INTRO2

*IF WBL: Good morning/afternoon/evening my name is (NAME) and I am calling from Ipsos MORI. We would like to speak to you about your Work Based Learning (include Name of WBL Training) to find out how satisfied you are.*

*ANY OTHER LEARNER TYPE: Good morning/afternoon/evening my name is (NAME) and I am calling from Ipsos MORI. We would like to speak to you about your course at (NAME OF COLLEGE / PROVIDER) OR with LEARNDIRECT to find out how satisfied you are.*

*READ OUT FOR ALL The survey is being conducted for the Learning and Skills Council, they would like to know the views of students and trainees like yourself so that your learning programme, facilities and other services can be monitored and improved in the way you want them to be. All your answers are confidential; data will be reported back but not with names attached.*

INTERVIEWER NOTE: If respondent has left/completed course, we still want to interview them.

IF RESPONDENT IS UNABLE TO TAKE PART DUE TO LANGUAGE DIFFICULTIES

**What language do you speak?** DO NOT READ OUT. AIMS TO FIND OUT RESPONDENT'S NATIVE LANGUAGE

Polish  
Arabic  
Farsi  
Kurdish  
Somali  
French  
Urdu  
Spanish  
Portuguese  
Chinese (please specify Mandarin or Cantonese)  
Russian  
Other, please specify

**Is there someone who would be able to interpret for you?**

Yes – arrange to call back to conduct interview

No – we will pass your details to a member of the research team to see if they can arrange for someone to help you take part in the survey.



IF RESPONDENT IS UNABLE TO TAKE PART DUE / HEARING IMPAIRMENT / OTHER DISABILITY, READ OUT:

**What support do you need to take part in the survey? WRITE IN**

**Is there someone who would be able to help you to take part by telephone?**

Yes – arrange to call back.

No - we will pass your details to a member of the research team to see if they can arrange for someone to help you take part in the survey.

**ASK ALL WORK BASED LEARNING (WBL)**

**Q1.** Please think about any time away from your day-to-day job that you spend training towards your qualification. Is your training... READ OUT Code all that apply

- Based at a college..... 1
- Based at a training provider..... 2
- Within your workplace..... 3
- Other (specify) 0

**NOTE IF FE/ACL INTERVIEW: PROVIDER NAME WILL BE FORCED INTO THE SCRIPT AT VARIOUS POINTS**

**NOTE IF WORK BASED LEARNER INTERVIEW: THERE IS NO PROVIDER NAME IN THE ILR TO BE FORCED INTO QUESTION TEXT FOR REMAINDER OF THE SURVEY –RESPONSE(S) GIVEN ABOVE WILL BE USED IN QUESTION TEXT FROM THIS POINT I.E. YOUR COLLEGE, YOUR PROVIDER, YOUR WORKPLACE**

**NOTE IF LEARNDIRECT: INTERVIEW SCRIPT WILL FORCE IN WORDS ‘WITH LEARNDIRECT’**

**CORE SCREENING QUESTION (LENGTH OF COURSE/PROGRAMME)**

**ASK ALL**

**Q2.** Did or will your course at [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT] last more than 2 days in total?

- |     |   |                 |
|-----|---|-----------------|
| Yes | 1 | CONTINUE        |
| No  | 2 | THANK AND CLOSE |

**CORE SCREENING QUESTION**

**ASK ALL**

**Q3.** Can you tell me your age?

WRITE IN (0 TO 99)

IF UNDER 16 THANK AND CLOSE.

IF REFUSED ASK: **Can you tell me if you are AGE 16 years and over?**

Yes – 16 years and over – PROCEED.

No – less than 16 years - CLOSE

Refused – CLOSE

**RESPONDENTS ARE SCREENED AND ELIGIBLE**

**READOUT**

Is it convenient to speak to you now, or should we call you at a more convenient time?

ADD IF NECESSARY: The survey should take about 14 minutes to complete, depending on your answers. We are not trying to sell you anything. We are simply conducting a survey about your course/training.

ASK IF RESPONDENT IS WILLING TO DO THE SURVEY NOW ASCERTAIN WHETHER THEY ARE STILL ATTENDING COURSE, IF THEY HAVE FINISHED OR IF THEY HAVE LEFT EARLY.

**Q4.** I would like to start by finding out where you are at with you course/training. Are you still doing your course/training? PROBE TO CODE. SINGLE CODE

- |                                |   |   |
|--------------------------------|---|---|
| Yes - Still studying on course | 1 |   |
| No – Left course early         |   | 2 |

No - Failed course/not successful 3  
 No - Successfully completed course 4  
 Other – specify  
 Refused

THIS INFORMATION IS ALREADY BEING COLLECTED ON THE SAMPLE STATUS SCREEN.

### CORE QUESTION 2006/07

**ASK IF LEARNING AIM (VARIABLE L\_ATYPE IS NOT STATED OR CODE 9 (ADDITIONAL NVQ/GNVQ) OR CODE 10 (OTHER) OR CODE 11 (MIXED)**

**Q5.** SHOWCARD A What course or programme are you doing/did you do at [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDDIRECT]? PROBE FOR NAME OF COURSE/PROGRAMME OR QUALIFICATION. CODE ONE ONLY. IF MORE THAN ONE TYPE OF COURSE PROBE FOR ONE SPENT MOST TIME DOING. IF LEARNER SPENDS EQUAL TIME STUDYING MANY SUBJECTS ASK FOR WHICH ONE THEY HAVE BEEN STUDYING FOR LONGER. DO NOT READ OUT

1. GCSE/ GCSE in Vocational subjects (replace part one of the GNVQ)
2. GNVQ precursor/ GNVQs
3. AVCEs/GCEs/Alevels in Applied Subjects (ie. Vocational A Levels/ advanced GNVQs)
4. A Level
5. AS Level
6. Advanced Extension Awards
7. NVQ
8. Foundation Modern Apprenticeship/Apprenticeships
9. Advanced Modern Apprenticeship/Advanced Apprenticeships
10. Access to Higher Education
- \*. HNC (Higher National Certificate)
- \* HND (Higher National Diploma)
11. Diploma in Higher Education
12. Life Skills / E2E / Preparatory learning (includes Adult Literacy, Adult numeracy, ESOL, ICT)
13. Open College Network Accredited courses (OCN) (please specify)
14. OCR/ BTEC Nationals
15. International Baccalaureate/ Welsh Baccalaureate
16. Professional qualification (specify full name of qualification)
17. Other (specify full name of qualification)
18. Don't know
19. No name of course/Qualification
20. Refused

### CORE QUESTION 2006/07

**Check filter as we have added 2 additional codes above**

**ASK Q6 IF Q5 is 2, 3, 7, 12, 13, 16, 17, (GNVQ precursor, Vocational A Levels previously known as AVCE/GNVQ, NVQ, Life Skills, Preparatory Learning, Open College Network (OCN) Accredited, Professional Qualification, Other)**

**Q6.** And what level is/was this course you are/were studying? PROBE FOR LEVELS 1 THROUGH TO 8. USE OTHER SPECIFY IF NECESSARY

- Entry level (includes entry level 1, entry level 2 and entry level 3)
- Level 1 or previously known as foundation (NVQ level 1, foundation GNVQ level)
- Level 2 (NVQ level 2, intermediate GNVQ level, Apprenticeship)
- Level 3 (NVQ level 3, advanced GNVQ level. Advanced apprenticeship)
- Level 4 (certificates of higher education)
- Level 5 (intermediate - diplomas of higher education and further education, foundation degrees, higher national diplomas)
- Level 6 (honours – bachelor degrees, graduate certificate and diplomas)
- Level 7 (masters degrees, postgraduate certificate and degrees)
- Level 8 (doctorates)
- Other (specify)
- Don't know/level unknown

Refused to answer

**CORE QUESTION 2006/07**

**ASK ALL**

**Q7.** SHOWCARD B And what subjects or skills are you studying/training? DO NOT READ OUT. SINGLE CODE. IF RESPONDENT MENTIONS MORE THAN ONE SUBJECT, PROMPT FOR THE ONE THEY SPEND THE MOST TIME DOING.

Sciences and Mathematics	1
Land based provision	2
Construction	3
Engineering, Technology and Manufacturing	4
Business administration, Management and Professional	5
Information and Communication Technology	6
Retailing, Customer Service and Transportation	7
Hospitality, Sports, Leisure and Travel	8
Hairdressing and Beauty Therapy	9
Health, Social Care and Public Services	10
Visual and Performing Arts and Media	11
Humanities	12
English, Languages and Communication	13
Foundation programmes	14
Other, please specify	99

**CORE QUESTION 2006/07**

**EARLY LEAVERS (CODE 2 AT Q4)**

**Q8.** You said that you have left the course early. What do you consider were the main reasons for leaving early? DO NOT READ OUT, CODE MAXIMUM OF 3.

INTERVIEWER PROMPT IF NECESSARY: We are looking for your three most important reasons for leaving early.

Wrong course for me.....	1
Tutor poor/problems with teaching quality.....	2
Tutors kept changing.....	3
College/Provider badly run/organised.....	4
Too much work.....	5
Difficult to combine with work commitments	6
Difficult to combine with family or other commitments	7
Work too difficult.....	8
Health reasons.....	9
Financial reasons incl. cost of travel.....	0
Travel difficulties (other than cost).....	1
Got a job.....	0
Changed jobs.....	2
Lack of support from work/Problems at work.....	3
Personal issues (illness of a family member/bereavement)	4
No particular reasons.....	5
Other (specify).....	

**CORE QUESTION 2006/07: ASK TO LEARNDIRECT ONLY**

**Q9.** Have you accessed your course material at a learndirect centre (either all or some of the time)?

Yes	1
No	2
Don't know	3

**PRE-ENTRY MODULAR 2006/07 (WAVE 1)**

**ASK ALL**



**Q10.** What are your main reasons for choosing this course? DO NOT READ OUT. PRECODED LIST.  
PROBE FOR OTHER

To help me get a job/promotion/better job/different job	1
To help me move on in education	2
It was relevant to my job.....	3
Because I like the subject.....	4
To gain qualifications.....	5
Because it was on offer at my local college/this college	6
Because it was at a time that suited me.....	7
To advance my skills and knowledge in this area..	8
Suggested or required by employer.....	9
Suggested by others.....	0
For my own personal interest.....	1
To meet other people/make new friends.....	2
<b>[Learndirect only]</b> Because I can access the course at any time I wanted	3
<b>[Learndirect only]</b> Because I can assess the course from anywhere I wanted	4
Other (specify).....	5

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**PRE-ENTRY MODULAR 2006/07 (WAVE 1)**

**ASK ALL**

**Q11.** Which of these best describes how useful you think doing this course is to you personally, either in your current job or in getting a job you hope to do in the future? READ OUT: Would you say doing this course is... READ OUT 1 TO 4). SINGLE CODE.

- 1) Essential for your current job/for any future job
  - 2) Not essential but will help in your current job/for any future job
  - 3) Will not help in your current job/any future job.
  - 4) Irrelevant to you because you are not working now or intending to work in the future
- Don't know (DO NOT READ OUT)
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**PRE-ENTRY MODULAR 2006/07 (WAVE 1)**

**ASK ALL**

**Q12.** What are your main reasons for deciding to attend [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT for your course? DO NOT READ OUT. CODE ALL THAT APPLY

- Convenient location/nearest.....
  - Offered course I wanted.....
  - Has best reputation (general).....
  - Has best reputation for pass rates.....
  - Has best reputation for my course.....
  - Friends were going there/friend recommended.....
  - Recommended by career advisor/school.....
  - Recommended by parents/other family member/ carer
  - Offered a course at convenient times for me
  - Had no choice -employer chose.....
  - Had no choice – only one that accepted me
  - Had no choice – no other providers in this area
  - [Learndirect only]** Because I can access the course at any time I wanted
  - [Learndirect only]** Because I can access the course from anywhere I wanted
  - Other (specify)
  - Don't know
- 

**PRE ENTRY MODULAR 2006/07 (WAVE 1)**

**ASK ALL**

**Q13.** Now I would like to ask you a few questions about how informed you felt about the course/ training at the time of enrolling. For each of the following aspects, please say whether you felt very well informed, quite well informed, not very well informed or not at all informed ... ROTATE STATEMENTS

The type of assessments that you would be given  
 The timing of assessments  
 The content of the course, what subjects you would cover  
 How the teacher/trainer would teach the course, for instance group work or lectures  
 The amount of work expected of you in your own time  
 How the course/training would help you gain skills to use in a job  
 The standard of work expected

#### REVERSE SCALE

Very well informed  
 Quite well informed  
 Not very well informed  
 Not at all well informed  
 Don't know

#### LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)

**ASK ALL EXCEPT LEARNDIRECT LEARNERS NOT AT CENTRES SOME OR ALL OF THE TIME, E.G. ALL EXCEPT Q9=2 OR 3.**

**Q14.** Thinking about the site where you do most of your course or training, and of feeling safe in particular, which of the following did [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT] inform you about? READ OUT AND CODE (YES/NO) FOR EACH. ROTATE ITEMS 1 TO 5.

	Yes	No	DK
-1- Emergency arrangements for fire	1	2	Y
-2- Emergency arrangements for first aid and how to report an accident	1	2	Y
-3- Who to ask for any health and safety advice or instructions	1	2	Y
-4- Any dangers involved with your training and how to work safely	1	2	Y
-5- Provision of disabled access	1	2	Y

#### LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)

**ASK ALL EXCEPT LEARNDIRECT**

**Q15.** Now I would like to ask about how informed you felt about the course/training after induction. For each of the following aspects, please say whether you felt very well informed, quite well informed, not very well informed or not at all informed about the following... ROTATE ITEMS 1 TO 7

1 The type of assessments that you would be given  
 2 The timing of assessments  
 3 The content of the course, what subjects you would cover  
 4 How the teacher/trainer would teach the course, for instance group work or lectures  
 5 The amount of work expected of you in your own time  
 6 How the course/training would help you gain skills to use in a job  
 7 The standard of work expected

#### REVERSE SCALE

Very well informed  
 Quite well informed  
 Not very well informed  
 Not at all well informed  
 Don't know

#### CORE QUESTION 2006/07

**ASK ALL EXCEPT LEARNDIRECT**

**Q16.** Now moving on to teaching/training. Overall, how satisfied are you with the quality of the teaching/training at attend [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT]]. Would you say you are:

**ALTERNATIVE WORDING FOR LEARNDIRECT**

**Q17.** Now moving on to teaching/training. Overall, how satisfied are you with the quality of the support you received from learndirect (from either learndirect tutors or learndirect centre staff). Would you say you are:

READ OUT AND CODE ONE ONLY. REVERSE SCALE

Extremely satisfied.....	1
Very satisfied.....	2
Fairly satisfied.....	3
Neither satisfied nor dissatisfied.....	4
Fairly dissatisfied.....	5
Very dissatisfied.....	6
Extremely dissatisfied.....	7
Don't know [DO NOT READ OUT].....	Y

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### CORE QUESTION 2006/07

#### ASK ALL EXCEPT LEARNDIRECT (LEARNDIRECT SEE BELOW)

**Q18.** How would you rate the teachers, tutors or trainers on the following aspects of teaching/training? Please score on a scale of 1 to 10, where 1 represents very poor and 10 excellent. READ OUT IF NEEDED – WE RECOGNISE THAT RATINGS MAY VARY FOR INDIVIDUAL TEACHERS/TRAINERS -PLEASE TRY YOUR BEST TO GIVE US AN OVERALL RATING. ROTATE ITEMS 1 TO 10.

- 1- Knowledge of the subject
- 2- How well they relate to you as a person
- 3- Making your subject interesting or enjoyable for you
- 4- Understanding you and how you like to learn
- 5- The support they give you, for example in improving your study techniques or time management
- 6- Planning their lessons
- 7- The quality and availability of teaching materials they use
- 8- Setting clear targets or learning goals to help you improve
- 9- Providing prompt and regular feedback on progress
- 10- Managing the group of learners

- 1 - Very Poor
- 2 -.....
- 3 -.....
- 4 -.....
- 5 -.....
- 6 -.....
- 7 -.....
- 8 -.....
- 9 -.....
- 10 – Excellent

Don't know

#### ALTERNATIVE WORDING FOR LEARNDIRECT

**Q19.** How would you rate the learndirect tutors and learndirect centre staff on the following aspects. Please score on a scale of 1 to 10, where 1 represents very poor and 10 excellent. READ OUT IF NEEDED – WE RECOGNISE THAT RATINGS MAY VARY FOR INDIVIDUAL TEACHERS/TRAINERS -PLEASE TRY YOUR BEST TO GIVE US AN OVERALL RATING. (PRECODES ROTATED)

- 1- How well they relate to you as a person
- 2- Making your subject interesting or enjoyable for you
- 3- Understanding you and how you like to learn
- 4- Setting clear targets or learning goals to help you improve
- 5- Providing prompt and regular feedback on progress

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### CORE QUESTION 2006/07

## ASK ALL

**Q20.** Thinking of your typical lesson or training session, how much of that time is spent on increasing or helping to increase your knowledge or understanding of your course: READ OUT AND CODE ONE ONLY

INTERVIEWER NOTE: We are interested in how much of the lesson is spent on learning rather than other activities such as course administration and discipline etc.

- The whole lesson
- Most of the lesson
- Around half of the lesson
- Less than half of the lesson
- None of the lesson
- Don't know

## PROVIDER CORE QUESTION

### ASK Q21 TO Q24 TO ALL

**Q21.** I am going to read out some statements, can you tell me how strongly you agree or disagree with each one? Where possible please answer thinking about your college/training provider as a whole and not just about your tutor or teachers. READ OUT STATEMENT. ROTATE STATEMENT ORDER 1 AND 2. IF AGREE OR DISAGREE PROBE: Is that strongly or tend to agree/ disagree?

1. My learning programme is meeting my needs. (By learning Programme we mean the whole of the course, studies, learning experience)
2. There is support available to help me carry out my learning programme

### REVERSE SCALE

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

**Q22.** Which of the following types of support, if any, have been made available to you at your college/provider? READ OUT 1 TO 6. MULTI CODE OK. ROTATE ITEMS 1 TO 5

- 1 Help and assistance from teachers/tutors/lecturers when I need it
  - 2 Advice/one to one meeting with appropriate staff
  - 3 Personal tutor
  - 4 Computers
  - 5 Library service/ study rooms
  - 6 Other (please specify)
- None of these (DO NOT READ OUT)

**Q23.** I am going to read out a list of statements. For each of them, please tell me if you agree or disagree. Where possible please answer thinking about your college/training provider as a whole and not just about your tutor or teachers.

START WITH ITEMS 1 AND 2. ROTATE 1 AND 2.

CONTINUE WITH ITEMS 3 TO 6 AND ROTATE THESE ITEMS TOGETHER.

- 1) I am treated with respect by staff
- 2) I am treated fairly by staff
- 3) My college/ provider asks for my views on the quality of the learning programme
- 4) My college/ provider asks for my views on ways to improve the learning programme
- 5) My college/ provider asks for my views on its facilities
- 6) My college/ provider asks for my views on the college (e.g. canteen, building, rooms).

### REVERSE SCALE

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree

Strongly disagree  
Don't know

ASK IF "AGREE" TO AT LEAST ONE OF (3-6) AT q23

**Q24.** I have just asked if your college/provider asks for your views on a number of issues, would you agree or disagree that your college or provider responds to these views? PROBE is that strongly or tend to?

INTERVIEWER NOTE: We are interested in whether college/provider responds to learners' views **per se**, regardless of whether they responded in the way the learner wanted them to.

#### REVERSE SCALE

Strongly agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Strongly disagree  
Don't know

#### CORE QUESTION 2006/07

##### ASK ALL EXCEPT LEARNDIRECT LEARNERS

**Q25.** Which of the following situations have you encountered on a fairly regular basis? READ OUT. PROBE FOR OTHERS. ROTATE ALL EXCEPT OTHER AND NONE OF THESE

Being left hanging around with nothing to do	1
Teachers/tutors arriving late by 5 minutes or more	2
Other students arriving late by 5 minutes or more	3
Other students making a noise and disrupting class	4
Teachers going at too slow a pace	5
Teachers going at too fast a pace	1
Teachers/tutors being absent	6
Lessons being badly planned/disorganised	7
Lack of resources/poor equipment	8
Lessons finishing early	9
Lessons finishing late	0
Other (specify)	2
None of these	

#### LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)

##### ASK ALL

**Q26.** I am going to read out some issues and for each I would like to know how well you think these issues were managed...Please score each of them on a scale of 1 to 10, where 1 represents very poor and 10 excellent. ROTATE ITEMS. USE NOT APPLICABLE IF NEEDED - PARTICULARLY FOR SOME OF THE ASSESSOR RELATED CODES

##### ASK STATEMENTS 1-3 TO ALL

Making sure enough teachers/tutors/ trainers and/or assessors are available	1
Providing support when I or other learners have problems	2
Helping new people settle in	3

##### ASK STATEMENTS 4-7 TO ALL EXCEPT LEARNDIRECT

Managing timetables so that they suit the learner as best they can	4
Communicating changes in times for sessions	5
Teachers/Tutors/Assessors turning up as planned	6
Seeing the same teacher/tutor/assessor throughout	7

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#### LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)

##### ASK ALL

**Q27.** Since you started the course have you had any problems with any of the following? READ OUT AND PROBE FOR OTHERS. IF NEEDED DESCRIBE DISCRIMINATION AS



HARRASSMENT/BULLYING/TREATED UNFAIRLY. ROTATE ALL ITEMS EXCEPT DON'T KNOW/ REFUSED/ NONE OF THESE

- Managing to fit course commitments in with other commitments at home.....
- Managing to fit course commitments in with other commitments at work
- Managing to keep up with the standard of work required.....
- Dealing with money pressures.....
- Statement on discrimination of any kind from a member of staff
- Discrimination of any kind from other students...
- Maintaining your personal motivation.....
- Travel to college/training centre.....
- Extra help you were promised not being provided
- Reading/writing skills.....
- Maths or numeracy skills.....
- Other, please specify [WRITE IN].....
- None of these
- Refused.

**LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)**

**ASK IF YES TO ANY STATEMENTS AT Q27**

**Q28.** Have you sought advice or help from the [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT] on any of these matters?

- Yes
- No
- Don't know

**LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)**

**ASK IF YES AT Q28**

**Q29.** Generally, how useful was this? READ OUT. REVERSE SCALE

- Very useful
- Fairly useful
- Not very useful
- Not at all useful
- Don't know

**LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)**

**Q30.**

**ALL EXCEPT WORK BASED LEARNERS IN THE WORKPLACE ONLY** – Have you ever made a complaint to the college or provider about your course or other experiences?

**WORK BASED LEARNERS IN THE WORKPLACE** – Have you ever made a complaint to your employer about your training?

- Yes..... 1
- No..... 2

**LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)**

**IF YES AT Q30**

**Q31.** What was your complaint about? PROBE THOROUGHLY. MULTI CODE OK

- the classroom is inadequate/cramped/cold/noisy/keep changing
- poor teaching/incompetence/ignorance of teacher
- lack of equipment/inadequate/poor materials/resources
- poor college facilities/canteen/heating etc.
- about the cost of the course/grant
- didn't know what was going on/lack of communication

other, please specify [WRITE IN]  
Refused.

## LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)

### IF YES AT Q30

**Q32.** Which of these best describes the outcome to your complaint?

- There was an outcome that satisfied me
- There was an outcome but it did not satisfy me
- There was no outcome to the complaint at all
- Don't know

## CORE QUESTION 2006/07

### ASK ALL

**Q33.** And now taking all the issues we have discussed into account, how satisfied are you with your current learning experience at [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT]? READ OUT.CODE ONE ONLY

REVERSE SCALE

Extremely satisfied	1
Very satisfied	2
Fairly satisfied	3
Neither satisfied nor dissatisfied	4
Fairly dissatisfied	5
Very dissatisfied	6
Extremely dissatisfied	7
Don't know	Y

## CORE QUESTION 2006/07

### ASK IF SATISFIED (CODES 1-3) AT Q33

**Q34.a** SHOWCARD C You said you were [INSERT RESPONSE FROM Q33], what is the main reason for this? PROBE FULLY. MULTI CODE OK. DO NOT READ OUT.

a good course/learnt a lot/enjoyed it/up to expectations  
tutors are good/they make it easy/interesting for us/help us  
they were very helpful/always ready to help/get all the help  
gives me what I wanted/needed/the experience/qualification  
they were very friendly/welcoming  
social life is good/met lots of people/good fun  
its well run/well organised  
I'm pleased with my progress/doing better than expected/feel  
like the place/the college/good working environment  
they treat you well/with respect/as an adult/an individual  
enjoy the subjects/areas covered/interested in what I do  
good facilities/equipment/resources  
motivating/makes you want to work  
good group of learners/work well together/help each other  
tutors well qualified/have on the job experience  
good for my confidence/self esteem  
Other, please specify [WRITE IN]  
. Refused  
Don't know

### ASK IF DISSATISFIED (CODES 5-7) AT Q33



**Q34.b SHOWCARD D** You said you were [INSERT RESPONSE FROM Q33], what is the main reason for this? PROBE FULLY. MULTI CODE OK. DO NOT READ OUT.

- poor facilities/old/inadequate equipment
- it was disappointing/not what I expected/wanted
- mixed ability/ classes too large
- didn't get the help that I needed/didn't respond to my needs
- badly organised/badly run
- lack of staff/assessors/changes in staff
- the course/work is (too) hard/difficult
- communication poor/don't tell you what you need to know
- poor attitude of tutors/ not supportive
- was boring/repetitive/not interesting/not motivating
- could have finished earlier/covered subject faster
- disruptive learners
- Other, please specify [WRITE IN]
  - Refused
  - Don't know

**IMPACTS/ FEELINGS ABOUT LEARNING MODULAR 2006/07 (WAVE 3)**

**ASK ALL**

**Q35.** Thinking back to when you left school would you say that you had...READ OUT. CODE ONE ONLY

- Generally positive feelings about education..... 1
- Generally negative feelings about education.... 2
- Not bothered either way about education - indifferent..... 3
- Don't know..... Y

**IMPACTS/ FEELINGS ABOUT LEARNING MODULAR 2006/07 (WAVE 3)**

**ASK ALL**

**Q36.** I am going to read out a number of statements which describe the way some people feel about learning and would like you to choose the ones that apply to you and the way you feel now: READ OUT AND CODE ALL THAT APPLY. PROBE FOR OTHER. ROTATE ALL.

- I enjoy learning and get a buzz from it
- I am carrying on learning because I can't think of anything better to do
- I enjoy learning mostly because of the social aspects
- I don't really enjoy learning
- I am carrying on learning in order to improve my career prospects

**IMPACTS/ FEELINGS ABOUT LEARNING MODULAR 2006/07 (WAVE 3)**

**ASK ALL**

**Q37.** I am going to read out a few statements about what effect the course may have had on you personally. Could you tell me whether you agree or disagree with each. ROTATE ALL 1 TO 12

- 1- I have a greater enthusiasm for the subject
- 2- It has given me skills I can use for a job
- 3- I feel more confident socially
- 4- I feel more confident in my ability to learn
- 5- I am better at managing my time and responsibilities
- 6- I feel more positive about learning than I did when I started
- 7- I am more creative and prepared to try new things
- 8- I am better at learning on my own now
- 9- It enables me to cope better with daily life
- 10- It has benefited my health and sense of well being
- 11- Taking part in this course will help me move forward in my career

-12- I now take a more active part in the community (ONLY IF RESPONDENT IS 25 PLUS)

Agree  
Disagree  
Don't know

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**IMPACTS/ FEELINGS ABOUT LEARNING MODULAR 2006/07 (WAVE 3)**

**ASK ALL**

**Q38.** I am going to read out some statements which reflect different experiences of learning. Could you tell me how much you agree or disagree with each one. STATEMENTS ROTATED. SINGLE CODE FOR EACH

- 1- I feel out of place in a classroom situation
- 2- I always like a new challenge
- 3- I can never seem to manage my time properly
- 4- I find it easy to motivate myself for learning
- 5- I get very nervous about the standard of work required
- 6- I do not usually enjoy taking on new responsibilities

**REVERSE SCALE**

Strongly agree  
Slightly agree  
Neither agree nor disagree  
Slightly disagree  
Strongly disagree  
Don't know

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**CORE QUESTION 2006/07**

**ASK ALL**

**Q39.** How likely will you be to undertake further learning in the future (say in the next 3 years?)

REVERSE SCALE EXCEPT DON'T KNOW. SINGLE CODE.

Very likely  
Fairly likely  
Fairly unlikely  
Very unlikely  
Don't know

---

**CORE QUESTION 2006/07**

**ASK ALL**

**Q40.** Which of these statements best describes the way you would speak of <INSERT NAME OF PROVIDER><PROVIDER TYPE> in their capacity as a training provider? READ OUT EXCEPT DON'T KNOW. SINGLE CODE.

I would speak highly of them without being asked  
I would speak highly of them if somebody asked me about them  
I would be neutral about them  
I would be critical of them if somebody asked me about them  
I would be critical of them without being asked  
Don't know

The last few questions are about yourself. These questions are to help us put your answers in context. None of this information will be passed on with your name, and nobody will be able to identify you from the answers that you give.

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**CORE QUESTION 2006/07**

**Q41. SHOWCARD E** What is the highest level of examination or qualification that you now hold, including any that you may have gained since leaving full time education? CODE ONE ONLY – HIGHEST QUALIFICATION

1. No qualification held
2. O level/CSE/Matriculation/School Certificate
3. GCSE grade A-C/SCE Credit Level Standard Grade
4. GCSE grade D-G/SCE Foundation Level Standard Grade
5. A level, A/S Level, S Level, AVCE, Vocational A-level, Scottish higher , Vocational AS level (VCE) or equivalent
6. RSA/Pitmans
7. City and Guilds
8. Open College Network (OCN) Credit
9. BTEC/SCOTVEC/SCOTEV
10. Diploma in Higher Education (DipHE)
11. Foundation degree
12. Degree
13. Higher Degree (MA, Msc, PHD)
14. Nursing/medical/clinical qualification
15. PGCE or other teaching qualification
16. Apprenticeship/Modern Apprenticeship
17. NVQ/SVQ
18. GNVQ/GSVQ
19. ONC/OND
20. HNC/HND
21. Certificate of sixth year studies (CSYS) or equivalent
22. Other higher education qualification (above A level other than a degree)
23. International Baccalaureate/ Welsh Baccalaureate
24. OCR/BTEC Nationals
25. Access to HE
26. GCSE in vocational subject
27. Youth Training/ YT Certificate / E2E
28. Key Skills
29. Skills for Life / Basic Skills Courses
30. ESOL courses
31. Other Adult literacy courses
32. Other qualification (specify)

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**ASK IF Q41 IS 2**

**Q42.** How many O level/CSE/Matriculation/School Certificate do you hold? TYPE IN NUMBER

**ASK IF Q41 IS 3**

**Q43.** How many GCSE grade A-C/SCE Credit Level Standard Grade do you hold?

**ASK IF Q41 IS 4**

**Q44.** How many GCSE grade D-G/SCE Foundation Level Standard Grade do you hold? TYPE IN NUMBER

**ASK IF Q41 IS 5**

**Q45.** How many A level, A/S Level, S Level, AVCE, Scottish higher do you hold? TYPE IN NUMBER

**ASK IF Q41 IS 6**

**Q46.** What is the highest level of RSA/Pitman you hold? CODE ONE ONLY

1. Higher diploma
2. Advanced Diploma or Certificate
3. First Diploma
4. Certificate
5. Other

**ASK IF Q41 IS 9**

**Q47.** What is the highest level of BTEC/SCOTVEC/SCOTEC you hold? CODE ONE ONLY

1. Higher Certificate Diploma
2. National Certificate Diploma
3. First/general Diploma
4. First/general Certificate
5. Other

**ASK IF Q41 IS 7, 16,17,18, 19,20, 32**

**Q48.** You said [INSERT ANSWER FROM 41] What level did you achieve? PROBE FOR LEVELS 1 THROUGH TO 8. USE OTHER SPECIFY IF NECESSARY. CODE ONE ONLY

- Entry level (includes entry level 1, entry level 2 and entry level 3)
- Level 1 or previously known as foundation (GCSE grade D-G or NVQ level 1, foundation GNVQ level)
- Level 2 (equivalent to GCSE grade A\*-C or NVQ level 2, intermediate GNVQ level, apprenticeship is equivalent to NVQ level 2)
- Level 3 (equivalent to GCE A level or NVQ level 3, advanced GNVQ level. Advanced apprenticeship is equivalent to NVQ level 3)
- Level 4 (certificates of higher education)
- Level 5 (intermediate - diplomas of higher education and further education, foundation degrees, higher national diplomas)
- Level 6 (honours – bachelor degrees, graduate certificate and diplomas)
- Level 7 (masters degrees, postgraduate certificate and degrees)
- Level 8 (doctorates)
- Other (specify)
- Don't know/level unknown
- Refused to answer

**CORE QUESTION 2006/07**

**ASK IF L12 = 99 or 98**

**Q49.** SHOWCARD F To help the LSC give services of equal quality to all learners, can you say to which ethnic group do you consider you belong? DO NOT READ OUT. CODE ONE ONLY - PROBE TO PRECODES

- Asian or Asian British - Bangladeshi
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Asian or Asian British - any other Asian background
- Black or Black British - African
- Black or Black British - Caribbean
- Black or Black British - any other Black background
- Chinese
- Mixed - White and Asian
- Mixed - White and Black African
- Mixed - White and Black Caribbean
- Mixed - any other Mixed background
- White - British
- White - Irish
- White - any other White background
- Any other, please specify
- Refused

**CORE QUESTION 2006/07**

**ASK IF L15 = 99**

**Q50.** Do you consider yourself to have a disability?

- Yes
  - No
  - Refused
-

## CORE QUESTION 2006/07

### ASK IF YES TO Q50

**Q51.** Do you consider yourself to any of the following?

READ OUT 1 TO 9. IF MORE THAN ONE CODE 10.

- 1) Visual impairment
- 2) Hearing impairment
- 3) Disability affecting mobility
- 4) Other physical disability
- 5) Other medical condition (for example epilepsy, asthma, diabetes)
- 6) Emotional/behavioural difficulties
- 7) Mental ill health
- 8) Temporary disability after illness (for example post-viral) or accident
- 9) Profound complex disabilities
- 10) Multiple disabilities (DO NOT READ OUT)
- 11) Other, please specify

Don't know / refused

## CORE QUESTION 2006/07

### ASK IF L16 = 99

**Q52.** Do you consider yourself to have learning difficulties?

- Yes
- No...
- Refused.
- Don't know

## CORE QUESTION 2006/07

### ASK IF YES TO Q52

**Q53.** Do you consider yourself to have any of the following?

INTERVIEWER - READ OUT. IF MORE THAN ONE, RECORD AS 90.

Moderate learning difficulty	01
Severe learning difficulty	02
Dyslexia	10
Dyscalculia	11
Other specific learning difficulty	19
Multiple learning difficulties	90
Other, please specify	97
Don't know/ refused	99

## CORE QUESTION 2006/07

### ASK ALL

**Q54.** The Learning and Skills Council will be doing further research about post-16 education in the year. would it be OK for Ipsos MORI or another appointed contractor to contact you again in connection with future studies? PROBE & CODE ONE OF THE FOLLOWING.

Yes - both Ipsos MORI or any other appointed contractors may recontact

No – neither may recontact

## ASK Q55 IF YES AT Q54

**Q55.** Do you have an alternative telephone number to [insert all telephone numbers available in sample] we can use if we need to contact you?

INTERVIEWER: PREFERABLY A MOBILE RATHER THAN WORK TELEPHONE NUMBER

WRITE IN ALTERNATIVE TELEPHONE NUMBER [11 DIGITS] AND CODE

Home/ mobile

Work



No alternative number  
 Refused/ ex directory

**CORE QUESTION 2006/07**

**ASK Q56 IF YES AT Q54**

**Q56.** If we were repeating this research in a years time and were not able to find you, is there anybody who would know where you are?

INTERVIEWER: ADD AS REASSURANCE IF REQUIRED:

We will only use their contact details for the purpose of regaining contact with you. We will let them know that you provided their details for this purpose. They will be free to refuse at any point or to request that we do not contact them again.

WHERE POSSIBLE TRY TO GET A NAME OF AN INDIVIDUAL WHO DOES NOT LIVE AT THE SAME ADDRESS

**CORE 2006/07**

**Q57. INTERVIEWER CODE: IF IN DOUBT ASK**

ENGLISH AS A FIRST LANGUAGE.....	1
ENGLISH NOT A FIRST LANGUAGE.....	2

**CORE QUESTION 2006/07**

**IF 99 ON ILR, THEN CODE GENDER**

**Q58. GENDER**

- MALE
- FEMALE

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On behalf of the Learning and Skills Council and Ipsos MORI we would like to thank you for your time and help.

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**QPROXY. DO NOT READ OUT.**

- Interview conducted with respondent
- Interview conducted by proxy

**GLOSSARY**

WBL – Work Based Learning  
 ILR – Individual Learner Record  
 LA – Learning Aim