

Learner Satisfaction survey

For more information and links, please go to the Learner Satisfaction survey page, <http://ffe.skillsfundingagency.bis.gov.uk/>

Week beginning 24 October 2011

Information on survey, including a password to access the Provider Extranet, sent to Head of Organisation

Are you in scope?

No

You need take no further action

Yes

Consider how you will collect a representative sample from your sub-contractors

Are you the lead contractor for a consortium?

No

Log onto the Provider Extranet:
 - to provide contact details for staff dealing with the survey
 - to give planned dates for running survey
 - to access daily response rates
 - for latest information about the survey

1-13 November 2011

Test access to the survey

18 November 2011

Apply for permission to use paper surveys if necessary

Decide how to give the following information to your learners:
 - link to survey
 - UKPRN
 - Their Unique Learner Number (ULN) if available or their personal Learner Reference Number as entered on the ILR
 - Learning Aims Code(s)

Read guidance on linking surveys

Do you want to integrate your own survey with the Learner Satisfaction survey?

No

November 2011 - 25 May 2012

Promote the survey to all your in scope learners

1 March 2012

If you have a number of LLDD learners for whom participation would not be appropriate, contact the Skills Funding Agency

30 April 2012

Paper based survey closes

1 May 2012

Paper questionnaires collected

25 May 2012

Online survey ends