



Employer Satisfaction Survey 2015 to 2016

New questions

This year's survey includes a small number of new questions to better understand employers' choice of provider and their ability to influence the training offered. The questions have been shared with in-scope colleges and training providers during the provider-led phase of the survey and follow below for reference.

Section 1: Background information about your organisation

Q1a Including you and any working proprietors, how many people are on the payroll at this location?

Please ✓ **ONE** box only

- 1
- 2-9
- 10-49
- 50-249
- 250+

Q1b Is this workplace ?

Please ✓ **ONE** box only

- The only site in the organisation
- The head office of an organisation with a number of sites
- A branch of an organisation with a number of sites
- Don't know

Q2a Between August 2015 and February 2016, approximately how many of your staff received any training or assessment from this training provider?

Please ✓ **ONE** box only

- 1
- 2-4
- 5-9
- 10-19
- 20-29
- 30 or more
- Don't know

Q2b As the employer, did you have to pay for any of this training?

Please ✓ **ONE** box only

- Yes, in all cases
- Yes, in some cases
- No
- Don't know

Section 2: Rating on the training received

Please rate the overall quality of the training delivered by this training provider between August 2015 and February 2016. Please consider all training that you have received from this provider during this period.

Q3 How do you rate their overall performance in each of these aspects on a scale of 0-10, where 0 = very poor and 10 = excellent?

Please ✓ **ONE** box for each statement

Section 3: Overall satisfaction

		0	1	2	3	4	5	6	7	8	9	10	Don't know	Did not apply
a) Understanding your organisation's training needs		<input type="checkbox"/>												
b) Offering training and/or assessment in a flexible way to meet your needs		<input type="checkbox"/>												
c) Communicating clearly with you throughout the process		<input type="checkbox"/>												
d) Their overall efficiency in their dealings with you		<input type="checkbox"/>												
e) The professionalism of the staff delivering training and/or assessment		<input type="checkbox"/>												
f) Delivering training that reflects up-to-date practices in your industry/sector		<input type="checkbox"/>												

Q4 How satisfied or dissatisfied were you with the following
 Please rate each on a scale of 0-10, where 0 = extremely dissatisfied and 10 = extremely satisfied?
 Please ✓ ONE box for each statement

		Extremely dissatisfied					Extremely satisfied					Don't know	Not applicable	
		0	1	2	3	4	5	6	7	8	9	10		
a) Training provider overall		<input type="checkbox"/>												
b) The overall quality of the training/assessment		<input type="checkbox"/>												
c) Your ability to influence the structure, content, delivery and duration of the training		<input type="checkbox"/>												

Q5 How likely would you be to recommend this training provider to another employer seeking similar training, on a scale of 0-10, where 0 = highly unlikely and 10 = highly likely?
 Please ✓ ONE box only

		0	1	2	3	4	5	6	7	8	9	10	Highly unlikely	Highly likely	Don't know
		<input type="checkbox"/>													

Section 4: Reasons for choosing the provider

Q6a Why did you choose to use this training provider? Please ✓ ALL boxes that apply

Q6b If you have selected more than one reason, which was the MAIN reason?
 Please ✓ ONE box only

	Q6a	Q6b
They provide relevant courses	<input type="checkbox"/>	<input type="checkbox"/>

- | | | |
|---|--------------------------|--------------------------|
| The quality or standard of the courses or training provided is high | <input type="checkbox"/> | <input type="checkbox"/> |
| They approached us with a good offer | <input type="checkbox"/> | <input type="checkbox"/> |
| Good value for money | <input type="checkbox"/> | <input type="checkbox"/> |
| They are local to us | <input type="checkbox"/> | <input type="checkbox"/> |
| We have always used them | <input type="checkbox"/> | <input type="checkbox"/> |
| They tailor courses to meet our specific needs | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (PLEASE WRITE IN BOX BELOW | <input type="checkbox"/> | <input type="checkbox"/> |

Don't know

Q7 What or who prompted you to start offering this training?

Please ✓ **ALL** the boxes that apply to you

- Approached by a training provider
- Another part of the organisation (such as being encouraged by head office)
- Saw publicity/advertising promoting apprenticeships
- An employee enquired about it
- Have routinely taken on apprentices for several years
- National Apprenticeship Service
- "Find an Apprentice" online service
- Other (PLEASE SPECIFY IN BOX BELOW

Don't know