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Department
for Education

Guidance

About the learner and employer satisfaction surveys

Updated 2 March 2020

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The FE choices employer satisfaction survey will not be running in 2020.

Employer satisfaction scores will be collected through a new feedback feature for the apprenticeship service. Read more on the [ESFA blog](#).

All data is available on GOV.UK, DATA.GOV.UK with performance indicators held on the National Careers Service website and [find apprenticeship training](#).

The published data consists of:

- a set of basic information made available in a clear and consistent format
- nationally collected and published performance indicator data that measures learner and employer satisfaction

Information is provided about:

- further education colleges and other organisations that receive government funding and offer education and training to people over the age of 16
- organisations that offer academic and vocational subjects, apprenticeships, and training on and off the job.

We publish information about:

- learners' satisfaction with their experience at a college/training organisation
- employers' satisfaction about the service and training they have received for their staff

Structure of the learner and employer satisfaction surveys

The table below sets out the learner and employer satisfaction surveys performance indicators and scope for 2019 to 2020. These apply to most providers funded by the Education and Skills Funding Agency (ESFA), including higher education institutions, delivering further education and apprenticeships.

Provider grouping	Learner satisfaction	Employer satisfaction
General FE colleges	Yes 16+	Yes
Sixth form colleges	No	No
Specialist colleges (including art and design, land based)	Yes 16+	Yes
Independent specialist providers	No	No
Dance and drama academies	No	No
Specialist designated institutions	Yes 16+	Yes
Higher education institutions	Yes 16+	Yes
Other public funded institutions	Yes 16+	Yes
Large employers (employer providers)	No	No
An employer only training its own staff	Yes 16+	No

Where we have specified the 16+ age group, you must receive the Education and Skills Funding Agency's Adult Education Budget or apprenticeship funding to be eligible to take part in the survey.

Using the data

Colleges and training organisations

Governing bodies, management and supervisory boards, and management teams will find performance indicator data useful in setting and monitoring progress against their strategic goals and targets.

The data will help you develop the ability to compare performance with other college and training organisations and help to identify and address instances of underperformance.

College and training organisations can use the scores as part of the evidence for their self-assessment and refer to its performance indicators in their self-assessment reports.

Learners and employers

Learners, parents, employers and their intermediaries have access, through the [data on GOV.UK](#) and the [National Careers Service](#) and [find apprenticeship training](#) web pages, to published scores for colleges and training organisations. This enables prospective learners to view a college or training organisation's performance indicator scores when making a choice about where to study or train.

The data provides impartial information about how well colleges and other organisations perform, so that you can compare the performance of one organisation with another. This information will help you to make choices about where to go to learn or train for your future.

Contact us

For enquiries about the learner and employer satisfaction surveys, please contact:

- email: sde.servicedesk@education.gov.uk
- telephone: 0370 2670001

College and training organisations should quote their [UKPRN](#) and provide contact details when enquiring as this will allow us to deal with your request more quickly.

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