

College and Training Organisation Survey 2012

Summary of the Results

Audience Colleges, training organisations and other interested parties in the FE sector

Background

The Skills Funding Agency ran its second annual College and Training Organisation Survey ran from Wednesday, 4 July to Friday, 20 July, inclusive.

The questions for the 2012 survey remained broadly the same as those for 2011, to enable the Agency to make direct comparisons with respondents' feedback from last year, identify areas where improvements have been made and those where work still needs to be done.

Questions in this year's survey were updated, where appropriate, to reflect changes to the FE sector over the last 12 months and include three new items not used in 2011, namely: the procurement process, Funding Rules 2012/13 and how the Agency has improved the way it operates and engages with the sector as a result of feedback from last year's survey.

In addition to the above, the 2012 survey required respondents to identify themselves by 'provider type' and whether or not they currently held a contract with the Agency.

This year we received **448** responses to the survey, which compares favourably with last year's total of **256**; a year-on-year increase of **75 per cent**.

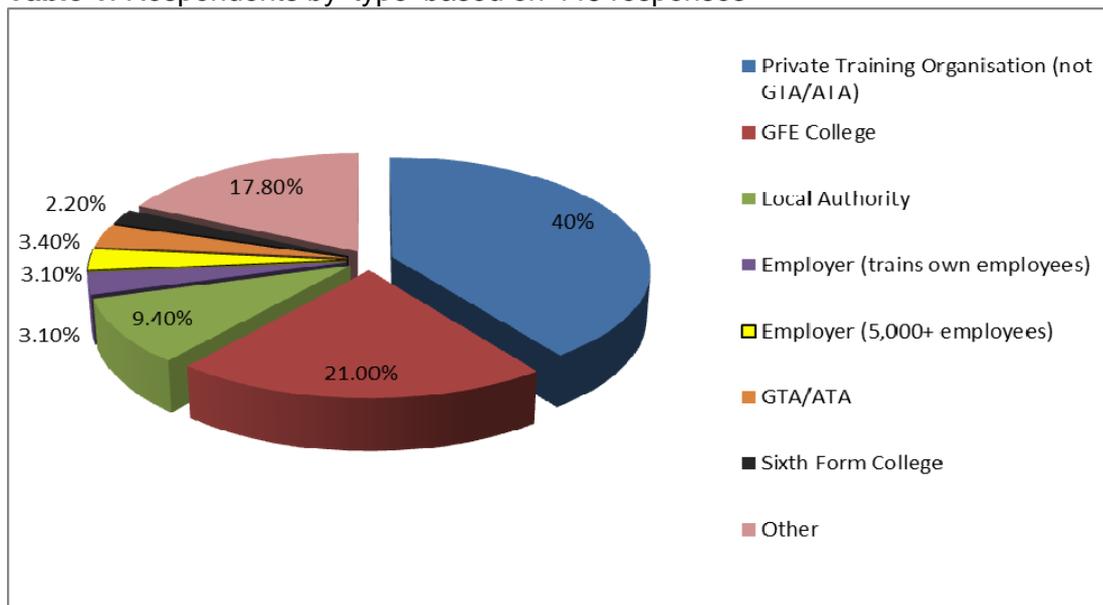
Nearly **90 per cent** of respondents said they currently held a contract with the Agency and of all respondents, **40 per cent** identified themselves as a private training organisation (not GTA/ATA), **21 per cent** as a GFE college and nearly **10 per cent** as being a local authority. The remainder was made up of a number of provider types, statistically relatively small in percentage response terms.

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A partner organisation of the Department for Business, Innovation & Skills

Table 1: Respondents by 'type' based on 448 responses



In the 'Other' category, 37 respondents chose to identify themselves, the majority of whom fall within the Third Sector.

Headline Results

Overall, the Agency achieved an increase in the level of provider approval in every category of the survey when compared to last year's results, with eight categories registering year-on-year improved percentage ratings of over 10 per cent.

Results for the three **new** categories introduced to the 2012 survey.

Please note the term 'agree' denotes the combined percentage totals of respondents who either 'agreed' or 'strongly agreed' with each statement.

Overall, the Agency has improved the way it operates and engages with colleges and training organisations as a result of feedback received from providers to last year's survey.

Agree: 71.3%

The new Funding Rules 2012/13 and evidence requirements publication will help to remove bureaucracy and provide greater simplification of the funding system for colleges and training organisations.

Agree: 69.7%

The procurement process the Agency operates is successful in securing the right provision for the sector.

Agree: 61.6%

Results for the **remaining** 2012 survey categories, ranked by the percentage scores achieved, showing the highest score first in descending order. Each category is compared with its 2011 equivalent and shows the percentage points change between the two years.

Please note the term 'agree' denotes the combined percentage totals of respondents who either 'agreed' or 'strongly agreed' with each statement.

Survey Statement	'Agree' (2012 Result)%	'Agree' (2011 Result)%	Variance %
Update, the Agency's weekly round-up of business-critical information and news for the sector is an effective way of communicating key information	89.8	89.5	+0.3 
The Agency is effective in its role as a funding and promoting body for the sector	81.8	63.5	+18.3 
Communications from the Agency are written in plain English and free from unnecessary jargon	80.9	75	+5.9 
The single budget for the funding of adult training enables colleges and training organisations to respond more effectively to labour market needs	80	78.2	+1.8 
The process for the earlier indication of funding allocations has been effective and timely, allowing colleges and training organisations sufficient time to plan	79.2	65.4	+13.8 
Direct written communications from the Agency to colleges and training organisations have been clear, relevant and timely	76.3	61.7	+14.6 
The freedoms and flexibilities which have been introduced have enabled colleges and training organisations to manage the available funding more effectively	71.9	60.8	+11.1 
The roles and responsibilities of the Agency staff with whom colleges and training organisations interact, are transparent and clearly understood	71.5	51.5	+20.0 
The Agency's approach to Provider Performance Management and the redistribution of funding have been fairly and efficiently operated	70.7	63.9	+6.8 
Queries and requests for clarification are dealt with promptly and comprehensively	65.6	50.4	+15.2 
The Agency's role in managing the quality and capacity of the sector is carried out effectively	62.3	49.4	+12.9 
The Agency's website contains the right kind of information and is easy to navigate	60.5	52.8	+7.7 
The Agency has provided the information and data required by colleges and training organisations to enable them to make business decisions	58.5	47.1	+11.4 
The Agency has made good progress in reducing the bureaucratic burden on the sector	50.2	41.1	+9.1 

Top-five categories showing greatest percentage increase between 2011 and 2012.

The roles and responsibilities of the Agency staff with whom colleges and training organisations interact, are transparent and clearly understood	+ 20.0
The Agency is effective in its role as a funding and promoting body	+ 18.3
Queries and requests for clarification are dealt with promptly and comprehensively	+ 15.2
Direct written communications from the Agency to colleges and training organisations have been clear, relevant and timely	+ 14.6
The process for the earlier indication of funding allocations has been effective and timely, allowing colleges and training organisations sufficient time to plan	+ 13.8

**Skills Funding Agency
Marketing and Communications Team
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