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Education & Skills  
Funding Agency

# 1. Learner satisfaction survey 2017 to 2018

## Information

The learner satisfaction survey runs from 30 October 2017 to midnight on 4 May 2018.

Providers can now access their first indicative report (includes responses up to 12 January) on the Provider Extranet. A further report will be available after the survey has closed. Providers are encouraged to use the report to ensure they are on track to obtain a valid score. Guidance to support providers is available on [GOV.UK](#).

This year, we are testing some new enhancements to further improve the quality and usefulness of the learner satisfaction survey data. These include:

- additional quality assurance checks, ensuring comparable responses between providers, by contacting a sample of learners who have completed the survey to ask them about their experiences
- sending direct online invites, from 3 April, to learners who haven't yet participated (who have given their consent on their ILR) to encourage their responses

This does not affect the provider led approach, where providers have invited their learners to participate in the survey.

For further information, please email the [service desk](#).

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