



WEST OF ENGLAND INSTITUTE OF TECHNOLOGY

**Improving Apprenticeship Surveys A Guide for Training
Providers**

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Key Actions

There are two main reasons why training providers need to pay attention to and react to the Find and Apprenticeship surveys. These are:

1. It impacts your Apprenticeship Accessability Framework score and can contribute to the removal of future contracting with ESFA
2. It provides good information and evidence on the areas for improvement in the delivery of apprenticeship provision.

Because of this, Training Providers should take the following actions:

1. Implement a strategy and strategic plan to improve your scoring to achieve excellent or to retain an excellent score.
2. Ensure all delivery and digital account staff employed by your organisation know about the surveys, what is included, how they are delivered and where the results can be found (to view your results, navigate to [Apprenticeship training courses \(education.gov.uk\)](https://www.gov.uk/apprenticeship-training-courses), input an apprenticeship you deliver, enter your location postcode and find your organisation (CTRL+F and input the organisation name). Click through and then click the link for 'Employer review details' and 'Apprentice review details' [Appendix 3](#)
3. Consider how you will ensure the responses are balanced and that you elicit responses from employers who have had a positive experience. A higher weighting of responses to these surveys come from those who have had a negative experience
4. Consider how your Digital Account administration staff can support ensuring your employers complete the survey. Identify with the relevant staff what information they can provide and when they should provide it.
5. Ensure all information relevant to the survey, such as progress information, is provided to the company's digital account holder, as this is the person who has access to the survey at the apprentice's employer.

11. Through your Training Provider Network or similar, set up a group to share best practices in areas of strength and weakness to improve your provision.
12. Integrate the survey into your employer and apprentice feedback mechanisms so employers and apprentices do not encounter survey fatigue.

Quality Improvement Plans

To improve the survey scores and outcomes, a quality improvement plan should include actions that will not only improve the process of engaging apprentices and employers in the survey but actions that include the quality of teaching, learning and assessment to improve the quality of your programmes. In [Appendix 1](#) below, it shows two examples of quality improvement actions which could be used to improve the apprenticeship delivery and the internal process to positively impact the survey scores.

Conclusion

The Find an Apprenticeship Training Provider surveys could significantly impact the ability to deliver apprenticeships for Training Providers. The ESFA continues to develop these surveys and tries to engage as many apprentices and employers as possible to determine where funding is provided. With the focus on only funding high-quality apprenticeship training, these metrics become more important and add to the ever-increasing scrutiny by Statutory bodies such as ESFA, Ofsted, OfS, IfATE and, of course, the Awarding Organisations. An effective strategy that understands how to best respond to the survey and maximise the outcomes will support the organisation's ongoing funding, quality improvement and delivery of apprenticeships.

Appendix 1 Quality Improvement Actions

Example of a Quality Improvement Action Plan - Delivery

Area for Improvement	Target or success criteria (Include reference to benchmarks where applicable)	Actions Ways what you and the members of your team will do, in detail	Means: enabling tasks/activities, data, etc. that will be required	By Whom	By	Monitored By	QIP Updates January / April / July
Employer/Find an Apprenticeship Training Provider Surveys increase to at least 3.3 (4 stars)	The breakdown of statements from the survey increase Progress review scores and communication with employers increase above 50% within 6 months Employers are provided with further guidance on how to complete the survey The Progress Review process is reviewed and appropriate amendments are	Record number of responses and the breakdown of scoring every month to check that improvement actions are effective. Setup an MS Forms survey to elicit further feedback on the progress review process with employers and apprentices at the start of the review. Convene a working group of managers, staff, apprentices and employers to comprehensively review the progress review process. Complete any amendments					

made to the process to improve engagement, communication and compliance.

All staff undertake CPD activity to improve their engagement of employers on progress reviews and feedback from outcomes of a Progress Review

100% of all progress review forms are signed by employers to evidence they have received them.

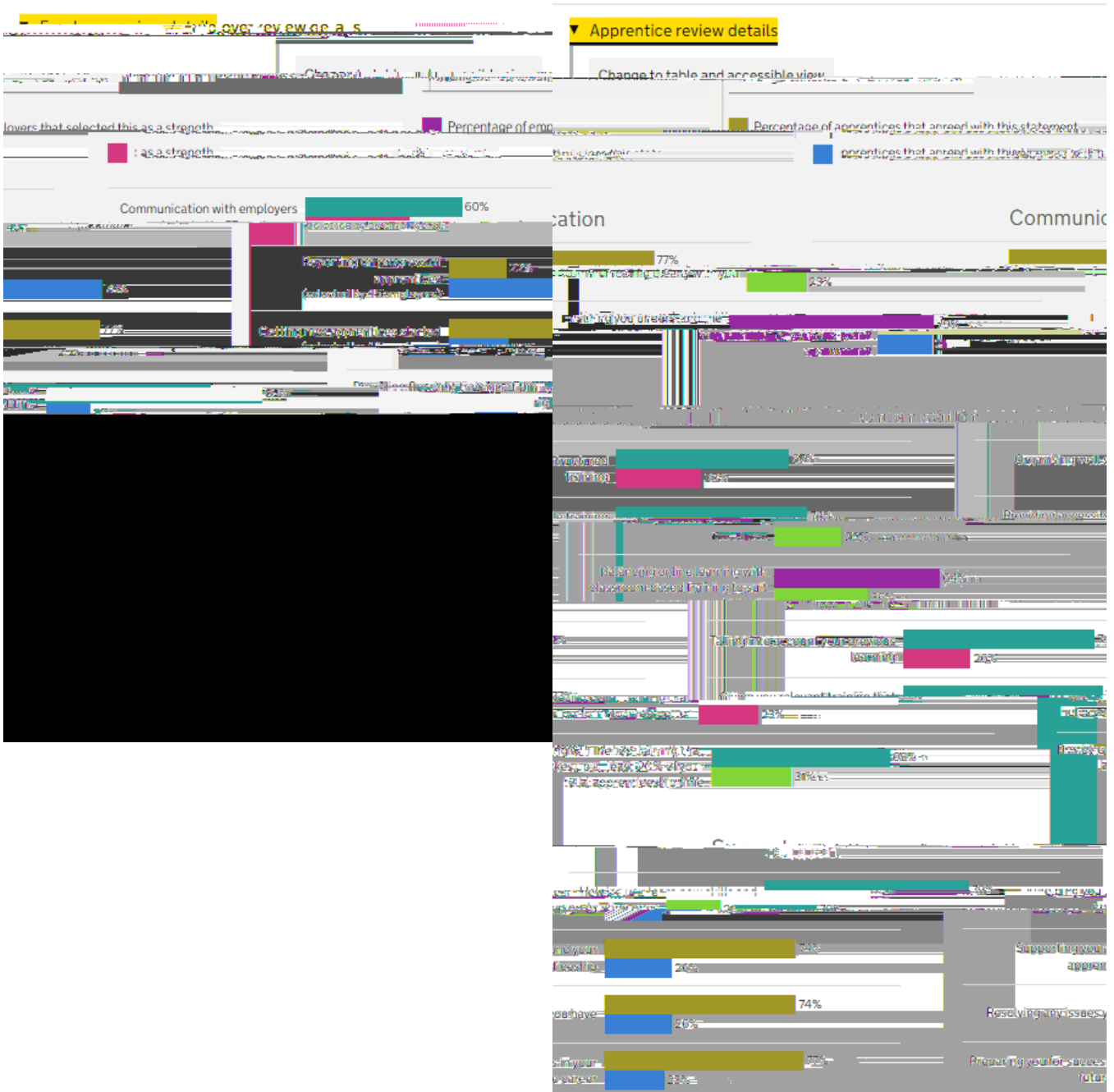
Microsoft Power Automate is implemented to provide updates to employers at each stage of the onboarding, delivery and EPA process.

employees is held on
CR

FaTP

Appendix 2 ±FATP Scoring

Appendix 3 ±Example of Score Breakdown



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