This survey is being conducted for the Learning and Skills Council (LSC) which plans post-16 learning and provides the funds for your course. The survey is being tested in colleges and providers all over England as part of a pilot.

The word “provider” refers to your college, training provider or education service. For each question, please tick the box that applies to you best. If you feel that a particular question does not apply to you at all please leave it blank and move on to the next question.

Your answers will be treated as confidential by the LSC.

Learner Reference Number

Surname

Date of birth

Q1 Overall, how satisfied or dissatisfied are you with your college/provider?

- Extremely satisfied
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Extremely dissatisfied

Q2 How satisfied or dissatisfied are you with the quality of teaching on your course(s)?

- Extremely satisfied
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Extremely dissatisfied

There are no further questions. The questionnaires and envelopes from this survey will be recycled after the responses have been analysed.
Q3 How satisfied or dissatisfied are you with the level of support you receive from this college/provider?
   - Extremely satisfied
   - Very satisfied
   - Fairly satisfied
   - Neither satisfied nor dissatisfied
   - Fairly dissatisfied
   - Very dissatisfied
   - Extremely dissatisfied

Q4 How would you rate the information and advice offered by this college/provider about your course(s) during your induction?
   - Extremely good
   - Very good
   - Fairly good
   - Neither good nor poor
   - Fairly poor
   - Very poor
   - Extremely poor

Q5 And how would you rate the information and advice offered by this college/provider about the different options available to you once you complete your course(s)?
   - Extremely good
   - Very good
   - Fairly good
   - Neither good nor poor
   - Fairly poor
   - Very poor
   - Extremely poor

Q6 I am treated with respect by staff.
   - Strongly agree
   - Tend to agree
   - Neither agree nor disagree
   - Tend to disagree
   - Strongly disagree

Q7 I am treated fairly by staff.
   - Strongly agree
   - Tend to agree
   - Neither agree nor disagree
   - Tend to disagree
   - Strongly disagree

Q8 My college/provider asks learners for their views on how it can improve its courses, teaching and facilities.
   - Strongly agree
   - Tend to agree
   - Neither agree nor disagree
   - Tend to disagree
   - Strongly disagree

Q9 And which of the following best describes how your college/provider responds to learners' views?
   - They always respond to learners' views
   - They sometimes respond to learners' views
   - They rarely respond to learners' views
   - They never respond to learners' views
   - Don't know

Please tick this box if you have completed the form on behalf of someone else. 

The Learning and Skills Council would like to thank you for your time and help.

Please put your questionnaire in the envelope provided and seal it. If you have not been given an envelope please ask the member of staff who gave you the questionnaire what to do.