EMPLOYER QUERIES

To help you get an instant answer about the Employer Views Survey we’ve listed several of our most frequently asked questions. But if you have any further questions about the survey, please email us at employerviews@gfk.com.

For queries which are not relating to the survey itself, please contact the LSC at frameworkforexcellence@lsc.gov.uk.

PROVIDER QUERIES

FAQs concerning the Employer list can be found on the survey website http://ffe.lsc.gov.uk/Surveys/

GENERAL

Q – I have misplaced the questionnaires that a colleague passed to me. What should I do?

A – Print them from the Survey website and ensure the correct PIN number is hand-written on to the questionnaires prior to distribution. The PIN number for each employer will be issued to you when we return your updated employer list.

Q – Can I change from a self completion paper questionnaire to another method?

A – Yes. You can undertake the online version or respond using the automated telephone response system by calling 0800 856 0855. Please see the information on the Framework for Excellence website, which gives you full details (http://ffe.lsc.gov.uk/responsiveness-employers/employerviews/).

Q – How does the administration of the Employer Views Survey work?

A – Comprehensive information about the Employer Views survey is available on the Employer Views pages of the Framework website.

Q – How does the Training Quality Standard (TQS) relate to the Employer Views Survey and the Framework for Excellence?

A – Providers who achieve TQS will automatically be rated as “Outstanding” for Employer Views for the period that the TQS is awarded (normally three years). From the perspective of the Framework, a provisional award for the TQS will be treated as the same as a full award. If a distinct subsidiary of a provider has achieved TQS, then the parent provider would not automatically receive “Outstanding” – unless that subsidiary delivers the provider’s entire employer-facing provision.

If a provider is currently working towards TQS accreditation they must participate in the Employer Views survey until such a time they receive TQS. Once a provider achieves TQS, the Employer Views survey process is stopped.
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Q – Why have I been invited to participate in the Employer Views survey?
A – The survey of employers is being conducted within the Framework for Excellence to help increase the quality and responsiveness of further education provision you receive from your college or training provider.

Q – Our training manager is new and therefore unable to answer the questions.
A – Please endeavour to find the appropriate person in your organisation who can accurately assess the training you have received from the training provider in question. Accuracy of data collection is paramount so if there is nobody in your organisation who can accurately assess the training provider in question then please destroy the materials you have received.

Q – The number of questionnaires printed for me is wrong.
A – You have been sent a questionnaire for each training provider you dealt with in 2008/09. If you require more questionnaires please let us know and we can have the appropriate amount resent. Please email us at employerviews@gfk.com. Alternatively you can speak to your training provider who will be able to share a further copy of the survey with you.

Q – The i) contact person, ii) address or iii) other details on the materials I have received about the survey are incorrect.
A – Please email the correct details to employerviews@gfk.com. When you complete the questionnaire please use the appropriate PIN numbers. Your training provider will be able to share the appropriate number with you if you have mislaid your original letter, which contained your PIN.

Q – I do not recognise the training provider. What has happened?
A – This may be because the provider you use sub-contracted training arrangement. If the training is delivered through Train to Gain this may be the case. Please contact your training provider or contact us at frameworkforexcellence@lsc.gov.uk and we will look into your query for you.

Q – I have received questionnaires for more than one provider. What shall I do?
A – This is your opportunity to comment on the training you have received from each of your providers and make your opinion known to the government body that subsidies that training. Please complete as many questionnaires as you can and return to the address requested.

Q – I have mislaid my questionnaire. Can you send me a new one?
A – Please contact your provider and they will be able to resend you a questionnaire.

Q – I am not sure what training the questionnaire refers to?
A – There should be the name of a provider printed on your questionnaire but the training may have been sub-contracted by them or you may recognise them by another name. If you are still not sure what training the questionnaire refers to please contact your training provider or contact us at frameworkforexcellence@lsc.gov.uk and we will look into your query for you.