Preparation for Learner Destinations Survey

Procedure and Data Collection

For the year 2009/10, the Learner Destinations will relate to the 2008/09 destinations of those learners completing in 2007/08.

Data matching phase
The LSC already has the necessary ILR records for the two years in question (2007/08 and 2008/09). For the data matching phase, data supplied by HEFCE and DCSF may also be used.

Telephone survey phase
In addition to this data matching phase, there will be a telephone survey of former learners undertaken centrally. This telephone survey will be conducted by the LSC’s contractors in the summer period. Telephone interviewers will identify themselves as calling on behalf of the LSC’s contractor, but will mention the provider’s name when identifying the 2007/08 learning.

What providers can do to help maximise their survey results

In the 2008/09 survey, there were a significant number of learners who could not be contacted for the telephone survey. The reasons for this included:

- the ILR L27 field prevented the LSC from contacting the learner
- missing, incorrect or incomplete contact details/telephone numbers

Therefore, in 2009/10 and beyond we will be looking for providers’ help in increasing the number of learners we can include in this measure. To achieve this please:

- review your procedures for checking that learner contact details are as complete and accurate as possible when submitting your end of year ILR. This will help increase the completeness of the Learner Destinations data for all providers in the future.
- Ensure that all learners have an opportunity to participate in the survey on learner destinations, by ensuring that procedures used to gather information for the L27 field are an accurate reflection of learner’s wishes and do not unnecessarily deny learners their right to take part in the survey phase if they wish.
- alert your telephone reception staff to the fact that the survey is taking place, as former learners will occasionally telephone their former provider to confirm that the survey is genuine.