The Framework for Excellence Survey Bulletin

http://ffe.lsc.gov.uk July 2009

Framework for Excellence 2009/10

Welcome to this special edition of the Bulletin which has been designed to bring you the latest news on the survey-based performance indicators: Learner Destinations, Learner Views and Employer Views. It will also update you on urgent matters which need your attention before the summer break.

Learner Destinations
Learners that completed courses with your organisation in 2007/08 may be telephoned by our contractor, Ipsos Mori during August.

- Please alert your call handling staff that this activity is taking place, as former learners do occasionally telephone their provider to confirm that the approach is genuine.
- 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.

Learner Views
The Learner Views Survey will be open from 1 October 2009 – 12 February 2010. It is an online survey.

Application for paper-based surveys
- All colleges and providers that have learners for whom online survey completion is impossible need to make an application to undertake paper-based surveys.
- Please use the online form which is available from http://ffe.lsc.gov.uk/learnerviews
- Submitting an application does not guarantee that paper-based surveys will be made available. Each application will be considered on a case-by-case basis.
- Those colleges and providers who want their learners to start the survey by 13 November 2009 need to submit an application form by 31 July 2009.
- The final deadline for application for paper-based surveys is 30 September 2009.
**Employer Views**

The Employer Views Survey will be open from 1 October – 31 December 2009.

**You can take an active role from 1 September**

- During September – check your employer list by downloading it from the Survey site (accessible from mid-August). You can access this site from the Employer Views pages. Check your employer list and add in amendments, ensuring you provide the correct names and contact details for your employers.
- During October and November – as part of your routine business, distribute leaflets, provided by the LSC, to encourage your employers to participate. Use the reminder email that will be prepared by the LSC – this can be personalised to your organisation.

During October and November – print out an electronic version of the questionnaire and pass it to your employers to complete and post to our survey contractor. This electronic version can be downloaded from the Survey site.

This will prepare your employers for the survey and encourage their direct and immediate response. From October employers that undertook learning with you in 2008/09 will also be contacted by the LSC to augment the work you are undertaking to increase employers’ response.

**Useful Links**

Details of all the surveys will be available from our website [http://ffe.lsc.gov.uk/](http://ffe.lsc.gov.uk/) in early August.

You can also keep up-to-date by visiting the following pages:

- **Learner Views** [http://ffe.lsc.gov.uk/learnerviews/](http://ffe.lsc.gov.uk/learnerviews/)
- **Learner Destinations** [http://ffe.lsc.gov.uk/learnerdestinations/](http://ffe.lsc.gov.uk/learnerdestinations/)

**Feedback**

Thank you for your continued support of the Framework Bulletin; your views on any issue relating the Framework for Excellence are extremely welcome. Please email us at: frameworkforexcellence@lsc.gov.uk.

**Subscription**

If you would like to receive the Framework Bulletin by email each month, please forward your contact details to frameworkforexcellence@lsc.gov.uk and mark with the subject heading ‘Bulletin’.