NLSS 2006/07 (NLSS07) QUESTIONNAIRE

PLEASE SEE BACK PAGE FOR GLOSSARY OF TERMS

Sample type for filtering (take from sample)

- Work-based learning
- FE/ACL
- LearnDirect

Questionnaire filter

- Wave 1
- Wave 2
- Wave 3

CORE QUESTIONS ASKED OF ALL 3 WAVES.

INTRO1

Good MORNING / AFTERNOON / EVENING could I please speak to (NAMED RESPONDENT)

USE STANDARD OUTCOME CODES. SEE INSTRUCTIONS FOR THOSE WHO ARE UNABLE TO TAKE PART BECAUSE OF LANGUAGE/LEARNING DIFFICULTIES OR DISABILITY.

Yes 1 GO TO INTRO2
No - call back later 2
No - not available in fieldwork 3
No – refused 4
Other - cannot continue 5 GO TO TIPCODES

INTRO2

IF WBL: Good morning/afternoon/evening my name is (NAME) and I am calling from Ipsos MORI. We would like to speak to you about your Work Based Learning (include Name of WBL Training) to find out how satisfied you are.

ANY OTHER LEARNER TYPE: Good morning/afternoon/evening my name is (NAME) and I am calling from Ipsos MORI. We would like to speak to you about your course at (NAME OF COLLEGE / PROVIDER) OR with LEARNDIRECT to find out how satisfied you are.

READ OUT FOR ALL The survey is being conducted for the Learning and Skills Council, they would like to know the views of students and trainees like yourself so that your learning programme, facilities and other services can be monitored and improved in the way you want them to be. All your answers are confidential, data will be reported back but not with names attached.

INTERVIEWER NOTE: If respondent has left/completed course, we still want to interview them.

IF RESPONDENT IS UNABLE TO TAKE PART DUE TO LANGUAGE DIFFICULTIES

What language do you speak? DO NOT READ OUT. AIMS TO FIND OUT RESPONDENT’S NATIVE LANGUAGE

Polish
Arabic
Farsi
Kurdish
Somali
French
Urdu
Spanish
Portuguese
Chinese (please specify Mandarin or Cantonese)
Russian
Other, please specify

Is there someone who would be able to interpret for you?
Yes – arrange to call back to conduct interview
No – we will pass your details to a member of the research team to see if they can arrange for someone to help you take part in the survey.
IF RESPONDENT IS UNABLE TO TAKE PART DUE / HEARING IMPAIREMENET / OTHER DISABILITY, READ OUT:

What support do you need to take part in the survey? WRITE IN

Is there someone who would be able to help you to take part by telephone?
Yes – arrange to call back.
No - we will pass your details to a member of the research team to see if they can arrange for someone to help you take part in the survey.

ASK ALL WORK BASED LEARNING (WBL)
Q1. Please think about any time away from your day-to-day job that you spend training towards your qualification. Is your training... READ OUT Code all that apply

Based at a college............................ 1
Based at a training provider.................... 2
Within your workplace........................... 3
Other (specify) 0

NOTE IF FE/ACL INTERVIEW: PROVIDER NAME WILL BE FORCED INTO THE SCRIPT AT VARIOUS POINTS

NOTE IF WORK BASED LEARNER INTERVIEW: THERE IS NO PROVIDER NAME IN THE ILR TO BE FORCED INTO QUESTION TEXT FOR REMAINDER OF THE SURVEY – RESPONSE(S) GIVEN ABOVE WILL BE USED IN QUESTION TEXT FROM THIS POINT I.E. YOUR COLLEGE, YOUR PROVIDER, YOUR WORKPLACE

NOTE IF LEARNDIRECT: INTERVIEW SCRIPT WILL FORCE IN WORDS ‘WITH LEARNDIRECT’

CORE SCREENING QUESTION (LENGTH OF COURSE/PROGRAMME)
ASK ALL
Q2. Did or will your course at [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT] last more than 2 days in total?

Yes 1 CONTINUE
No 2 THANK AND CLOSE

CORE SCREENING QUESTION
ASK ALL
Q3. Can you tell me your age?
WRITE IN (0 TO 99)
IF UNDER 16 THANK AND CLOSE.
IF REFUSED ASK: Can you tell me if you are AGE 16 years and over?
Yes – 16 years and over – PROCEED.
No – less than 16 years - CLOSE
Refused – CLOSE

RESPONDENTS ARE SCREENED AND ELIGIBLE
READOUT
Is it convenient to speak to you now, or should we call you at a more convenient time?
ADD IF NECESSARY: The survey should take about 14 minutes to complete, depending on your answers. We are not trying to sell you anything. We are simply conducting a survey about your course/training.

ASK IF RESPONDENT IS WILLING TO DO THE SURVEY NOW ASCERTAIN WHETHER THEY ARE STILL ATTENDING COURSE, IF THEY HAVE FINISHED OR IF THEY HAVE LEFT EARLY.
Q4. I would like to start by finding out where you are at with you course/training. Are you still doing your course/training? PROBE TO CODE. SINGLE CODE

Yes - Still studying on course 1
No – Left course early 2
No - Failed course/not successful  3
No - Successfully completed course  4
Other – specify
Refused
THIS INFORMATION IS ALREADY BEING COLLECTED ON THE SAMPLE STATUS SCREEN.

CORE QUESTION 2006/07
ASK IF LEARNING AIM (VARIABLE L_ATY) IS NOT STATED OR  CODE 9 (ADDITIONAL NVQ/GNVQ) OR CODE 10 (OTHER) OR CODE 11 (MIXED)
Q5. SHOWCARD A What course or programme are you doing/did you do at [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT]? PROBE FOR NAME OF COURSE/PROGRAMME OR QUALIFICATION. CODE ONE ONLY. IF MORE THAN ONE TYPE OF COURSE PROBE FOR ONE SPENT MOST TIME DOING. IF LEARNER SPENDS EQUAL TIME STUDYING MANY SUBJECTS ASK FOR WHICH ONE THEY HAVE BEEN STUDYING FOR LONGER. DO NOT READ OUT
1. GCSE/ GCSE in Vocational subjects (replace part one of the GNVQ)
2. GNVQ precursor/ GNVQs
3. AVCES/GCEs/Alevels in Applied Subjects (ie. Vocational A Levels/ advanced GNVQs)
4. A Level
5. AS Level
6. Advanced Extension Awards
7. NVQ
8. Foundation Modern Apprenticeship/Apprenticeships
9. Advanced Modern Apprenticeship/Advanced Apprenticeships
10. Access to Higher Education
  * HNC (Higher National Certificate)
  * HND (Higher National Diploma)
11. Diploma in Higher Education
12. Life Skills / E2E / Preparatory learning (includes Adult Literacy, Adult numeracy, ESOL, ICT)
13. Open College Network Accredited courses (OCN) (please specify)
14. OCR/ BTEC Nationals
15. International Baccalaureate/ Welsh Baccalaureate
16. Professional qualification (specify full name of qualification)
17. Other (specify full name of qualification)
18. Don’t know
19. No name of course/Qualification
20. Refused

CORE QUESTION 2006/07
Check filter as we have added 2 additional codes above
ASK Q6 IF Q5 is 2, 3, 7, 12, 13, 16, 17, (GNVQ precursor, Vocational A Levels previously known as AVCE/GNVQ, NVQ, Life Skills, Preparatory Learning, Open College Network (OCN) Accredited, Professional Qualification, Other)
Q6. And what level is/was this course you are/were studying? PROBE FOR LEVELS 1 THROUGH TO 8. USE OTHER SPECIFY IF NECESSARY

Entry level (includes entry level 1, entry level 2 and entry level 3)
Level 1 or previously known as foundation (NVQ level 1, foundation GNVQ level)
Level 2 (NVQ level 2, intermediate GNVQ level, Apprenticeship)
Level 3 (NVQ level 3, advanced GNVQ level, Advanced apprenticeship)
Level 4 (certificates of higher education)
Level 5 (intermediate - diplomas of higher education and further education, foundation degrees, higher national diplomas)
Level 6 (honours – bachelor degrees, graduate certificate and diplomas)
Level 7 (masters degrees, postgraduate certificate and degrees)
Level 8 (doctorates)
Other (specify)
Don’t know/level unknown
Refused to answer

CORE QUESTION 2006/07
ASK ALL
Q7. SHOWCARD B And what subjects or skills are you studying/training? DO NOT READ OUT. SINGLE CODE. IF RESPONDENT MENTIONS MORE THAN ONE SUBJECT, PROMPT FOR THE ONE THEY SPEND THE MOST TIME DOING.

- Sciences and Mathematics
- Land based provision
- Construction
- Engineering, Technology and Manufacturing
- Business administration, Management and Professional
- Information and Communication Technology
- Retailing, Customer Service and Transportation
- Hospitality, Sports, Leisure and Travel
- Hairdressing and Beauty Therapy
- Health, Social Care and Public Services
- Visual and Performing Arts and Media
- Humanities
- English, Languages and Communication
- Foundation programmes
- Other, please specify

CORE QUESTION 2006/07
EARLY LEAVERS (CODE 2 AT Q4)
Q8. You said that you have left the course early. What do you consider were the main reasons for leaving early? DO NOT READ OUT, CODE MAXIMUM OF 3.

INTERVIEWER PROMPT IF NECESSARY: We are looking for your three most important reasons for leaving early.

- Wrong course for me.............................. 1
- Tutor poor/problems with teaching quality........ 2
- Tutors kept changing................................ 3
- College/Provider badly run/organised............. 4
- Too much work..................................... 5
- Difficult to combine with work commitments.... 6
- Difficult to combine with family or other commitments 7
- Work too difficult.................................... 8
- Health reasons.................................... 9
- Financial reasons incl. cost of travel............... 0
- Travel difficulties (other than cost).............. 1
- Got a job............................................ 0
- Changed jobs...................................... 2
- Lack of support from work/Problems at work..... 3
- Personal issues (illness of a family member/bereavement) 4
- No particular reasons.............................. 5
- Other (specify)....................................

CORE QUESTION 2006/07: ASK TO LEARNDIRECT ONLY
Q9. Have you accessed your course material at a learndirect centre (either all or some of the time)?

- Yes 1
- No 2
- Don’t know 3

PRE-ENTRY MODULAR 2006/07 (WAVE 1)
ASK ALL
Q10. What are your main reasons for choosing this course? DO NOT READ OUT. PRECODED LIST. PROBE FOR OTHER

To help me get a job/promotion/better job/different job: 1
To help me move on in education: 2
It was relevant to my job: 3
Because I like the subject: 4
To gain qualifications: 5
Because it was on offer at my local college/this college: 6
Because it was at a time that suited me: 7
To advance my skills and knowledge in this area: 8
Suggested or required by employer: 9
Suggested by others: 0
For my own personal interest: 1
To meet other people/make new friends: 2
[Learndirect only] Because I can access the course at any time I wanted: 3
[Learndirect only] Because I can access the course from anywhere I wanted: 4
Other (specify): 5

PRE-ENTRY MODULAR 2006/07 (WAVE 1)
ASK ALL
Q11. Which of these best describes how useful you think doing this course is to you personally, either in your current job or in getting a job you hope to do in the future? READ OUT: Would you say doing this course is...

1) Essential for your current job/or any future job
2) Not essential but will help in your current job/or any future job
3) Will not help in your current job/or any future job.
4) Irrelevant to you because you are not working now or intending to work in the future
Don’t know (DO NOT READ OUT)

PRE-ENTRY MODULAR 2006/07 (WAVE 1)
ASK ALL
Q12. What are your main reasons for deciding to attend [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT for your course? DO NOT READ OUT. CODE ALL THAT APPLY

Convenient location/nearest:
Offered course I wanted:
Has best reputation (general):
Has best reputation for pass rates:
Has best reputation for my course:
Friends were going there/friend recommended:
Recommended by career advisor/school:
Recommended by parents/other family member/carer:
Offered a course at convenient times for me:
Had no choice - employer chose:
Had no choice – only one that accepted me:
Had no choice – no other providers in this area:
[Learndirect only] Because I can access the course at any time I wanted:
[Learndirect only] Because I can access the course from anywhere I wanted:
Other (specify):
Don’t know

PRE ENTRY MODULAR 2006/07 (WAVE 1)
ASK ALL
Q13. Now I would like to ask you a few questions about how informed you felt about the course/training at the time of enrolling. For each of the following aspects, please say whether you felt very well informed, quite well informed, not very well informed or not at all informed … ROTATE STATEMENTS
The type of assessments that you would be given
The timing of assessments
The content of the course, what subjects you would cover
How the teacher/trainer would teach the course, for instance group work or lectures
The amount of work expected of you in your own time
How the course/training would help you gain skills to use in a job
The standard of work expected

REVERSE SCALE
Very well informed
Quite well informed
Not very well informed
Not at all well informed
Don’t know

LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)
ASK ALL EXCEPT LEARNDIRECT LEARNERS NOT AT CENTRES SOME OR ALL OF THE TIME, E.G. ALL EXCEPT Q9=2 OR 3.
Q14. Thinking about the site where you do most of your course or training, and of feeling safe in particular, which of the following did [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT] inform you about ? READ OUT AND CODE (YES/NO) FOR EACH.
ROTATE ITEMS 1 TO 5.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>- Emergency arrangements for fire</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>2.</td>
<td>- Emergency arrangements for first aid and how to report an accident</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3.</td>
<td>- Who to ask for any health and safety advice or instructions</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>4.</td>
<td>- Any dangers involved with your training and how to work safely</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>5.</td>
<td>- Provision of disabled access</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)
ASK ALL EXCEPT LEARNDIRECT
Q15. Now I would like to ask about how informed you felt about the course/training after induction. For each of the following aspects, please say whether you felt very well informed, quite well informed, not very well informed or not at all informed about the following… ROTATE ITEMS 1 TO 7

1 The type of assessments that you would be given
2 The timing of assessments
3 The content of the course, what subjects you would cover
4 How the teacher/trainer would teach the course, for instance group work or lectures
5 The amount of work expected of you in your own time
6 How the course/training would help you gain skills to use in a job
7 The standard of work expected

REVERSE SCALE
Very well informed
Quite well informed
Not very well informed
Not at all well informed
Don’t know

CORE QUESTION 2006/07
ASK ALL EXCEPT LEARNDIRECT
Q16. Now moving on to teaching/training. Overall, how satisfied are you with the quality of the teaching/training at attend [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT]”. Would you say you are:

ALTERNATIVE WORDING FOR LEARNDIRECT
Q17. Now moving on to teaching/training. Overall, how satisfied are you with the quality of the support you received from learndirect (from either learndirect tutors or learndirect centre staff). Would you say you are:

READ OUT AND CODE ONE ONLY. REVERSE SCALE

<table>
<thead>
<tr>
<th>Rating</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>1</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>2</td>
</tr>
<tr>
<td>Fairly satisfied</td>
<td>3</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>4</td>
</tr>
<tr>
<td>Fairly dissatisfied</td>
<td>5</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>6</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>7</td>
</tr>
<tr>
<td>Don’t know [DO NOT READ OUT]</td>
<td>Y</td>
</tr>
</tbody>
</table>

CORE QUESTION 2006/07
ASK ALL EXCEPT LEARNDIRECT (LEARNDIRECT SEE BELOW)

Q18. How would you rate the teachers, tutors or trainers on the following aspects of teaching/training? Please score on a scale of 1 to 10, where 1 represents very poor and 10 excellent. READ OUT IF NEEDED – WE RECOGNISE THAT RATINGS MAY VARY FOR INDIVIDUAL TEACHERS/TRAINERS
-PLEASE TRY YOUR BEST TO GIVE US AN OVERALL RATING. ROTATE ITEMS 1 TO 10.

1- Knowledge of the subject
2- How well they relate to you as a person
3- Making your subject interesting or enjoyable for you
4- Understanding you and how you like to learn
5- The support they give you, for example in improving your study techniques or time management
6- Planning their lessons
7- The quality and availability of teaching materials they use
8- Setting clear targets or learning goals to help you improve
9- Providing prompt and regular feedback on progress
10- Managing the group of learners

Don't know

ALTERNATIVE WORDING FOR LEARNDIRECT

Q19. How would you rate the learndirect tutors and learndirect centre staff on the following aspects. Please score on a scale of 1 to 10, where 1 represents very poor and 10 excellent. READ OUT IF NEEDED – WE RECOGNISE THAT RATINGS MAY VARY FOR INDIVIDUAL TEACHERS/TRAINERS
-PLEASE TRY YOUR BEST TO GIVE US AN OVERALL RATING. (PRECODES ROTATED)

1- How well they relate to you as a person
2- Making your subject interesting or enjoyable for you
3- Understanding you and how you like to learn
4- Setting clear targets or learning goals to help you improve
5- Providing prompt and regular feedback on progress

CORE QUESTION 2006/07
ASK ALL
Q20. Thinking of your typical lesson or training session, how much of that time is spent on increasing or helping to increase your knowledge or understanding of your course: READ OUT AND CODE ONE ONLY
INTERVIEWER NOTE: We are interested in how much of the lesson is spent on learning rather than other activities such as course administration and discipline etc.

The whole lesson
Most of the lesson
Around half of the lesson
Less than half of the lesson
None of the lesson
Don’t know

PROVIDER CORE QUESTION
ASK Q21 TO Q24 TO ALL
Q21. I am going to read out some statements, can you tell me how strongly you agree or disagree with each one? Where possible please answer thinking about your college/training provider as a whole and not just about your tutor or teachers. READ OUT STATEMENT. ROTATE STATEMENT ORDER 1 AND 2. IF AGREE OR DISAGREE PROBE: Is that strongly or tend to agree/ disagree?

1. My learning programme is meeting my needs. (By learning Programme we mean the whole of the course, studies, learning experience)
2. There is support available to help me carry out my learning programme

REVERSE SCALE
Strongly agree
Tend to agree
Neither agree nor disagree
Tend to disagree
Strongly disagree
Don’t know

Q22. Which of the following types of support, if any, have been made available to you at your college/provider? READ OUT 1 TO 6. MULTI CODE OK. ROTATE ITEMS 1 TO 5

1 Help and assistance from teachers/tutors/lecturers when I need it
2 Advice/one to one meeting with appropriate staff
3 Personal tutor
4 Computers
5 Library service/ study rooms
6 Other (please specify)
None of these (DO NOT READ OUT)

Q23. I am going to read out a list of statements. For each of them, please tell me if you agree or disagree. Where possible please answer thinking about your college/training provider as a whole and not just about your tutor or teachers.
START WITH ITEMS 1 AND 2. ROTATE 1 AND 2.
CONTINUE WITH ITEMS 3 TO 6 AND ROTATE THESE ITEMS TOGETHER.

1) I am treated with respect by staff
2) I am treated fairly by staff
3) My college/ provider asks for my views on the quality of the learning programme
4) My college/ provider asks for my views on ways to improve the learning programme
5) My college/ provider asks for my views on its facilities
6) My college/ provider asks for my views on the college (e.g. canteen, building, rooms)

REVERSE SCALE
Strongly agree
Tend to agree
Neither agree nor disagree
Tend to disagree
Strongly disagree
Don’t know

ASK IF “AGREE” TO AT LEAST ONE OF (3-6) AT q23

Q24. I have just asked if your college/provider asks for your views on a number of issues, would you agree or disagree that your college or provider responds to these views? PROBE is that strongly or tend to?

INTERVIEWER NOTE: We are interested in whether college/provider responds to learners’ views per se, regardless of whether they responded in the way the learner wanted them to.

REVERSE SCALE
Strongly agree
Tend to agree
Neither agree nor disagree
Tend to disagree
Strongly disagree
Don’t know

CORE QUESTION 2006/07
ASK ALL EXCEPT LEARNDIRECT LEARNERS
Q25. Which of the following situations have you encountered on a fairly regular basis? READ OUT. PROBE FOR OTHERS. ROTATE ALL EXCEPT OTHER AND NONE OF THESE

1. Being left hanging around with nothing to do
2. Teachers/tutors arriving late by 5 minutes or more
3. Other students arriving late by 5 minutes or more
4. Other students making a noise and disrupting class
5. Teachers going at too slow a pace
6. Teachers going at too fast a pace
7. Teachers/tutors being absent
8. Lessons being badly planned/disorganised
9. Lack of resources/poor equipment
10. Lessons finishing early
11. Lessons finishing late
12. Other (specify)
13. None of these

LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)
ASK ALL
Q26. I am going to read out some issues and for each I would like to know how well you think these issues were managed…Please score each of them on a scale of 1 to 10, where 1 represents very poor and 10 excellent. ROTATE ITEMS. USE NOT APPLICABLE IF NEEDED - PARTICULARLY FOR SOME OF THE ASSESSOR RELATED CODES

ASK STATEMENTS 1-3 TO ALL
1. Making sure enough teachers/tutors/ trainers and/or assessors are available
2. Providing support when I or other learners have problems
3. Helping new people settle in

ASK STATEMENTS 4-7 TO ALL EXCEPT LEARNDIRECT
1. Managing timetables so that they suit the learner as best they can
2. Communicating changes in times for sessions
3. Teachers/Tutors/Assessors turning up as planned
4. Seeing the same teacher/tutor/assessor throughout

LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)
ASK ALL
Q27. Since you started the course have you had any problems with any of the following? READ OUT AND PROBE FOR OTHERS. IF NEEDED DESCRIBE DISCRIMINATION AS
HARRASSMENT/BULLYING/TREATED UNFAIRLY. ROTATE ALL ITEMS EXCEPT DON'T KNOW/ REFUSED/ NONE OF THESE

- Managing to fit course commitments in with other commitments at home
- Managing to fit course commitments in with other commitments at work
- Managing to keep up with the standard of work required
- Dealing with money pressures
- Statement on discrimination of any kind from a member of staff
- Discrimination of any kind from other students
- Maintaining your personal motivation
- Travel to college/training centre
- Extra help you were promised not being provided
- Reading/writing skills
- Maths or numeracy skills
- Other, please specify [WRITE IN]

None of these
Refused.

LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)
ASK IF YES TO ANY STATEMENTS AT Q27
Q28. Have you sought advice or help from the [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT] on any of these matters?

Yes
No
Don't know

LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)
ASK IF YES AT Q28
Q29. Generally, how useful was this? READ OUT. REVERSE SCALE

- Very useful
- Fairly useful
- Not very useful
- Not at all useful
- Don't know

LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)
Q30.
ALL EXCEPT WORK BASED LEARNERS IN THE WORKPLACE ONLY – Have you ever made a complaint to the college or provider about your course or other experiences?

WORK BASED LEARNERS IN THE WORKPLACE – Have you ever made a complaint to your employer about your training?

Yes............................................. 1
No............................................... 2

LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)
IF YES AT Q30
Q31. What was your complaint about? PROBE THOROUGHLY. MULTI CODE OK

the classroom is inadequate/crunmed/cold/noisy/keep changing
poor teaching/incompetence/ignorance of teacher
lack of equipment/inadequate/poor materials/resources
poor college facilities/canteen/heating etc.
about the cost of the course/grant
didn't know what was going on/lack of communication
other, please specify [WRITE IN]  
Refused.

**LEARNER SUPPORT MODULAR 2006/07 (WAVE 2)**  
IF YES AT Q30  
Q32. Which of these best describes the outcome to your complaint?  

- There was an outcome that satisfied me  
- There was an outcome but it did not satisfy me  
- There was no outcome to the complaint at all  
- Don’t know

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**CORE QUESTION 2006/07**  
ASK ALL  
Q33. And now taking all the issues we have discussed into account, how satisfied are you with your current learning experience at [NAME OF COLLEGE/PROVIDER OR PROVIDER TYPE IF WBL/with LEARNDIRECT]? READ OUT. CODE ONE ONLY  
REVERSE SCALE

- Extremely satisfied 1  
- Very satisfied 2  
- Fairly satisfied 3  
- Neither satisfied nor dissatisfied 4  
- Fairly dissatisfied 5  
- Very dissatisfied 6  
- Extremely dissatisfied 7  
- Don’t know Y

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**CORE QUESTION 2006/07**  
ASK IF SATISFIED (CODES 1-3) AT Q33  
Q34.a SHOWCARD C You said you were [INSERT RESPONSE FROM Q33], what is the main reason for this? PROBE FULLY. MULTI CODE OK. DO NOT READ OUT.

- a good course/learnt a lot/enjoyed it/up to expectations  
- tutors are good/make it easy/interesting for us/help us  
- they were very helpful/always ready to help/get all the help given what I wanted/needed/the experience/qualification  
- they were very friendly/welcoming  
- social life is good/met lots of people/good fun  
- its well run/well organised  
- I'm pleased with my progress/doing better than expected/feel like the place/the college/good working environment  
- they treat you well/with respect/as an adult/an individual  
- enjoy the subjects/areas covered/interested in what I do  
- good facilities/equipment/resources  
- motivating/makes you want to work  
- good group of learners/work well together/help each other  
- tutors well qualified/have on the job experience  
- good for my confidence/self esteem  
- Other, please specify [WRITE IN]  
- Refused

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ASK IF DISSATISFIED (CODES 5-7) AT Q33
Q34.b SHOWCARD D You said you were [INSERT RESPONSE FROM Q33], what is the main reason for this? PROBE FULLY. MULTI CODE OK. DO NOT READ OUT.

- poor facilities/old/inadequate equipment
- it was disappointing/not what I expected/wanted
- mixed ability/ classes too large
- didn't get the help that I needed/didn't respond to my needs
- badly organised/badly run
- lack of staff/assessors/changes in staff
- the course/work is (too) hard/difficult
- communication poor/don't tell you what you need to know
- poor attitude of tutors/ not supportive
- was boring/repetitive/not interesting/not motivating
- could have finished earlier/covered subject faster
- disruptive learners
Other, please specify [WRITE IN]
  - Refused
  - Don't know

IMPACTS/ FEELINGS ABOUT LEARNING MODULAR 2006/07 (WAVE 3) ASK ALL
Q35. Thinking back to when you left school would you say that you had...READ OUT. CODE ONE ONLY

- Generally positive feelings about education...... 1
- Generally negative feelings about education.... 2
- Not bothered either way about education - indifferent........................................... 3
- Don't know............................................ Y

IMPACTS/ FEELINGS ABOUT LEARNING MODULAR 2006/07 (WAVE 3) ASK ALL
Q36. I am going to read out a number of statements which describe the way some people feel about learning and would like you to choose the ones that apply to you and the way you feel now: READ OUT AND CODE ALL THAT APPLY. PROBE FOR OTHER. ROTATE ALL.

- I enjoy learning and get a buzz from it
- I am carrying on learning because I can't think of anything better to do
- I enjoy learning mostly because of the social aspects
- I don't really enjoy learning
- I am carrying on learning in order to improve my career prospects

IMPACTS/ FEELINGS ABOUT LEARNING MODULAR 2006/07 (WAVE 3) ASK ALL
Q37. I am going to read out a few statements about what effect the course may have had on you personally. Could you tell me whether you agree or disagree with each. ROTATE ALL 1 TO 12

-1- I have a greater enthusiasm for the subject
-2- It has given me skills I can use for a job
-3- I feel more confident socially
-4- I feel more confident in my ability to learn
-5- I am better at managing my time and responsibilities
-6- I feel more positive about learning than I did when I started
-7- I am more creative and prepared to try new things
-8- I am better at learning on my own now
-9- It enables me to cope better with daily life
-10- It has benefited my health and sense of well being
-11- Taking part in this course will help me move forward in my career
-12- I now take a more active part in the community (ONLY IF RESPONDENT IS 25 PLUS)

Agree
Disagree
Don't know

IMPACTS/ FEELINGS ABOUT LEARNING MODULAR 2006/07 (WAVE 3)
ASK ALL
Q38. I am going to read out some statements which reflect different experiences of learning. Could you tell me how much you agree or disagree with each one. STATEMENTS ROTATED. SINGLE CODE FOR EACH

-1- I feel out of place in a classroom situation
-2- I always like a new challenge
-3- I can never seem to manage my time properly
-4- I find it easy to motivate myself for learning
-5- I get very nervous about the standard of work required
-6- I do not usually enjoy taking on new responsibilities

REVERSE SCALE
Strongly agree
Slightly agree
Neither agree nor disagree
Slightly disagree
Strongly agree
Don't know

CORE QUESTION 2006/07
ASK ALL
Q39. How likely will you be to undertake further learning in the future (say in the next 3 years?)
REVERSE SCALE EXCEPT DON'T KNOW. SINGLE CODE.

Very likely
Fairly likely
Fairly unlikely
Very unlikely
Don't know

CORE QUESTION 2006/07
ASK ALL
Q40. Which of these statements best describes the way you would speak of <INSERT NAME OF PROVIDER><PROVIDER TYPE> in their capacity as a training provider? READ OUT EXCEPT DON'T KNOW. SINGLE CODE.

I would speak highly of them without being asked
I would speak highly of them if somebody asked me about them
I would be neutral about them
I would be critical of them if somebody asked me about them
I would be critical of them without being asked
Don't know

The last few questions are about yourself. These questions are to help us put your answers in context. None of this information will be passed on with your name, and nobody will be able to identify you from the answers that you give.
**CORE QUESTION 2006/07**

**Q41.** SHOWCARD E What is the highest level of examination or qualification that you now hold, including any that you may have gained since leaving full time education? CODE ONE ONLY – HIGHEST QUALIFICATION

1. No qualification held
2. O level/CSE/Matriculation/School Certificate
3. GCSE grade A-C/SCE Credit Level Standard Grade
4. GCSE grade D-G/SCE Foundation Level Standard Grade
5. A level, A/S Level, S Level, AVCE, Vocational A-level, Scottish Higher, Vocational AS level (VCE) or equivalent
6. RSA/Pitmans
7. City and Guilds
8. Open College Network (OCN) Credit
9. BTEC/SCOTVEC/SCOTEV
10. Diploma in Higher Education (DipHE)
11. Foundation degree
12. Degree
13. Higher Degree (MA, Msc, PHD)
14. Nursing/medical/clinical qualification
15. PGCE or other teaching qualification
16. Apprenticeship/Modern Apprenticeship
17. NVQ/SVQ
18. GNVQ/GSVQ
19. ONC/OND
20. HNC/HND
21. Certificate of sixth year studies (CSYS) or equivalent
22. Other higher education qualification (above A level other than a degree)
23. International Baccalaureate/Welsh Baccalaureate
24. OCR/BTEC Nationals
25. Access to HE
26. GCSE in vocational subject
27. Youth Training/ YT Certificate / E2E
28. Key Skills
29. Skills for Life / Basic Skills Courses
30. ESOL courses
31. Other Adult literacy courses
32. Other qualification (specify)

**ASK IF Q41 IS 2**

**Q42.** How many O level/CSE/Matriculation/School Certificate do you hold? TYPE IN NUMBER

**ASK IF Q41 IS 3**

**Q43.** How many GCSE grade A-C/SCE Credit Level Standard Grade do you hold?

**ASK IF Q41 IS 4**

**Q44.** How many GCSE grade D-G/SCE Foundation Level Standard Grade do you hold? TYPE IN NUMBER

**ASK IF Q41 IS 5**

**Q45.** How many A level, A/S Level, S Level, AVCE, Scottish higher do you hold? TYPE IN NUMBER

**ASK IF Q41 IS 6**

**Q46.** What is the highest level of RSA/Pitman you hold? CODE ONE ONLY

1. Higher diploma
2. Advanced Diploma or Certificate
3. First Diploma
4. Certificate
5. Other
ASK IF Q41 IS 9
Q47. What is the highest level of BTEC/SCOTVEC/SCOTEC you hold? CODE ONE ONLY

1. Higher Certificate Diploma
2. National Certificate Diploma
3. First/general Diploma
4. First/general Certificate
5. Other

ASK IF Q41 IS 7, 16, 17, 18, 19, 20, 32
Q48. You said [INSERT ANSWER FROM 41] What level did you achieve? PROBE FOR LEVELS 1 THROUGH TO 8. USE OTHER SPECIFY IF NECESSARY. CODE ONE ONLY

- Entry level (includes entry level 1, entry level 2 and entry level 3)
- Level 1 or previously known as foundation (GCSE grade D-G or NVQ level 1, foundation GNVQ level)
- Level 2 (equivalent to GCSE grade A*-C or NVQ level 2, intermediate GNVQ level, apprenticeship is equivalent to NVQ level 2)
- Level 3 (equivalent to GCE A level or NVQ level 3, advanced GNVQ level. Advanced apprenticeship is equivalent to NVQ level 3)
- Level 4 (certificates of higher education)
- Level 5 (intermediate - diplomas of higher education and further education, foundation degrees, higher national diplomas)
- Level 6 (honours – bachelor degrees, graduate certificate and diplomas)
- Level 7 (masters degrees, postgraduate certificate and degrees)
- Level 8 (doctorates)
- Other (specify)
- Don’t know/level unknown
- Refused to answer

CORE QUESTION 2006/07
ASK IF L12 = 99 or 98
Q49. SHOWCARD F To help the LSC give services of equal quality to all learners, can you say to which ethnic group do you consider you belong? DO NOT READ OUT. CODE ONE ONLY - PROBE TO PRECODES

Asian or Asian British - Bangladeshi
Asian or Asian British - Indian
Asian or Asian British - Pakistani
Asian or Asian British - any other Asian background
Black or Black British - African
Black or Black British - Caribbean
Black or Black British - any other Black background
Chinese
Mixed - White and Asian
Mixed - White and Black African
Mixed - White and Black Caribbean
Mixed - any other Mixed background
White - British
White - Irish
White - any other White background
Any other, please specify
Refused

CORE QUESTION 2006/07
ASK IF L15 = 99
Q50. Do you consider yourself to a have a disability?

Yes
No
Refused
CORE QUESTION 2006/07
ASK IF YES TO Q50
Q51. Do you consider yourself to any of the following? READ OUT 1 TO 9. IF MORE THAN ONE CODE 10.

1) Visual impairment
2) Hearing impairment
3) Disability affecting mobility
4) Other physical disability
5) Other medical condition (for example epilepsy, asthma, diabetes)
6) Emotional/behavioural difficulties
7) Mental ill health
8) Temporary disability after illness (for example post-viral) or accident
9) Profound complex disabilities
10) Multiple disabilities (DO NOT READ OUT)
11) Other, please specify

Don’t know / refused

CORE QUESTION 2006/07
ASK IF L16 = 99
Q52. Do you consider yourself to have learning difficulties?

Yes
No...
Refused.
Don’t know

CORE QUESTION 2006/07
ASK IF YES TO Q52
Q53. Do you consider yourself to have any of the following?
INTERVIEWER - READ OUT. IF MORE THAN ONE, RECORD AS 90.

Moderate learning difficulty 01
Severe learning difficulty 02
Dyslexia 10
Dyscalculia 11
Other specific learning difficulty 19
Multiple learning difficulties 90
Other, please specify 97
Don’t know/ refused 99

CORE QUESTION 2006/07
ASK ALL
Q54. The Learning and Skills Council will be doing further research about post-16 education in the year. would it be OK for Ipsos MORI or another appointed contractor to contact you again in connection with future studies? PROBE & CODE ONE OF THE FOLLOWING.

Yes - both Ipsos MORI or any other appointed contractors may recontact
No – neither may recontact

ASK Q55 IF YES AT Q54
Q55. Do you have an alternative telephone number to [insert all telephone numbers available in sample] we can use if we need to contact you?

INTERVIEWER: PREFERABLY A MOBILE RATHER THAN WORK TELEPHONE NUMBER

WRITE IN ALTERNATIVE TELEPHONE NUMBER [11 DIGITS] AND CODE
Home/ mobile
Work
No alternative number
Refused/ ex directory

**CORE QUESTION 2006/07**
**ASK Q56 IF YES AT Q54**

Q56. If we were repeating this research in a years time and were not able to find you, is there anybody who would know where you are?

**INTERVIEWER: ADD AS REASSURANCE IF REQUIRED:**
We will only use their contact details for the purpose of regaining contact with you. We will let them know that you provided their details for this purpose. They will be free to refuse at any point or to request that we do not contact them again.

WHERE POSSIBLE TRY TO GET A NAME OF AN INDIVIDUAL WHO DOES NOT LIVE AT THE SAME ADDRESS

**CORE 2006/07**
**Q57. INTERVIEWER CODE: IF IN DOUBT ASK**

- ENGLISH AS A FIRST LANGUAGE.............................. 1
- ENGLISH NOT A FIRST LANGUAGE.............................. 2

**CORE QUESTION 2006/07**
**IF 99 ON ILR, THEN CODE GENDER**

**Q58. GENDER**

- MALE
- FEMALE

On behalf of the Learning and Skills Council and Ipsos MORI we would like to thank you for your time and help.

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**QPROXY. DO NOT READ OUT.**

- Interview conducted with respondent
- Interview conducted by proxy

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**GLOSSARY**

- WBL – Work Based Learning
- ILR – Individual Learner Record
- LA – Learning Aim