Framework for Excellence 2009/10 Employer Views Survey 
Frequently Asked Questions (FAQs)

EMPLOYER QUERIES

Q – Why have I been invited to participate in the Employer Views survey?

A – The survey of employers is being conducted as part of 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 – I don’t think I have the right number of survey questionnaires. What can I do about this?

A – You have been sent a questionnaire for each training provider you worked 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 survey 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 don’t recognise the name of the training provider. What has happened?

A – This may be because the provider you used sub-contracted some of its training arrangements. If the training was 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 the training providers and make your opinion known to the government body that subsidises that training. Please complete as many questionnaires as you can and return to the address requested.

Q – I have mislaid my survey 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 survey 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 the training provider named on the survey questionnaire.
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/) You will still require your employer PIN number if you use these options.

Q – I do not have my unique employer PIN. How do I find this out?

A – Please refer back to the email we sent you to which we attached your updated employer list. This spreadsheet contains the unique employer PINS. If you do not have a copy of this email please contact us at employerviews@gfk.com.