Dear Colleague,

This week’s **Framework for Excellence Pilot Update** covers:

1) Development & Focus Groups
2) FMCE return (as last week – for ease of reference)
3) Learner Views Survey (as last week - for ease of reference)
4) Employer Views Survey

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**Development & Focus Groups**

The table showing the Development and Focus Groups together with dates and locations of meetings is available on the Framework for Excellence website ([http://ffe.lsc.gov.uk/pilot/](http://ffe.lsc.gov.uk/pilot/)). Note that meeting times will generally be from 10.30 to 14.30 to allow time for travel to and from the meetings.

If you are interested in attending any of the groups please contact ffepilot@lsc.gov.uk

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**Financial Management and Control Evaluation (FMCE)**

Please note that the deadline for returning FMCE forms has now passed. If you have been unable to complete your return by this deadline, could you please contact your Regional Audit Manager to discuss how and when you will make the return. For ease of reference, contact details are included here:

<table>
<thead>
<tr>
<th>Region</th>
<th>Name</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>North East</td>
<td>David Lythe</td>
<td>07770 816 579</td>
</tr>
<tr>
<td>North West</td>
<td>Mark Weddell</td>
<td>07796 276 452</td>
</tr>
<tr>
<td>Yorks &amp; Humber</td>
<td>Rachel Eastman</td>
<td>01274 444 170</td>
</tr>
<tr>
<td>West Midlands</td>
<td>Jo Shaw</td>
<td>07748 958 956</td>
</tr>
<tr>
<td>East Midlands</td>
<td>Anna Fitch</td>
<td>07917 597 446</td>
</tr>
<tr>
<td>East of England</td>
<td>Shirley Landry</td>
<td>07867 692 139</td>
</tr>
<tr>
<td>London</td>
<td>Steve Passmore</td>
<td>07876 391 937</td>
</tr>
<tr>
<td>South East</td>
<td>Daniel Canham</td>
<td>07876 578 016</td>
</tr>
<tr>
<td>South West</td>
<td>Stephen Bailey</td>
<td>01752 754 003</td>
</tr>
</tbody>
</table>

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**Learner Views Survey**

(2 January - 13 February 2009)

The Learner Views survey went live on 2 January 2009 and runs until midnight on 13 February. It should be carried out by all providers in the Version 2 pilot of the Framework in 2008/09.
The Learner Views survey is applicable to all LSC-funded learners for Version 2 pilot providers and asks a range of questions about the learners’ experience of their provider, including their overall satisfaction with their learning experience. The answers to the questions will be analysed for each provider to create a score, which will form part of the Framework for Excellence outputs in the spring. Learners and providers can access the survey here http://ffe.lsc.gov.uk/Surveys/

Full guidance is available on the Learner Views pages of the Framework website http://ffe.lsc.gov.uk/key-performance-areas/responsiveness-learners/learner-views/

Providers can gain regular updates 24-hours a day through the survey period here http://ffe.lsc.gov.uk/Surveys/

A range of promotional materials to support providers is also available at http://ffe.lsc.gov.uk/Surveys/

If you have specific queries which are not covered by the guidance please email ffelearnerviews@lsc.gov.uk.

The Learner Views page of the Framework website gives information, which is relevant to the Version 2 Pilot and Version 1. For specific guidance on conducting the Pilot 2 Learner Views Survey, please refer to the Pilot 2 guidance at http://ffe.lsc.gov.uk/pilot or please email ffelearnerviews@lsc.gov.uk if you have specific queries.

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Employer Views Survey – Important!

Ipsos-Mori, which is running the Employer Views survey, will shortly be contacting Pilot Providers who are not in scope for Version 1, and who have employers to survey. This will be an e-mail sent directly to Pilot Liaison Officers. Please make sure you respond promptly to the request for information about employers contained within it. Thank you.

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Best regards,

Russell Burton
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