This guide details the process for the Employer Views survey, which starts on Monday, 10 November 2008. The following supplementary information does not replace the updates, documents and latest news bulletins that are located on the Framework for Excellence website [ffe.lsc.gov.uk] and should be reviewed regularly.

1. Providers in scope for Phase 1 of the Framework for Excellence were sent a letter on 22 September with details of the preparations required to undertake the Employer Views survey. In addition, a reminder letter was sent to providers on 3 October.

2. Providers were requested to review the employer contact details that the LSC held and, where necessary, amend the spreadsheet. The deadline for carrying out these actions has now passed (10 October). Ipsos MORI will use the amended contact details to compile a final employer customer list for each provider.

3. Providers who did not amend their employer customers, as invited to do in the letter dated 22 September, will still be included in the Employer Views survey. For these providers, we will use the employer contact details held on the ILR for 2007/08.

4. Providers who elected for Ipsos MORI to administer the survey questionnaire on their behalf are not required to take any further action.

5. Providers who elected to administer the distribution of the questionnaire themselves will receive a letter in the week commencing 10 November, detailing how they can distribute the questionnaire to their employer customers.

6. Accompanying this letter will be personalised questionnaires for you to send/give to your employer customers. If your employer list contains personal email addresses for 10 or more employer customers, you will also receive a list of email logins for employers for whom there is a personal email address (you will not receive this list if there are fewer than 10 personal email addresses on your employer database). You will be required to send your employer customers the weblink to the survey and their unique login reference number, without which they will not be able to access the online survey.

7. The letter, questionnaires and email list (where relevant) will be delivered to your organisation, addressed to the ‘Principal/Chief Executive’.

8. You should note that employers that receive the postal questionnaire will also have the option to complete the survey online (the unique login is contained in the cover letter that is attached to each postal questionnaire).

9. All employers will be requested to return their postal and web survey responses directly to Ipsos MORI by Friday, 5 December 2008.
As previously instructed, providers are advised to contact their local partnership manager in the first instance and then contact the Framework for Excellence helpdesk facility [FrameworkforExcellence]

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