

### Satisfaction Survey

As part of the support that the BCTG provides for LSC Contracted Learning Providers, twice each year we undertake a comprehensive assessment of the quality and effectiveness of our work. To this end we welcome your comments and feedback. Please note that any information provided will be treated in the strictest of confidence.  
May we thank you in advance for your contribution.

Information Services		Comments
Do you regularly receive emails from BCTG?	<b>Yes 83% No</b> <input type="checkbox"/>	Valuable source of information etc. Mostly. (17% did not respond)
Do you regularly receive letters and paper based correspondence from BCTG?	<b>Yes 91% No</b> <input type="checkbox"/>	As Above. (9% did not respond)
Do you find the information provided by BCTG, of value?	<b>Electronic</b> <b>Yes 83% No</b> <input type="checkbox"/> <b>Mostly.</b> (17% did not respond) <b>Paper Based Info</b> <b>Yes 83% No</b> <input type="checkbox"/> (17% did not respond) <b>Verbal Information</b> <b>Yes 75% No</b> <input type="checkbox"/> (25% did not respond)	
What regular correspondence do you find of the <b>greatest</b> value?	Logic updates, new initiatives, BCTG newsletters, minutes of Tendering/funding opportunities. All of the correspondence. LSC. Provider meetings info. Emails, newsletter. Email.	Meetings. Electronic. Electronic. All.
What regular correspondence do you find of <b>least</b> value?	N/A. E-mails that I have already received from other sources e.g. LSC contract Mgr. N/A. Training booklet, unrelated information. None.	
Overall, when contacting BCTG by phone or email, do you feel that we are usually able to deal with your query promptly and effectively?	<b>Yes 91% No</b> <input type="checkbox"/>	<b>If no, please comment</b> (9% did not respond)
Do you use the BCTG website?	<b>Yes 50% No 25%</b>	<b>If yes, please comment on the new website</b> Easier to navigate. Not recently. Excellent. Sometimes. Minimalise.  25% did not respond.
What type of information do you look for on the BCTG site?	AM aspects. Training courses. NK. Alternative provisions. Courses, LSC information, news updates. Courses. Training dates. Assessor details.	
How can we improve the ease of use of our website?	OK	
In what way could we improve the speed or accuracy in responding to requests from your organisation?	I believe BCTG are very effective in this area. OK	
BCTG Provider Events & Conferences		
Has your organisation nominated any staff to attend any of the following? (Please indicate all that apply)	<b>BCTG Provider Conference</b> <b>91%</b> <b>Training Events</b> <b>83%</b> <b>Information Dissemination Events</b> <b>83%</b> 9% did not respond to the top question. 17% did not respond to the middle and last question.	
Have these events been held at appropriate venues in relation to	<b>Were they Geographically Accessible?</b> <b>Yes 91% No</b> <input type="checkbox"/> <b>Was there Suitable Access For Those With Disabilities?</b> <b>Yes 83% No</b> <input type="checkbox"/> <b>N/A</b> <b>Was the Accommodation, Refreshments or Meals Adequate?</b> <b>Yes 91% No</b> <input type="checkbox"/> 9% did not respond to the first and last question, 17% did not respond to the middle question	

If you have responded <b>NO</b> to any of the above for a particular event, please comment	Except for meet the provider event (Bescott stadium). N/A.
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Learning and Development & Key Skills Awards / Workshops		
<p>Have you sent any candidates on the L&amp;D or Key Skills Awards offered?</p> <p>or</p> <p>Have you requested an induction to an award on your organisations premises?</p>	<p><b>Yes 50%</b>  <b>Please indicate which awards</b>            Ks + Counselling/anger management.            Key skills levels ¾ 7302.            Key Skills.            (50% did not respond)            Yes <input type="checkbox"/>            Please indicate which awards</p>	<p><b>No 33%</b>  <b>Please indicate your reasons for not using this support</b>            Delivered internally.            Internal provision.            We provide these awards ourselves.            Done in house.  <b>No 50%</b></p> <p>Please indicate your reasons for not using this support            Do not need it at this time.            Not yet required.</p>
Please comment on the quality of the assessment/support provided by the tutors/assessors?	Nacro staff are on the whole, happy with the standard of delivery, support and assessment provided. OK. Excellent.	
Are the assessors/tutors readily available to support the learners/staff?	<b>Yes 50% No <input type="checkbox"/></b>	50% did not respond to this question.
Are there any comments or suggestions in relation to the Learning and Development or Key Skills programmes?	The support given to my staff was excellent!!	

Employer Engagement/Train to Gain		
Are you part of the collaborative Train to Gain bid?	<b>Yes 41% No 41%</b>	Not BCTG's – although in other consortia's.  18% did not respond to this question.
If <b>yes</b> , are you in regular contact with the Co-ordinator?	<b>Yes 33% No <input type="checkbox"/></b>	67% Did not respond to this question.
Do you make use of the Information, Advice and Guidance service that BCTG offer?	<b>Yes 41% No 16%</b>	43% did not respond to this question.
If <b>yes</b> , do you feel that this service provides 'added value' to the programme? Please comment.	Nacro have utilised the outreach provision and found the support of Mike extremely effective. N/A. Very informative. Yes	

Do you make use of the Consortia Broker service that BCTG offer?	<b>Yes 41% No 25%</b>	<b>34% did not respond to this question.</b>
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If **yes**, in what capacity have you used the Brokers services? N/A. New programmes.

Company leads

#### Student Apprenticeships

Do you take part in the Student Apprenticeship Programme?	<b>Yes 41% No 41%</b>	Not at this centre. Have had a contract but no referrals. 18% did not respond to this question.
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If <b>yes</b> , are you in regular contact with the Co-ordinator?	<b>Yes 33% No 8%</b>	Mostly. N/A. 59% did not respond to this question.
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Is the support provided by BCTG appropriate and effective? Please comment	Staff are always available if support is required. N/A. Attend the 14-19 meeting with Sue Baker.	
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#### Kickstart Programme

Do you take part in the Kickstart Programme?	<b>Yes 25% No 58%</b>	17% did not respond to this question.
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Are you in regular contact with the Co-ordinator?	<b>Yes 16% No 25%</b>	As and when required. No recent progress/programme meetings 59 59% did not respond to this question.
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Is the support provided by BCTG appropriate and effective? Please comment	Nacro values all the help and support provided throughout the kick-start programme in particular Debbie who has been excellent throughout. N/A	
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#### Aim Higher

Has your organisation been involved in any Aim Higher activity that BCTG has arranged?	<b>Yes 50% No 41%</b>	9% did not respond to this question.
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Was the information received in advance of the event accurate and of use?	<b>Yes 41% No 25%</b>	34% did not respond to this question.
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Please comment on the value of this activity in promoting your learning offer.	Very good.	
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Education Link	
Has your organisation been involved in any Education Link activity organised by BCTG?	Yes. No. No

Please comment on the value of this activity in promoting WBL as a whole.	Useful medium term marketing tool.
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Learner Engagement & Support	
Have any of your learners received Pastoral Support?	<b>Yes 33% No 58%</b> <b>9% did not respond to this question.</b> <b>One to one reviews with Mike (BCTG) in the past.</b>
If <b>yes</b> , please give a brief description of the support received	<b>Excellent one-to-one support – a very valuable provision.</b> As above. N/A. Appreciation of number one to one.
How has your organisation/learners benefited from this support?	Many learners at Nacro have been noticed greatly from assessing the pastoral support provided. N/A. all passed end tests after support.

Future BCTG Activities	
What additional workshops, events or training programmes do you feel that BCTG should provide in the future?	Very satisfied with current output. I would like some managerial training and ,maintaining the training that brings us up to date with the latest LSC developments etc. New standard matrix assessment or strategy. Dissemination events, for new initiatives, LSC priorities.
What additional services could BCTG provide in the future, which would be helpful to your organisation?	

Other	
Are there any comments or suggestions you have in relation to BCTG?	