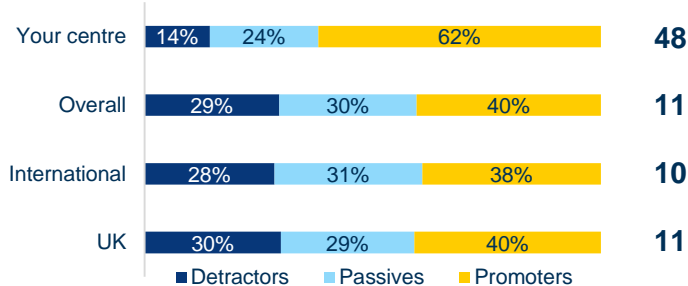


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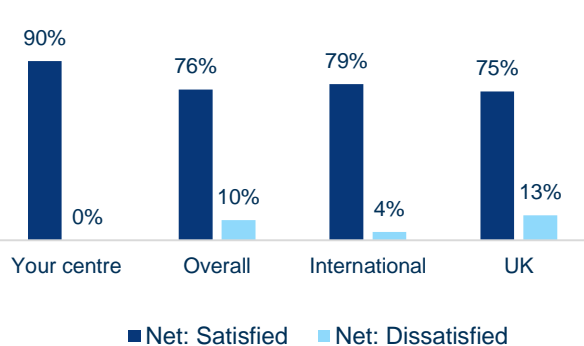
Sample Centre 2018

Net Promoter Score

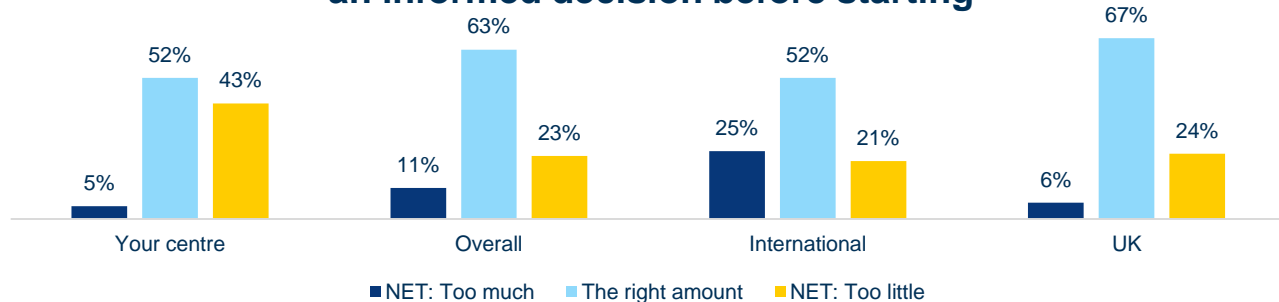


*NPS score can range from -100 to 100 and is used to indicate willingness to recommend the course.

Satisfaction with course



Amount of information received on the course to make an informed decision before starting



Respondents were asked to what extent they agree or disagree with the following statements:	Net: Agree			
	Your centre	Overall	International	UK
The content of the course was clearly explained to you at the start	94%	82%	85%	80%
The final qualification you could achieve was clearly explained to you at the start	89%	89%	87%	90%
You understood what you would need to do in order to achieve the qualification at the start	90%	85%	86%	85%
You understand the grading scheme of the course (Pass, Merit or Distinction)	82%	88%	90%	87%
You understand how you would be assessed on the course	89%	86%	84%	87%
You feel confident working independently on the course	95%	86%	86%	86%
The course has increased your self confidence	100%	84%	85%	84%
You are enjoying the course	89%	81%	87%	79%
The learning and assessment activities on the course relate to the world or work / employment	94%	79%	84%	78%
The college / learning provider has given you links to employers	100%	70%	76%	68%
It is clear how the course will help to advance your career	94%	82%	86%	81%

Chart bases: Your centre (21), Overall (1502, 1482 UW), International (429, 553 UW), UK (1074, 929 UW), Table bases: multiple bases

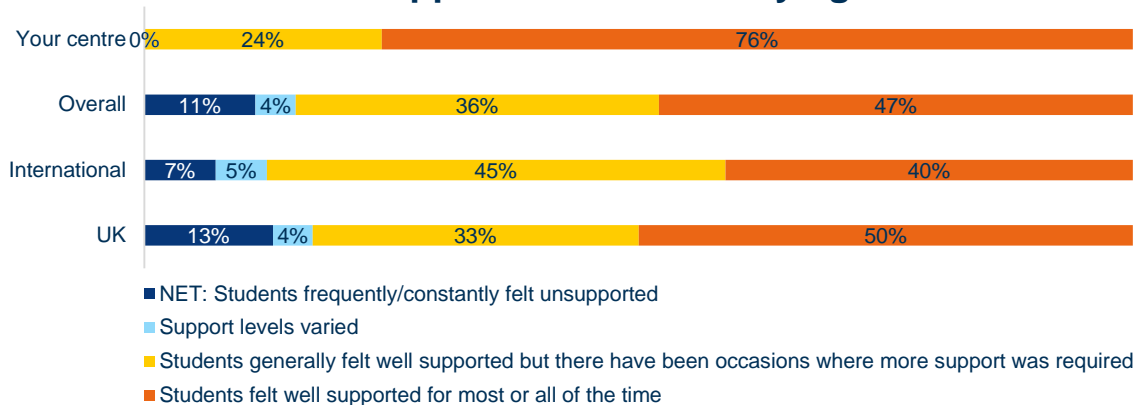
*NET scores are used to amalgamate categories where the base is likely to be too low for analysis

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Sample Centre 2018

Level of support felt whilst studying the course



How students would like to be better supported

- More communication between staff and students
- Lack of support/ better support/ helping students who don't understand
- More resources/ information/ more accessible information

Advice on options for after the course has been:	Your centre	Overall	International	UK
Helpful	57%	42%	45%	41%
Informative	33%	36%	37%	35%
Detailed	14%	21%	24%	20%
Useful	29%	40%	43%	39%
Practical	24%	29%	38%	25%
Unhelpful	0%	3%	3%	3%
Confusing	5%	8%	12%	6%
Limited	29%	14%	17%	14%
Impractical	0%	3%	4%	2%
N/A - Not received any advice	0%	10%	5%	12%

Bases: Your centre (21), Overall (3005, 1482 UW), International (857, 553 UW), UK (2147, 929 UW)

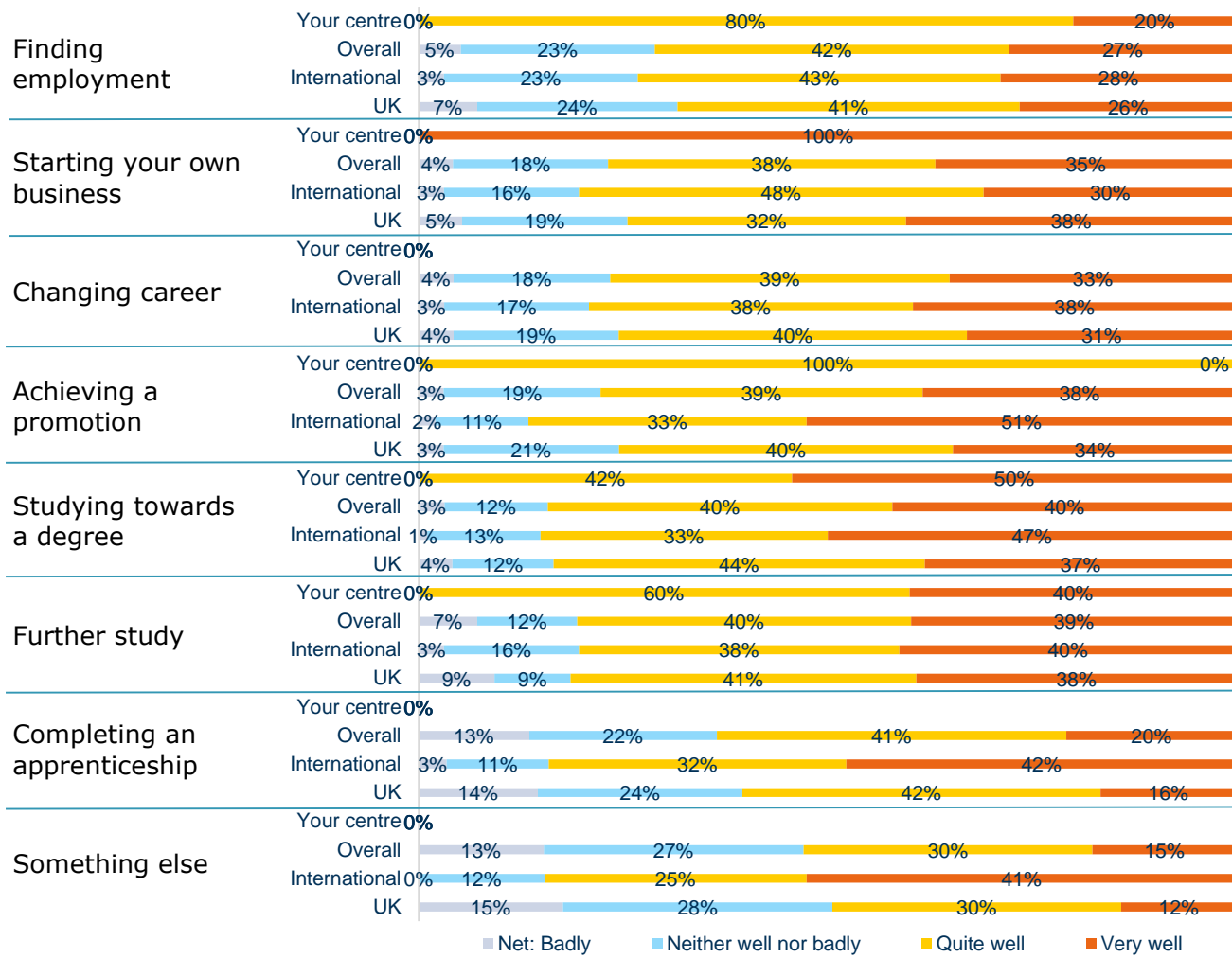
*NET scores are used to amalgamate categories where the base is likely to be too low for analysis

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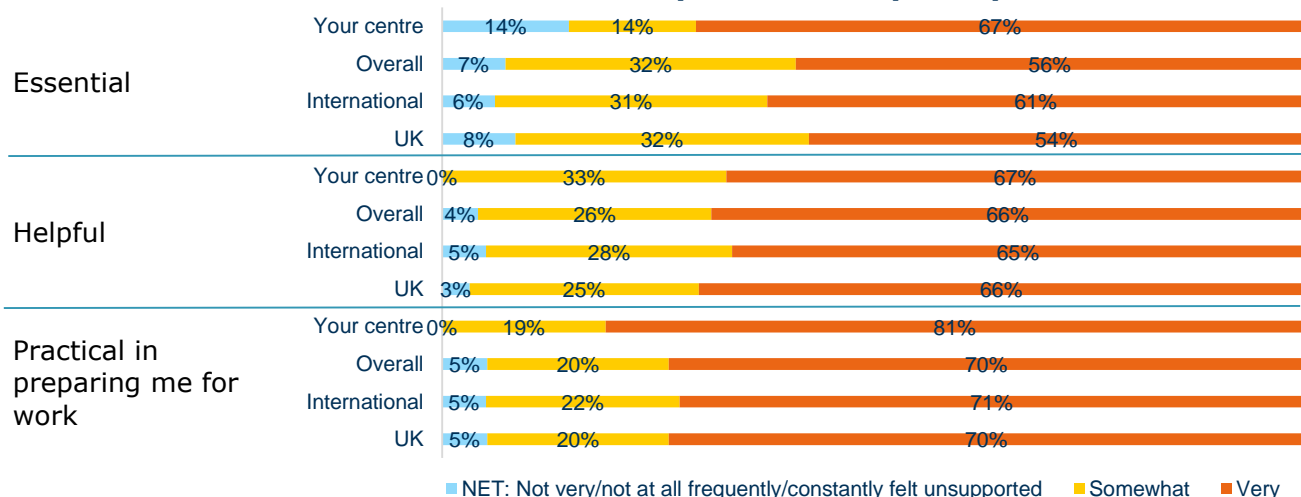


Sample Centre 2018

The course prepares students for:



Work placements perceptions



Bases: multiple bases

*NET scores are used to amalgamate categories where the base is likely to be too low for analysis

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Sample Centre 2018

Intentions once the course is finished	Your centre	Overall	International	UK
Find employment	24%	33%	44%	28%
Start my own business	10%	18%	25%	15%
Change career	0%	8%	9%	8%
Achieve a promotion in my current career	5%	16%	13%	18%
Study towards a degree	57%	46%	56%	42%
Further study (learning that is not towards a degree)	24%	11%	11%	10%
Complete an apprenticeship	0%	10%	5%	12%
Something else	0%	7%	4%	9%
Don't know / undecided	10%	4%	3%	5%
None of these	5%	2%	1%	2%

Suggested improvements to HN qualification

- Improved communication between tutor and students/ clarity on how to improve
- More time for assignments/ coursework
- More subjects should be included/ variety of units and lessons/ more courses
- Ensure teachers are well informed/ qualified staff/ better teachers
- More practical options
- No need for change

Perceptions around the extent views and opinions on course improvements will be listened to

