

## Employer Engagement Survey Analysis 2005/06 ~All Sectors~

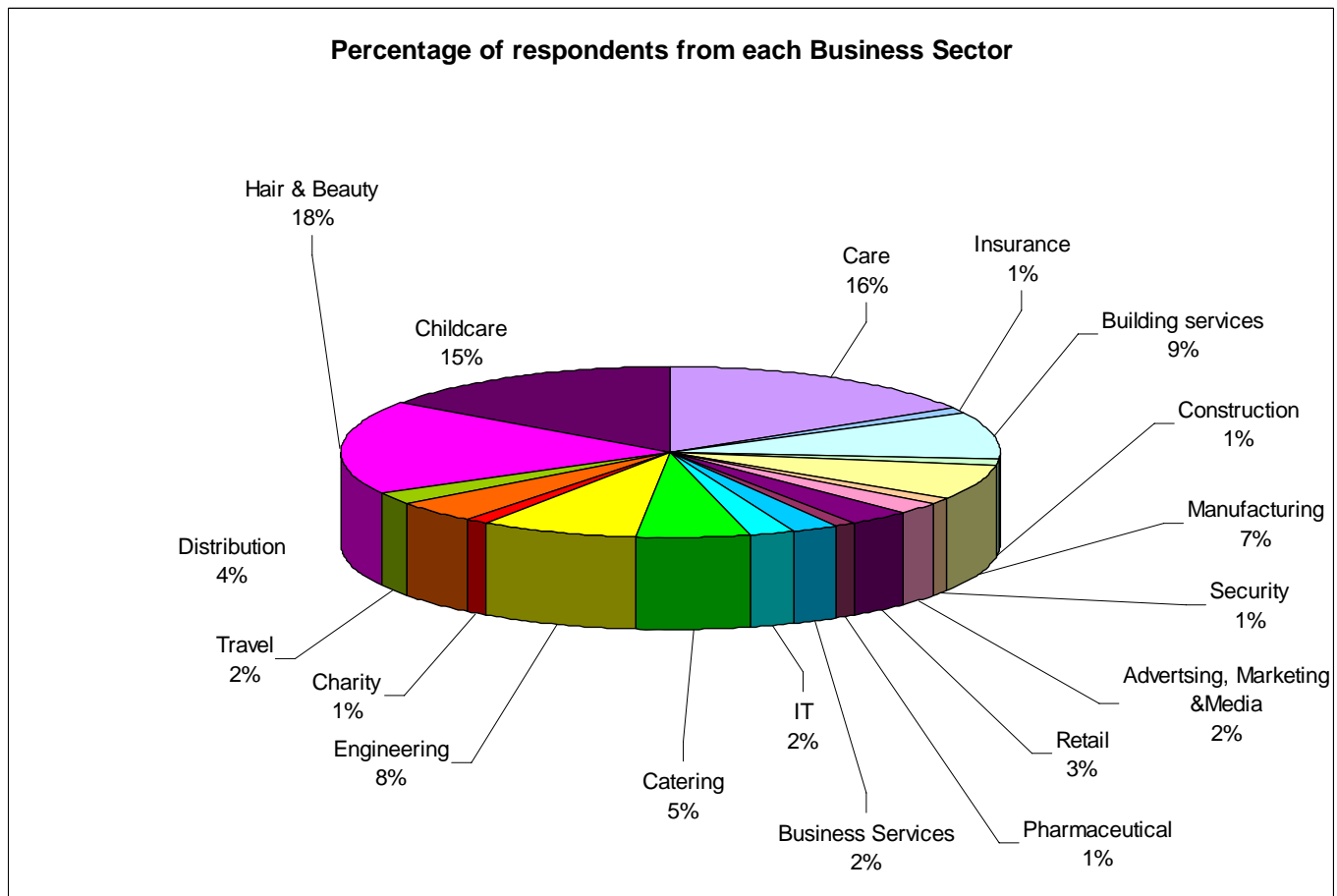
Number of Surveys sent: 500  
Number of responses: 95  
% returned: 24%

### Executive Summary

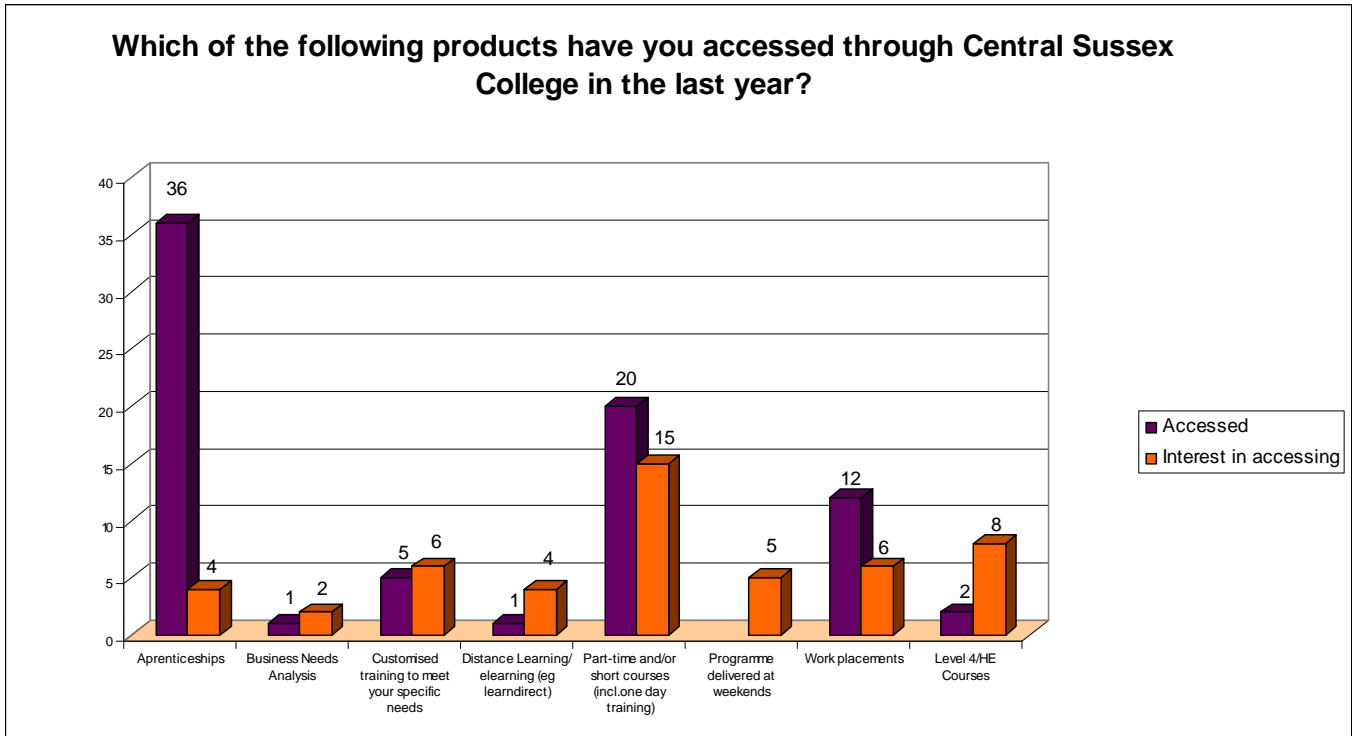
The primary aims of the survey were to gain an insight into which products were proving to be in demand amongst employers, and whether employers are satisfied with the service they receive from the college. The key findings are detailed below:

- Most respondents accessed Apprenticeships and Part-Time or short courses, very few had accessed customised training or weekend courses.
- Employers were most interested in pursuing part-time and short courses in the future.
- Most employers sent between 1-25 employees to undertake learning programmes at the College, funded by the company.
- 84% of respondents who accessed training from the College agreed with positive statements that cited the ways in which the College's provision had met the development needs of their workforce.

Overall the results were extremely positive, and helped to identify some areas for improvement to enable the college to maintain the high standard of provision offered to employers.

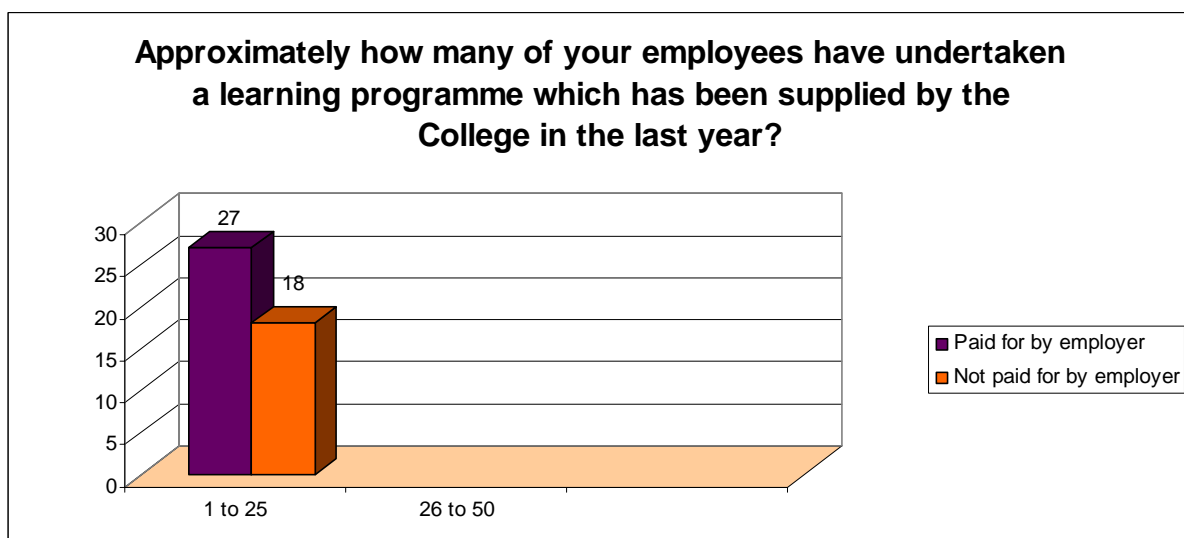


## Question 1



\* 7 respondents neither accessed nor had an interest in accessing any training programmes.

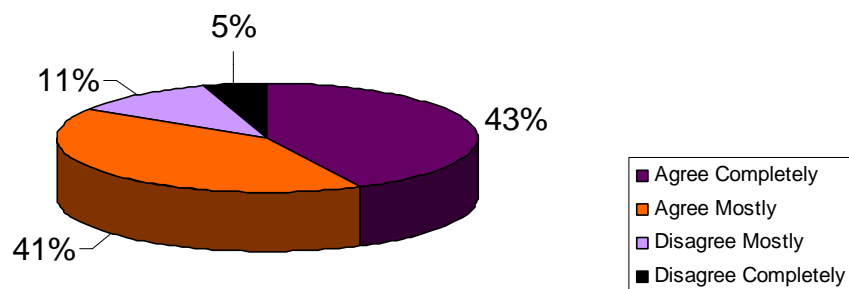
## Question 2



**Question 3** To what extent do you agree with the following statements relating to the ways in which the College's provision has met your workforce development needs?

	Agree Strongly	Agree Mostly	Disagree Mostly	Disagree Strongly
The College gave our organisation helpful information when we first enquired about products and services	36	28	3	1
I have a named contact at the College who deals with all our enquiries	46	22	6	5
It is easy to contact the right people at the College when I telephone	26	25	6	2
I understand the procedures to be followed if our organisation is unhappy with the services provided by the College	25	24	17	9
The organisation receives regular feedback about our employees progress on the College's programme	30	22	8	4
Our employee(s) have the appropriate facilities provided by the College to help them learn	31	28	7	0
The College has contacted our organisation regularly to confirm that we are satisfied with the programmes we have purchased	26	22	12	3
Our organisation has had opportunities to offer feedback to the College on how the programmes can be improved	19	36	14	4
I believe the College understands the key concerns of our industries	30	32	8	3
Where appropriate, College staff have brought to our attention other College products and services which might be useful to our organisation	30	30	2	8
Our organisation thinks we are getting value for money from the College	25	29	7	4
We are satisfied by the mode of learning/delivery offered by the College (i.e when the programme was delivered, where it was delivered ect)	28	37	4	1
Our organisation is satisfied with the services we have received from the College	33	36	6	1
<b>TOTAL</b>	<b>385</b>	<b>371</b>	<b>100</b>	<b>45</b>

**Overall opinions of respondents related to the ways in which the College's provision has met their workforce development needs**



### **Additional comments:**

- I do not think that the training is long enough. Hairdressing is a serious profession.
- Facilities are not as good as they could be, and there are not enough tutors for plumbing.
- The College needs more clients, but I am very pleased with the advice and help from the tutor with regards to training and future courses that are available.
- I am happy with the contact that I get from the College, the reviews are regular and informative.
- I would like to know more about the roles of the College team involved in supporting the learners through their apprenticeships.
- I think that with regards to hairdressing cutting and colouring units it would be a good idea if there were done in six week block where students did not do other services as well. If they concentrated on a technical unit on it's own they would gain better skills.
- Change of tutors caused disruption with the trainee, lack of continuity.
- I need to know more about learner's commitments whilst at the College.
- Very happy with services x2
- Level 3 are both part-time and full-time learners which is not appropriate. There is not enough hands-on practical work, the students have studied business studies and products for too long and are bored.
- Do not know the College
- Competent mature students should be able to fast-track.
- We have noticed that the standards of the diploma and the certificate differ a lot. The Certificate standards are low at the moment
- We have had no tutors out to see the students in a long period, we never know what work they need to cover.
- Contact between the School & College, and visits to student could be improved
- I feel a bit more background information was required for the student I had on my placement this term. I could have prepared my staff team to be more aware/ supportive. I am still waiting for a visit from the tutor

### **Question 4**

What other products and services might you be interested in purchasing from the College in the future?

- Marketing and promotional training, advertising and promoting training for staff
- First aid course delivered on company premises
- Short colouring courses
- Basic & trendy styles
- Evening training from Wella x2
- Short cutting courses x2
- Traditional blowdry and hair up More NVQ
- Level 4 Management
- Paper-free NVQs (Care) Level 3 & 4
- Registered Managers Award
- Specialised short courses – practical lessons should be at least 3 hours long
- Management courses
- More short courses
- Given the size and nature of our company we are not likely to use the College for any other training.

**NB:** Please note that these responses primarily focused on Hair and Beauty due to the variations in the ways in which the survey was gathered (eg Hair & Beauty was face to face) leading to more responses.

### Question 5

Have you had any other involvement with the College?

Yes 13

No 61

Not Stated 21

Describe involvement:

- Fast-track to Engineering
- Provided training facilities for the College to use.
- Were planning to deliver security training in partnership with the College, but did not get help. Would still like to pursue this.
- Discussions regarding bespoke apprenticeship courses
- Lent equipment to College
- Attended Adult Ed courses
- Trained for my NNEB
- Join in with presentation days, making people aware of Early Years settings
- I am an NVQ Assessor