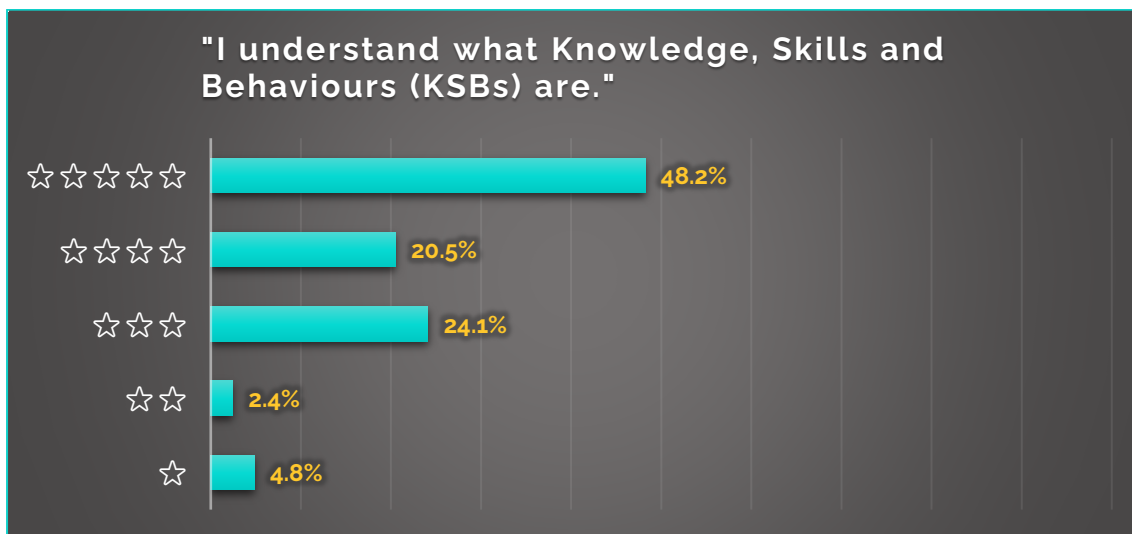




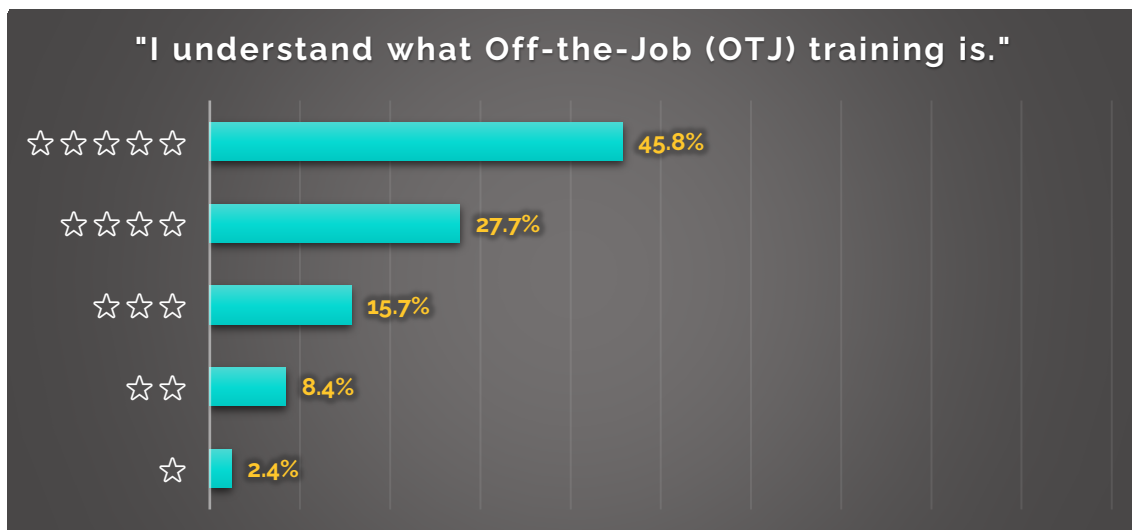
## Quality Assurance and Enhancement Apprentice Induction Survey: Mid-Year Responses to Feedback February 2023

### How confident do apprentices feel on the following topics at the start of their apprenticeship?

Based on 83 responses from September to February

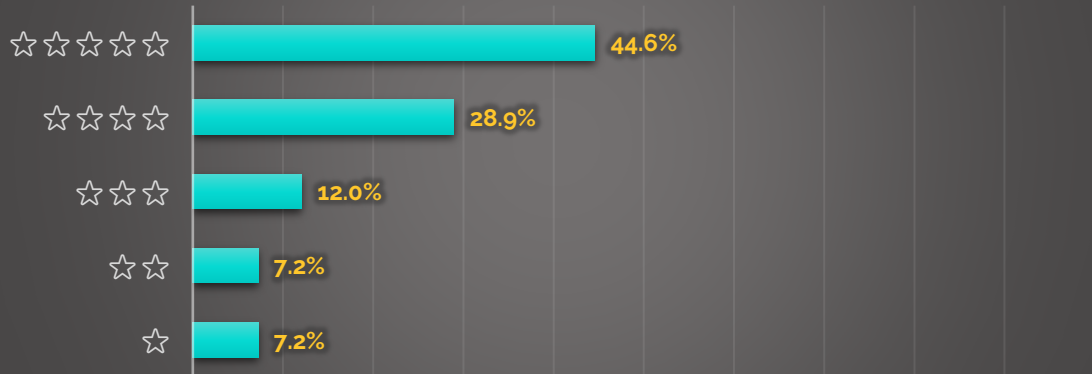


Average: 4.0 stars



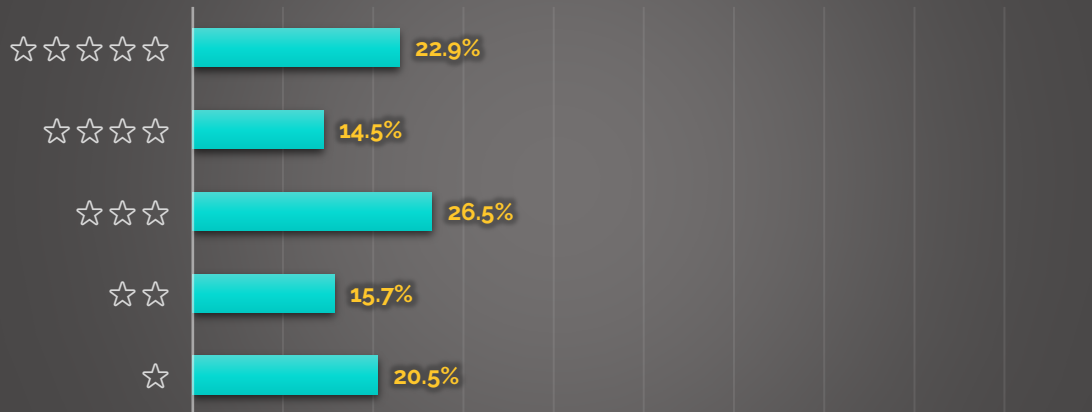
Average: 4.1 stars

### "I understand what Tripartite Progress Reviews are."



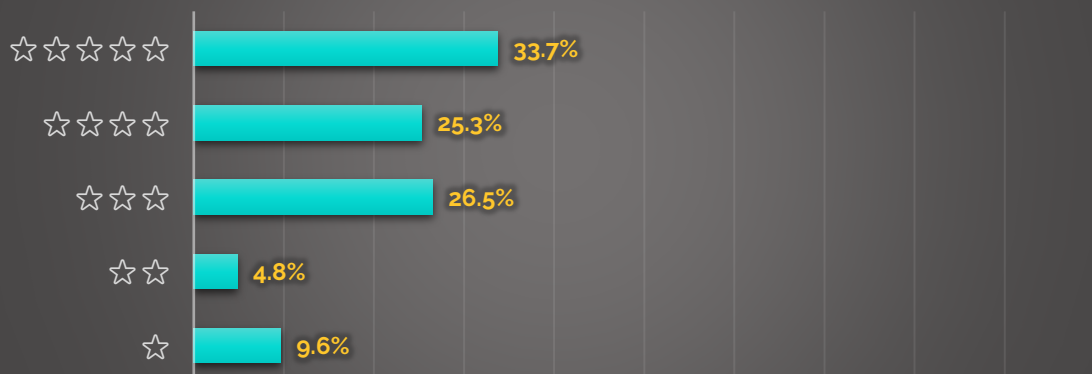
Average: 4.0 stars

### "I understand what Gateway is."



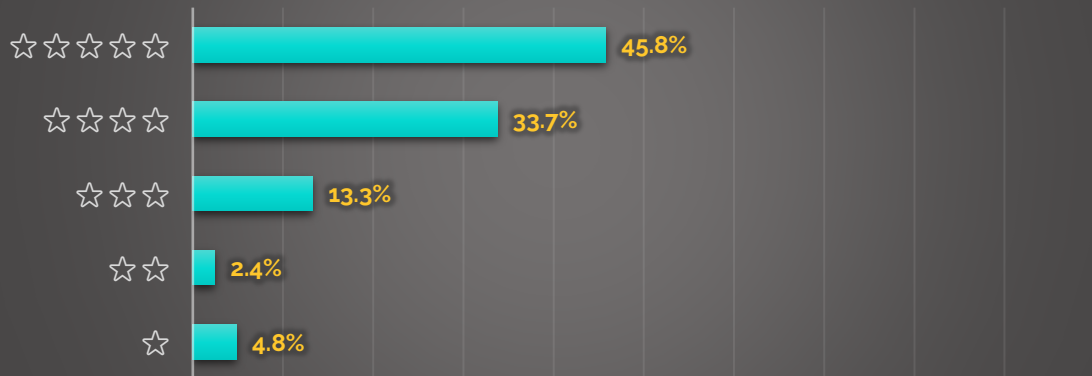
Average: 3.0 stars

### "I understand what an End Point Assessment (EPA) is."



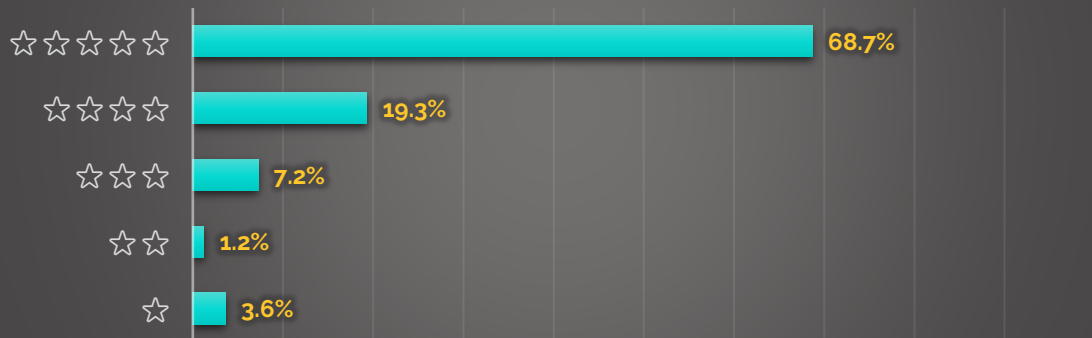
Average: 3.7 stars

"I know who my key contacts are at the University."



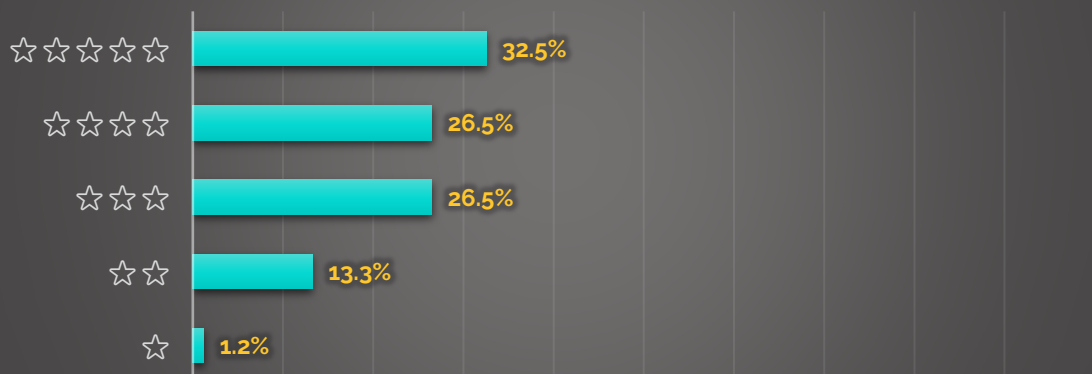
Average: 4.1 stars

"I know when I am attending University sessions (including whether they are online or on campus)."



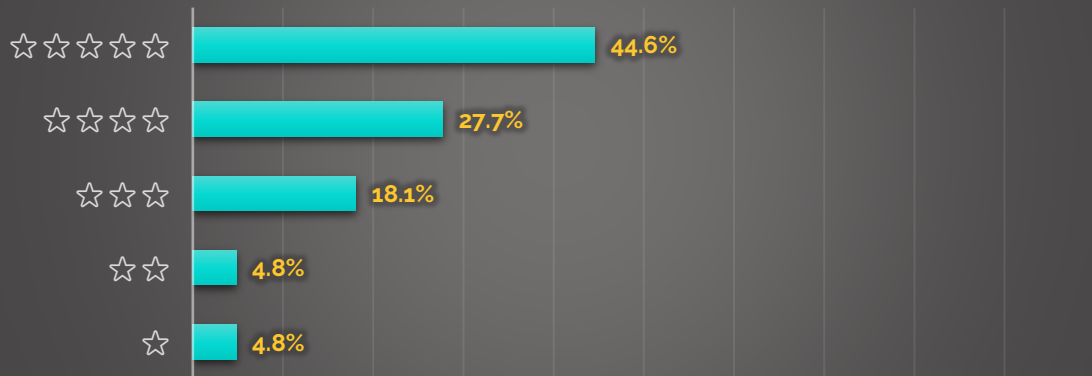
Average: 4.5 stars

"I know all the University support services available to me."



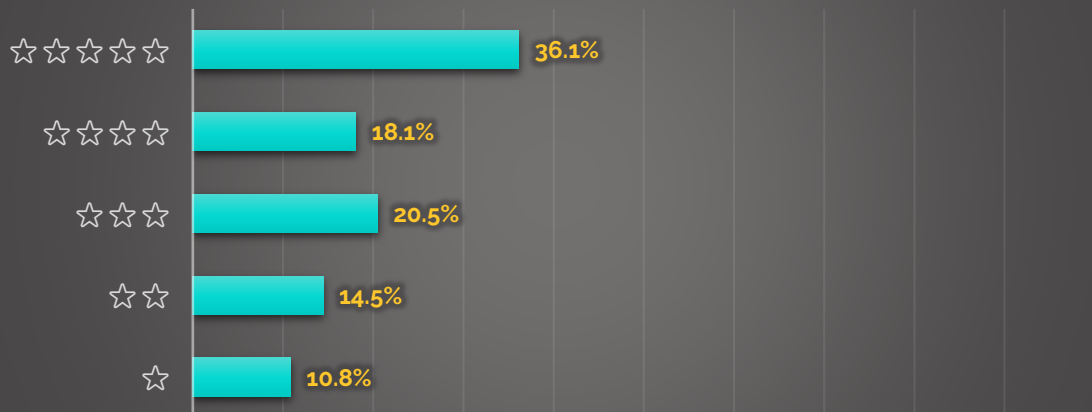
Average: 3.8 stars

"I know how to use digital resources (Moodle, Aptem, Library Search, etc.)."



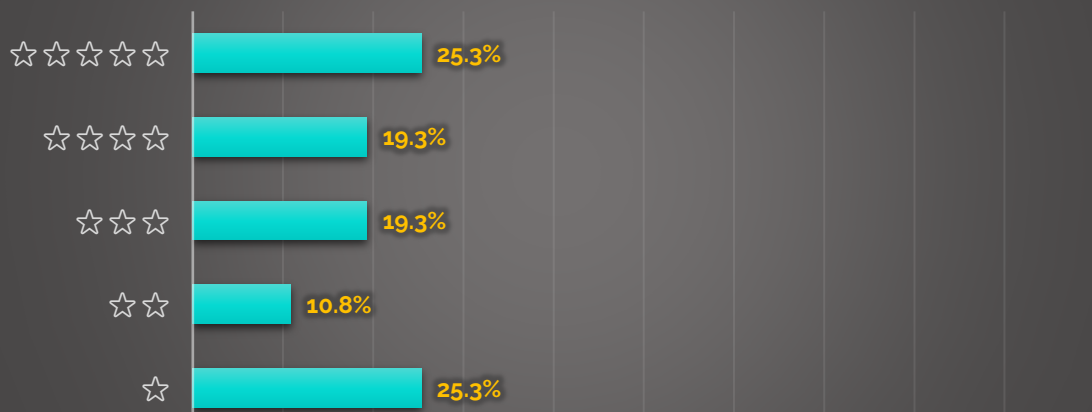
Average: 4.0 stars

"I feel a part of the UEL learner community."



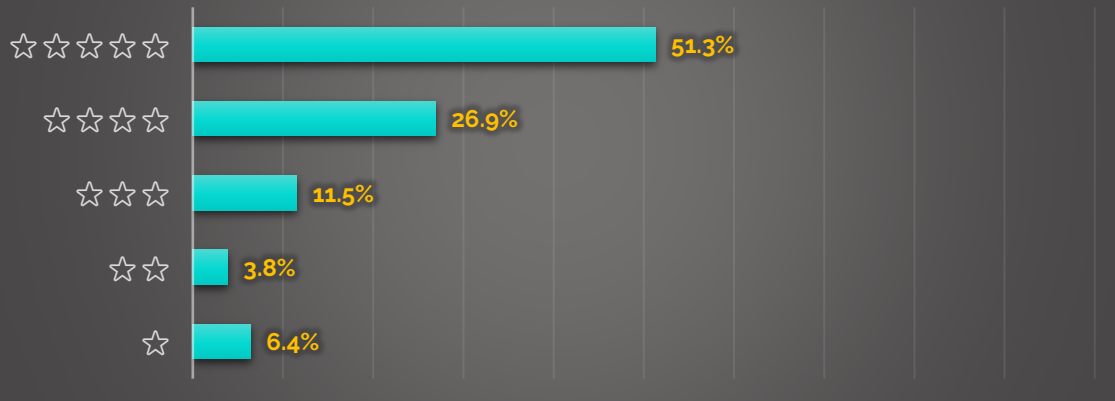
Average: 3.5 stars

"I have seen and understand my End Point Assessment (EPA) plan."



Average: 3.1 stars

"I know my way around campus (lecture halls, libraries, cafeterias, etc.)."



Average: 4.1 stars

### Responses to additional comments provided

Comments provided	UEL response
<p>"Aptem was not in place at the start of the ANA course. They updated it and now we have to add information that is needed to be back-dated. Support is by email and no short teaching for it. Poor communication on the contacts."</p> <p>"We have had problems with Aptem, it's literally only been working properly for me in the last week or so."</p>	<p>Thank you for this feedback. UEL acknowledges that Aptem should have been set up sufficiently prior to apprentices starting their course. However, we have made every effort to make sure that Aptem is set up properly as quickly as possible for apprentices for the remainder of their course and for future cohorts as they start at UEL.</p> <p>Aptem demos videos will soon be published on the UEL website to support initial usage of the system. This should be useful for both new and continuing apprentices.</p> <p>UEL does not currently have a central Aptem team, so all queries will continue to be picked up via email to respond to and resolve queries as soon as possible. On occasions, Aptem queries need to be escalated to Aptem (the company) itself and so wait times for problem resolution may be slightly longer but we will inform you that your issue has been escalated.</p>
<p>"The experience so far has been off-putting and an unpleasant experience due to disorganisation. I would not recommend this course as it's been extremely stressful."</p> <p>"My initial experience with UEL has been extremely poor. Multiple administrative issues took up many weeks of valuable learning time. The material so far has not been remotely complex. I hope that it will become more challenging and engaging soon."</p> <p>"I feel that we have been expected to feed off the delivery of the undergraduate course, with the assumption that we all have partners at home to practise on. I feel that a lot of the course is self-directed learning (physiology) and I would benefit from more classroom-led formal teaching to explain things."</p> <p>"Can the University talk with my Trust to give us a supernumerary day in our home placement to help us stay refreshed from what we learn from our away placement?"</p>	<p>Thank you for this feedback. As this survey was anonymous, without specifying exactly where apprentices have found their course to be disorganised, it is difficult for us to address issues to improve the learner experience. However, if apprentices experience any issues around disorganisation, they should take the following action:</p> <ul style="list-style-type: none"> <li>- Raise a concern with their Course Team as soon as possible who may be able to resolve the issue (whether in person, by email, or at a tripartite progress review).</li> <li>- Escalate a concern to their Course Representative to raise at the next Course Committee.</li> </ul> <p>If you have escalated a concern that has not been resolved, you can also follow the UEL complaints procedure, <a href="#">available on the UEL intranet</a>.</p> <p>In terms of the module content, every module at UEL runs a Module Evaluation Questionnaire (MEQ), which is a great platform for this kind of feedback. Any feedback provided here is taken into account to develop and enhance your course.</p> <p>As general guidance, UEL has also produced a video titled <a href="#">How to Give Effective Feedback: A Guide</a>. We recommend learners watch this video to understand how to best give UEL feedback in a way that lets us know the problems you experience so we can take appropriate action.</p>

Comments provided	UEL response
<p>"As an apprentice, it's not always possible to make use of the networking opportunities made available. I would also like to have some of these scheduled into our course as well."</p>	<p>Thank you for this feedback. As this is an anonymous survey, we recommend raising this with your Course Representative who can then share this at your next Course Committee.</p> <p>In the interim, all apprentices at UEL have access to the apprenticeship networking site, <a href="#">Association of Apprentices</a>. We recommend registering with the website to make use of networking opportunities with other apprentices around the UK.</p>
<p>"There should be on-campus parking for students."</p>	<p>Thank you for this feedback. Any student, including apprentices, can apply for a UEL parking permit via the following Intranet page:  <a href="https://uelac.sharepoint.com/sites/trackmyfuture/SitePages/Apply-for-staff-student-or-external-parking-permits-for-2022-23.aspx">https://uelac.sharepoint.com/sites/trackmyfuture/SitePages/Apply-for-staff-student-or-external-parking-permits-for-2022-23.aspx</a></p>
<p>"I have also had issues with the Student Engagement team chasing me for "not engaging with my studies to the expected level" despite me having attended almost everything I could possibly have done. This has been due to not having an ID card for the first 2/3 weeks, issues with the tap-in pads in rooms and the fact that my afternoon lectures are in a room without a tap-in pad. I have highlighted all of this to the Student Engagement team who have shown no interest in actually helping to resolve the issues and have just passed the buck to others."</p>	<p>Thank you for this feedback. Emails relating to low engagement are generated based on the engagement scores recorded in TMF. The Engagement score is calculated using campus-based attendance, Moodle usage and Teams registration. Where engagement levels are considered to be a cause for concern, after data has been checked by Course Leaders and Academic Advisers, emails are sent to students to offer support to those who may have barriers which are preventing them from studying. Unfortunately, SERT is not able to adjust the engagement scores, however we can suspend the monitoring of students without cards once we are made aware of this. The issuing of ID cards is managed by Student Records and the Hub and has been reviewed to reduce the delays in cards being provided to Students.</p> <p>Ideally, compulsorily monitored events should not be timetabled in rooms with no card reader. The provision of new reader in a school managed classroom is the responsibility of the school in conjunction with UEL Estate Management and IT Services. Where SERT is made aware of issues like this, we have suggested resolutions to Course Leaders, i.e. to amend timetables, and have escalated faults to the relevant services such as estates and IT.</p>
<p>"Would like to see the EPA assessment form in due course, would like to seek clarification about filling in paper PAD to reflect which placement students are on at any particular time."</p> <p>"I will need more explanation on End Point Assessment."</p>	<p>Thank you for this feedback. Your Course Leader should have shared your End Point Assessment Plan with you, however, if not, you can access this available on the <a href="#">Institute for Apprenticeships website</a>. If you search for your apprenticeship title in the search bar (e.g. Nursing Associate, Registered Nurse), and visit the applicable page, there will be a purple hyperlink on the right which is a downloadable PDF of your EPA plan.</p> <p>A reminder will be sent to all Course Leaders to share their EPA plan with their apprentices.</p>
<p>"I have felt very supported at UEL."</p>	<p>Thank you for this feedback.</p>