



Quality Assurance and Enhancement Apprentice Learner Experience Survey (ALES) 2021/22 – Outcome Report July 2022

Background

The Apprentice Learner Experience Survey was approved by the Apprenticeship Compliance Sub-Committee in 2020/21. The survey was disseminated for the second time in June 2022 to all UEL apprentices at all levels that were enrolled on their course as of 31st December 2021 (i.e., any apprentices that started their course from 1st January 2022 were not asked to complete the survey). The survey responses were collected anonymously through Microsoft Forms on the University intranet.

The questionnaire featured 20 questions which fell into the following categories:

1. Quality of UEL training
2. Quality of employer training
3. Employability support
4. Safeguarding
5. Overall quality of the apprenticeship

Headlines

- Responses to the survey have increased by 7.1% from 2021/22 (most noticeably by the School of Architecture, Computing and Engineering with an increase of 15.3%).
- No areas of satisfaction fell below 50.0%, meaning that overall apprenticeships are mostly satisfied in all areas of the UEL apprenticeship experience.
- The top five statements apprentices most agreed with were:
 1. **95.5%** of UEL apprentices agreed “I am very likely to complete my apprenticeship”.
 2. **92.1%** of UEL apprentices agreed “I feel safe at my employer”.
 3. **89.9%** of UEL apprentices agreed “I feel safe at UEL”.
 4. **89.9%** of UEL apprentices agreed “If I did not feel safe at work, I know who to contact to raise a concern”.
 5. **84.3%** of UEL apprentices agreed “I feel I am making good progress on my apprenticeship”.
- Given the opportunity to provide open-ended comments on the areas apprentices were most satisfied with on their apprenticeship, the top three areas of satisfaction were:
 1. Teaching and learning
 2. Support from UEL staff
 3. Work/study balance
- On many occasions, the satisfaction of UEL apprentices exceeds national satisfaction levels measured by the DfE, ESFA and IfATE since 2020.

- The three statements apprentices least agreed with and which require action in 2022/23 were:
 1. Only **53.9%** of UEL apprentices agreed “UEL has provided me with sufficient information, advice and guidance on my options following the completion of my apprenticeship”.
 2. Only **55.1%** of UEL apprentices agreed “UEL training has met or exceeded my expectations”.
 3. Only **61.8%** of UEL apprentices agreed “UEL training continuously develops my English and maths knowledge and skills”.

Updates on Action Table from 2020/21

The following actions were established following the outcomes of the Apprentice Learner Experience Survey in June 2020/21:

| Action | Progress |
|--|--|
| <p>1. Induction: Development of the apprentice enrolment/induction process to ensure that apprentices have realistic expectations of the course.</p> | <p>No central observation of apprentice induction took place in 2021/22. Apprentices were asked once again in 2021/22 (Question 7) whether their apprenticeship has met/exceeded their expectations and similarly resulted in one of the least agreeable responses this academic year. Given that the expectations of the public are something UEL has limited control over, this question is to be removed for 2022/23. However, to ensure the quality of the apprentice induction process, we can explore opportunities to monitor apprentice progress in this focussed area, possibly by utilising the first tripartite progress review form, whereupon feedback on induction can be obtained early on in the apprenticeship journey.</p> |
| <p>2. Employability support: Development of an apprenticeships section of the Careers Zone to include career advice that might be more relevant to those already in full-time employment.</p> | <p>While this survey has been noted to not be an accurate measurement of how many apprentices are using the Careers Zone as we only receive responses from those who complete the survey, for Question 11a, 0.0% of apprentices who had used the Careers Zone felt that the support provided was not appropriate. While this target is felt to be met, there is a need to receive monitoring from the Careers Zone of apprentice engagement with this service.</p> |
| <p>3. Employability support: Promotion of the apprenticeships section of the Careers Zone to ensure that apprentices are aware of the advice and options available to them.</p> | <p>The least agreed upon statement was for Question 12 which explored apprentice satisfaction with information on the options available to them upon completion of the course. As evident from Action 2, Careers Zone clearly is providing apprentices with</p> |

| | |
|--|---|
| | <p>applicable information, advice, and guidance and therefore, to increase apprentices' confidence in the options available to them following the end of their course, further promotion of the service is required in 2022/23.</p> |
| <p>4. Safeguarding: Ensure that all apprentices feel safe and know what to do if they have an issue at UEL.</p> | <p>There are still a small minority of apprentices who do not feel safe at UEL/work or do not know who to raise concerns to should they not feel safe. However, the 2021/22 survey evaluated apprentice safety on campus and at work to be one of the university's strengths and so the work in this area is expected to continue. For future surveys, where apprentices state they do not feel safe at UEL or at work, we will trigger an additional statement which will direct them towards helpful resources for them to share safeguarding concerns.</p> |

Response Rate

Figure 1. Apprentice Learner Experience Survey response rates and targets

| | UEL | ACE | RDSBL | EduCom | HSB |
|-------------------------------------|--------------|--------|--------|--------|-------|
| 2020/21 response (%) | 9.3% | 8.2% | 33.0% | 5.7% | 10.0% |
| 2020/21 response (#) | 46 | 11 | 1 | 2 | 32 |
| 2021/22 apprentices surveyed | 543 | 153 | 6 | 53 | 331 |
| 2021/22 target (%) | 20.0% | 15.0% | 33.0% | 15.0% | 20.0% |
| 2021/22 target (#) | 109 | 23 | 2 | 8 | 63 |
| 2021/22 response (%) | 16.4% | 23.5% | 16.7% | 1.9% | 15.4% |
| 2021/22 response (#) | 89 | 36 | 1 | 1 | 51 |
| Variance against 2020/21 | +7.1% | +15.3% | -16.3% | -3.8% | +5.4% |
| Variance against target | -3.6% | +8.5% | -16.3% | -13.1% | -4.6% |

Overall, we saw a positive increase of 7.1% in apprentice responses to the Apprentice Learner Experience Survey in 2021/22 compared to the previous academic year.

Unlike in 2020/21, the survey was conducted via Microsoft Forms, a platform which apprentices should be very familiar with. Additionally, with the growing number of attendees to the Apprenticeship Compliance Sub-Committee, we were able to share messages with more staff to promote the completion of the survey.

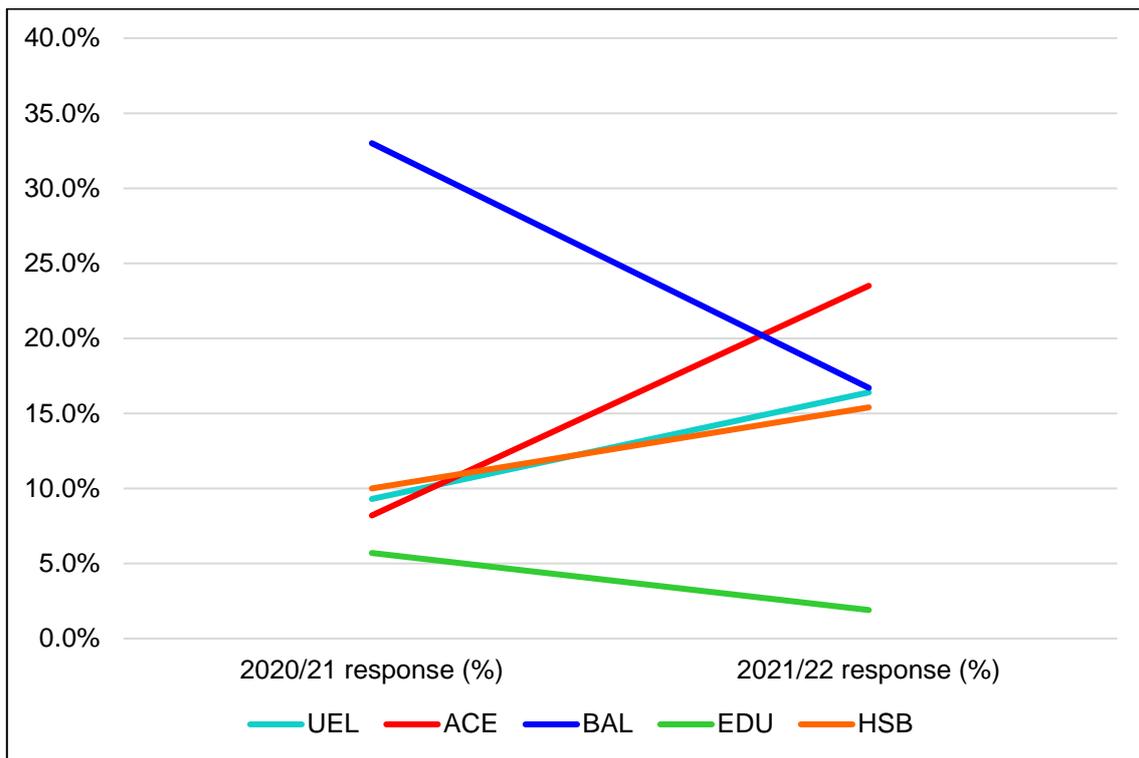
The positive change was most noticeable in the School of Architecture, Computing and Engineering, which saw an increased response rate of 15.3% from 2021/22 and exceeded its target to achieve almost 1 in every 4 apprentices having completed the survey.

The School of Health, Sport and Bioscience additionally showed an increased response rate by 5.4% from the previous academic year.

While Royal Docks School of Business and Law saw a decrease in completion rates since 2021/22, it should be noted that 1 out of a total of 6 apprentices surveyed responded and so this is not a concern.

However, only 1 of 53 apprentices surveyed from the School of Education and Communities responded which means that further work is required to increase response rates to allow local priorities for quality improvements to be identified.

Figure 2. Apprentice Learner Experience Survey response rate over time

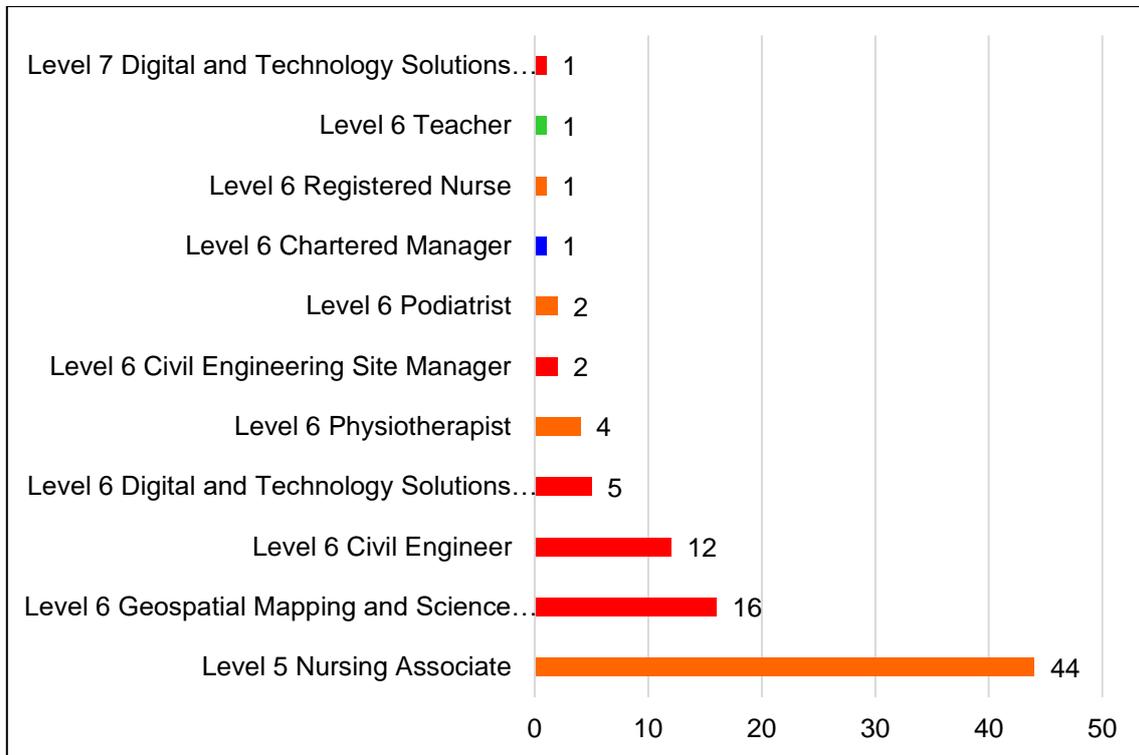


Proposed action:

From January 2023, the Apprentice Learner Experience Survey will be built in as a component of the 'Gateway Tripartite Progress Review' template within Aptem. For Gateway Tripartite Progress Reviews, apprentices are already expected to respond to set questions which evaluate how the course has prepared them for End Point Assessment. Aptem allows us to embed links to external websites within Tripartite Progress Review forms and so completion of this survey can constitute an element of this existing mandatory process. It is therefore expected that we will see a drastic increase in learner responses where the survey is included as a component of their Gateway Tripartite Progress Review. We can then isolate responses from the last 12 months when making an analysis of the apprentice learner experience over time. Should this prove successful, we could also explore the potential to stagger questions of the survey across the tripartite progress reviews within courses to allow specific focussed areas to be surveyed at different points in the apprentice journey.

Question 1. “Please select the name of your apprenticeship.”

Figure 3. Apprentice Learner Experience Survey response by standard (2021/22)



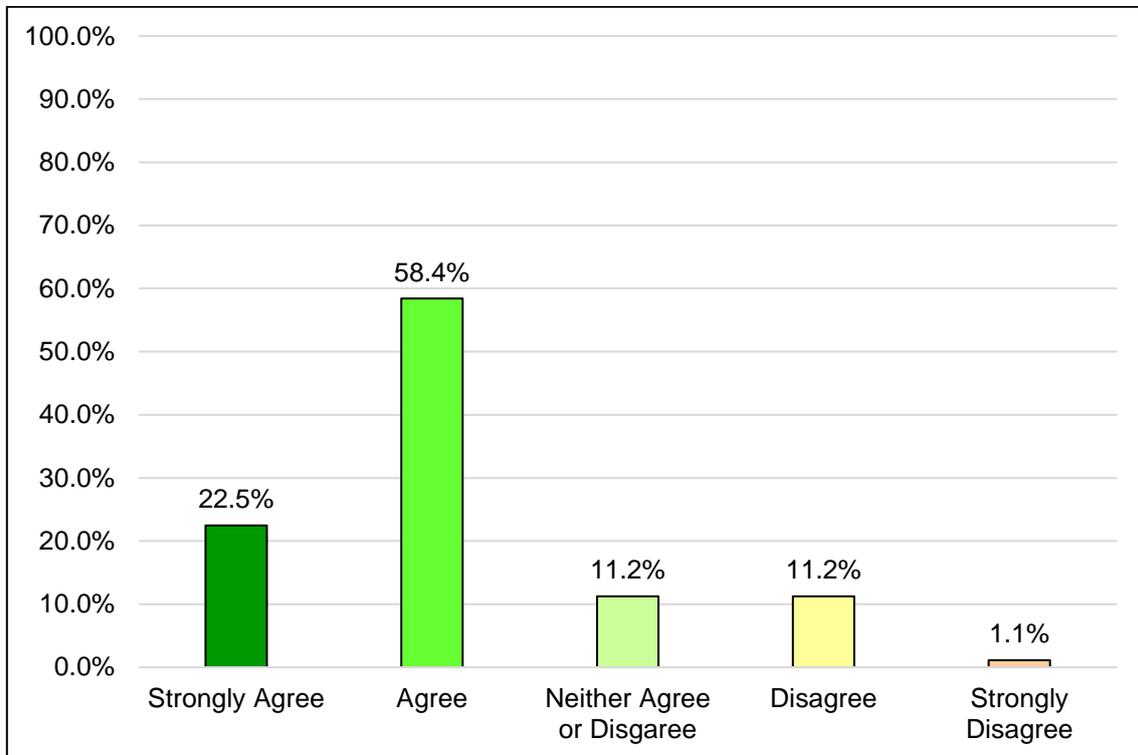
Section 1: Quality of UEL training

To what extent do apprentices agree with the following statements (strongly agree to strongly disagree):

- Question 2. "I am satisfied with the quality of training provided by UEL on my apprenticeship."
- Question 3. "UEL training provides me with the knowledge and skills to perform my responsibilities in the workplace."
- Question 4. "UEL staff provide me with enough time to balance my UEL training with my work responsibilities."
- Question 5. "UEL staff provide me with helpful feedback on assessments and my progress on the apprenticeship."
- Question 6. "UEL training continuously develops my English and maths knowledge and skills."
- Question 7. "UEL training has met or exceeded my expectations."

Question 2. “I am satisfied with the quality of training provided by UEL on my apprenticeship.”

Figure 4. Apprentice Learner Experience Survey (2021/22) responses to Question 2.



| | |
|------------------------------------|--------------|
| Total positive response (2020/21): | 69.6% |
| Target positive response: | 73.1% |
| Total positive response (2021/22): | 80.9% |

| | |
|------------------------------|---------------|
| Variance from previous year: | +11.3% |
| Variance from target: | +7.8% |

Positive response rates **exceeded** positive response rates from the previous academic year. Positive response rates also **exceeded** the target set for 2021/22. Additionally, only 1 apprentice of 89 strongly disagreed with being satisfied with the quality of training provided by UEL.

UEL Context

In 2022, all UEL learners (including apprentices) were asked in the [National Student Survey](#) if they agreed that:

- ‘Staff are good at explaining things’. 78.8% of UEL students agreed.
- ‘Staff have made the subject interesting’. 74.06% of UEL students agreed.

UEL apprentices **exceeded** both of these figures.

National Context

In April-June 2020, the [Institute for Apprenticeships and Technical Education](#) asked 1,049 apprentices nationally, 'How satisfied are you that your training is delivered via high-quality training (including training delivered both by your employer and any training provider) via teaching workshops?'

The question received a positive response rate of 69.9%.

UEL **exceeded** this figure by 11.0%.

From July 2021, the [Department for Education](#) asked 4,160 apprentices nationally, 'How satisfied or dissatisfied are you with the teaching or training provided by your provider?' (page 56).

The question received a positive response rate of 76.0%.

UEL **exceeded** this figure by 4.9%.

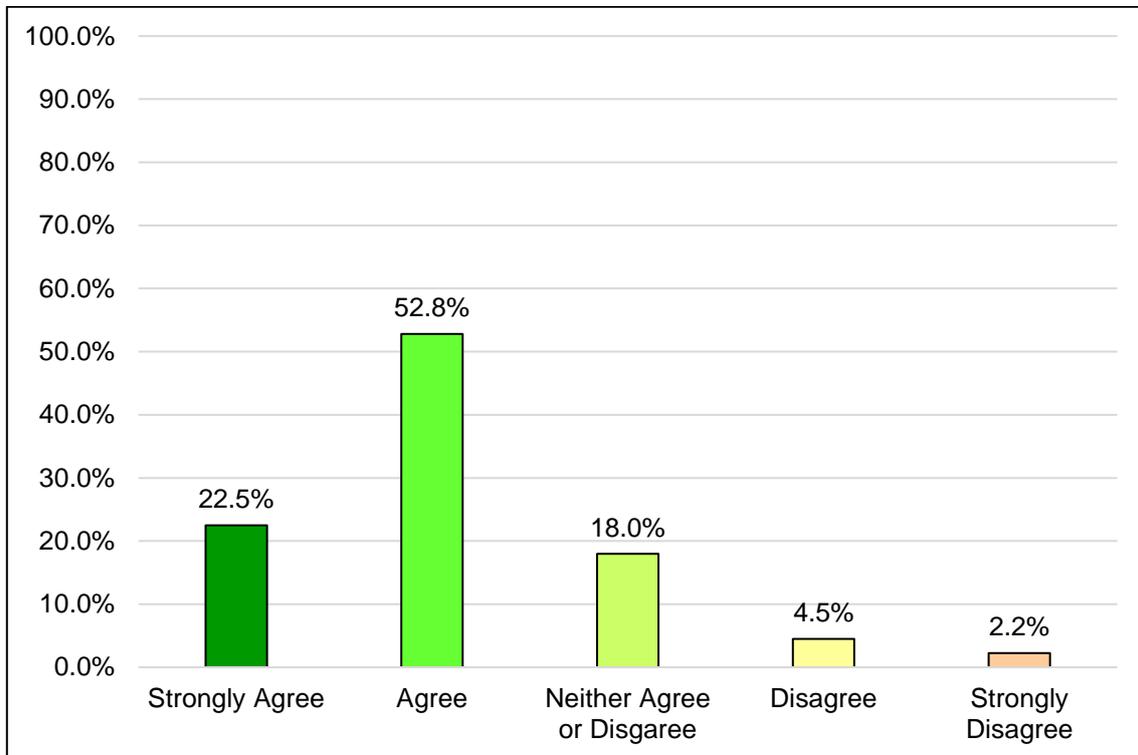
From May-July 2021, the [Education and Skills Funding Agency](#) asked 5,122 apprentices nationally how satisfied they are with their 'quality of learning' (page 118).

The question received a positive response rate of 85%.

UEL did not meet this figure.

Question 3. “UEL training provides me with the knowledge and skills to perform my responsibilities in the workplace.”

Figure 5. Apprentice Learner Experience Survey (2021/22) responses to Question 3.



| | |
|------------------------------------|--------------|
| Total positive response (2020/21): | 69.6% |
| Target positive response: | 73.1% |
| Total positive response (2021/22): | 75.3% |

| | |
|------------------------------|--------------|
| Variance from previous year: | +5.7% |
| Variance from target: | +2.2% |

Positive response rates **exceeded** positive response rates from the previous academic year. Positive response rates also **exceeded** the target set for 2021/22. Additionally, only 2 apprentices of 89 strongly disagreed that UEL provides them with the knowledge and skills to perform their workplace responsibilities.

UEL Context

In 2022, all UEL learners (including apprentices) were asked in the [National Student Survey](#) if they agreed that:

- ‘My course has provided me with opportunities to apply what I have learned’. 79.3% of UEL students agreed.

While UEL apprentices did not meet these figures, there is only a 4% variance, indicating that UEL apprentices have similar opportunities to apply their learning as our non-apprentice students.

National Context

From April-June 2020, the [Institute for Apprenticeships and Technical Education](#) asked 1,049 apprentices nationally, 'Are you finding that what you have learned in your off-the-job training is useful in your job?'

The question received a positive response rate of 69.6%.

UEL **exceeded** this figure by 5.7%.

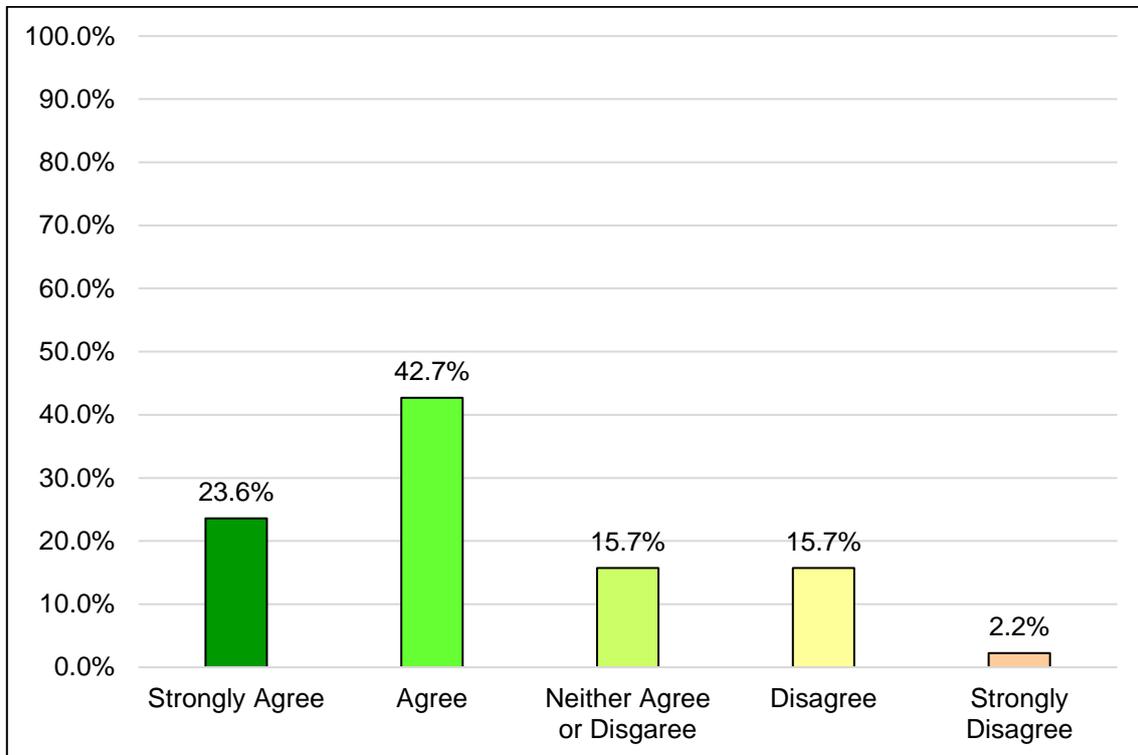
From May-July 2021, the [Education and Skills Funding Agency](#) asked 5,122 apprentices nationally how satisfied they are that their 'learning is enabling better [work] performance' (page 118).

The question received a positive response rate of 85%.

UEL did not meet this figure.

Question 4. “UEL staff provide me with enough time to balance my UEL training with my work responsibilities.”

Figure 6. Apprentice Learner Experience Survey (2021/22) responses to Question 4.



| | |
|------------------------------------|-----------------------|
| Total positive response (2020/21): | N/A (New for 2021/22) |
| Target positive response: | 73.7% |
| Total positive response (2021/22): | 66.3% |

Variance from target: **-7.4%**

Positive response rates did not meet the target set for 2021/22. However, only 2 apprentices of 89 strongly disagreed that UEL staff provide enough time to balance training with apprentices’ work responsibilities.

UEL Context

In 2022, all UEL learners (including apprentices) were asked in the [National Student Survey](#) if they agreed that:

- ‘The timetable works efficiently for me’. 75.1% of UEL students agreed.

UEL apprentices did not meet this figure.

National Context

In April-June 2020, the [Institute for Apprenticeships and Technical Education](#) asked 1,049 apprentices nationally, ‘How satisfied are you with the time you are given to complete off-the-job training?’.

The question received a positive response rate of 62.0%.

UEL **exceeded** this figure by 4.3%.

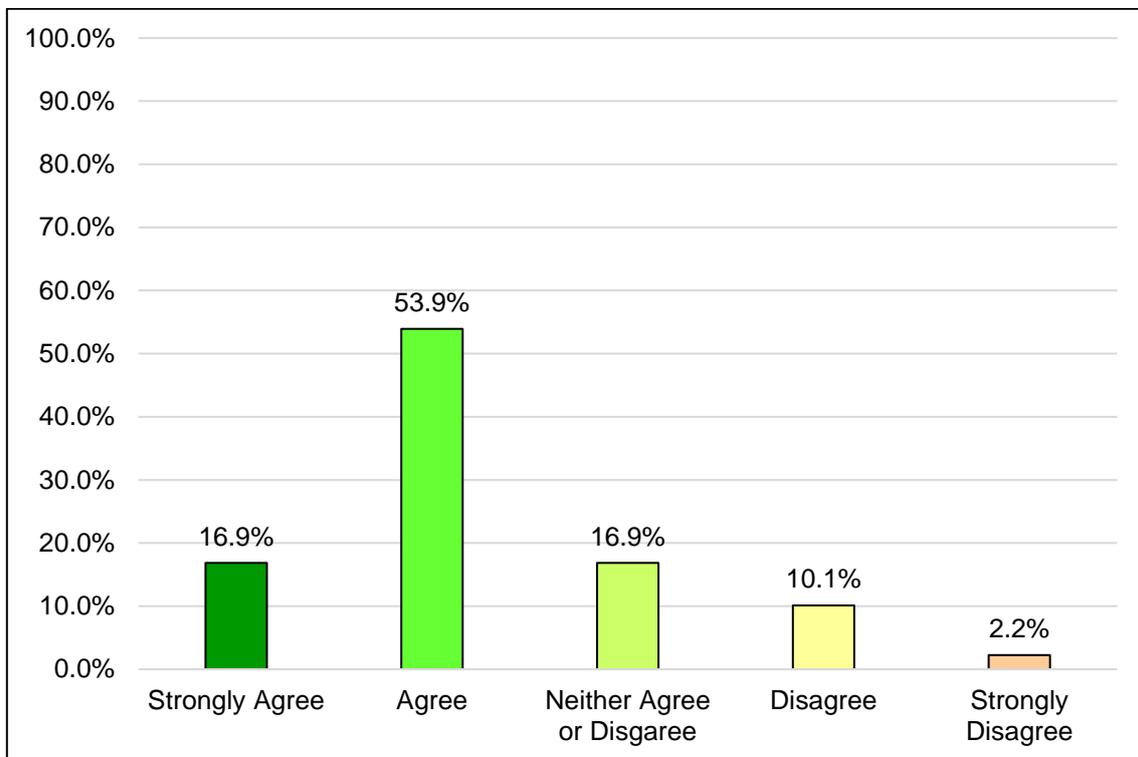
In May-July 2021, the [Education and Skills Funding Agency](#) asked 5,122 apprentices nationally how satisfied they are with the 'balance [of] time learning vs. working' (page 118). The question received a positive response rate of 76%. UEL did not meet this figure.

Proposed action:

It is felt that a large reason for apprentices not strongly agreeing with this statement is that there is a sector-wide misunderstanding that what occurs at University is separate from what occurs in the workplace. Training is not exclusive to on-campus sessions; employers should be complementing an apprentices' University-based training with opportunities to apply their knowledge and skills in real-life workplace scenarios. If apprentices are being overwhelmed with workloads by their employers which do not allow them enough time to complete University training, the employer is in breach of their commitments to the apprenticeship. To mitigate these scenarios, from 2022/23, all tripartite progress reviews will ask apprentices to answer a question that confirms whether employers are allowing significant time during work-based hours to complete training that contribute to the apprenticeship. If this is not the case, University representatives must intervene with employers to reinforce that all apprenticeship training takes place during employment hours and therefore, appropriate time must be allocated for their apprentices during working hours to complete tasks set by the University as appropriate.

Question 5. “UEL staff provide me with helpful feedback on assessments and my progress on the apprenticeship.”

Figure 7. Apprentice Learner Experience Survey (2021/22) responses to Question 5.



| | |
|------------------------------------|-----------------------|
| Total positive response (2020/21): | N/A (New for 2021/22) |
| Target positive response: | 73.7% |
| Total positive response (2021/22): | 70.8% |

Variance from target: **-2.9%**

Positive response rates did not meet the target set for 2021/22. However, only 2 apprentices of 89 strongly disagreed that UEL staff provide helpful feedback on assessments and progress on the apprenticeship.

UEL Context

In 2022, all UEL learners (including apprentices) were asked in the [National Student Survey](#) if they agreed that:

- ‘Marking and assessment has been fair’. 70.2% of UEL students agreed.
- ‘Feedback on my work has been timely’. 69.4% of UEL students agreed.
- ‘I have received helpful comments on my work’. 69.4% of UEL students agreed.
- ‘I have received sufficient advice and guidance in relation to my course’. 69.6% of UEL students agreed.

UEL apprentices **exceeded** all of these figures.

National Context

In April-June 2020, the [Institute for Apprenticeships and Technical Education](#) asked 1,049 apprentices nationally, 'How satisfied are you that your training is delivered via high-quality training (including training delivered both by your employer and any training provider) via feedback on assessments and progress?'.
The question received a positive response rate of 63.4%.

UEL **exceeded** this figure by 7.4%.

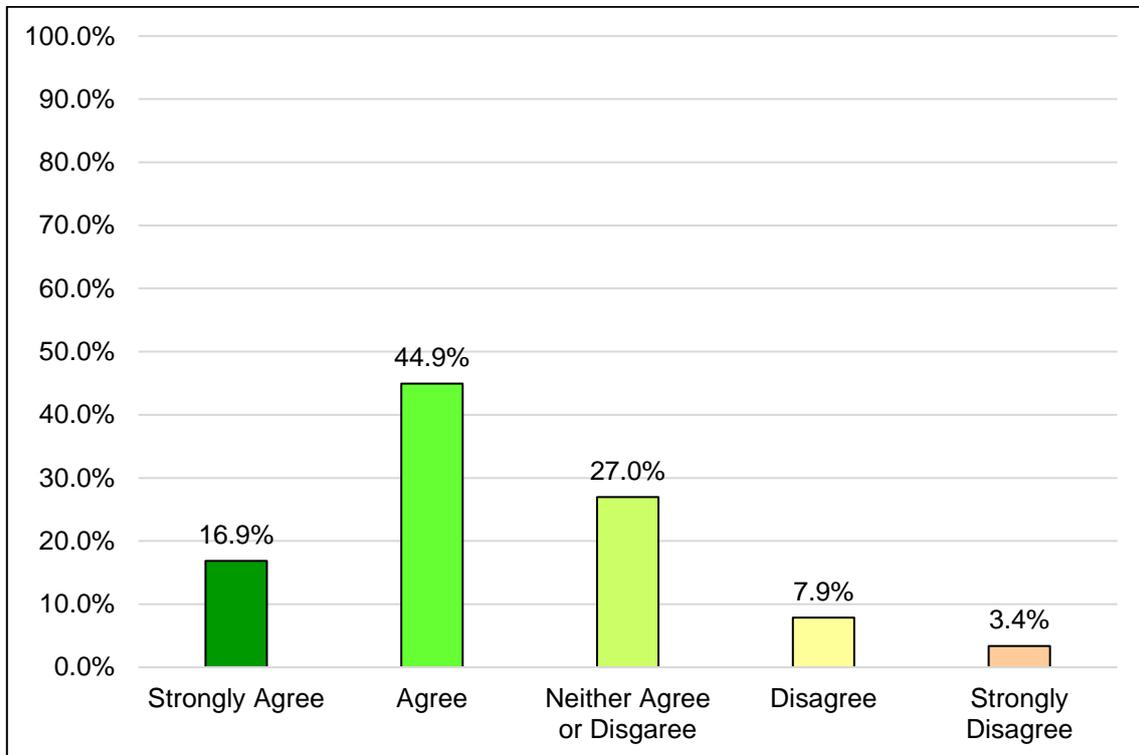
In May-July 2021, the [Education and Skills Funding Agency](#) asked 5,122 apprentices nationally how satisfied they are with the 'quality of feedback' (page 118).

The question received a positive response rate of 85%.

UEL did not meet this figure.

Question 6. “UEL training continuously develops my English and maths knowledge and skills.”

Figure 8. Apprentice Learner Experience Survey (2021/22) responses to Question 6.



| | |
|------------------------------------|-----------------------|
| Total positive response (2020/21): | N/A (New for 2021/22) |
| Target positive response: | 81.0% |
| Total positive response (2021/22): | 61.8% |

Variance from target: **-19.2%**

Positive response rates did not meet the target set for 2021/22. However, only 3 apprentices of 89 strongly disagreed that UEL staff provide helpful feedback on assessments and progress on the apprenticeship.

National Context

In May-July 2021, the [Education and Skills Funding Agency](#) asked 5,122 apprentices nationally how satisfied they are with the ‘quality of English learning’ and the ‘quality of maths learning’ (page 118).

The questions received positive response rates of 81% and 82% respectively. UEL did not meet these figures.

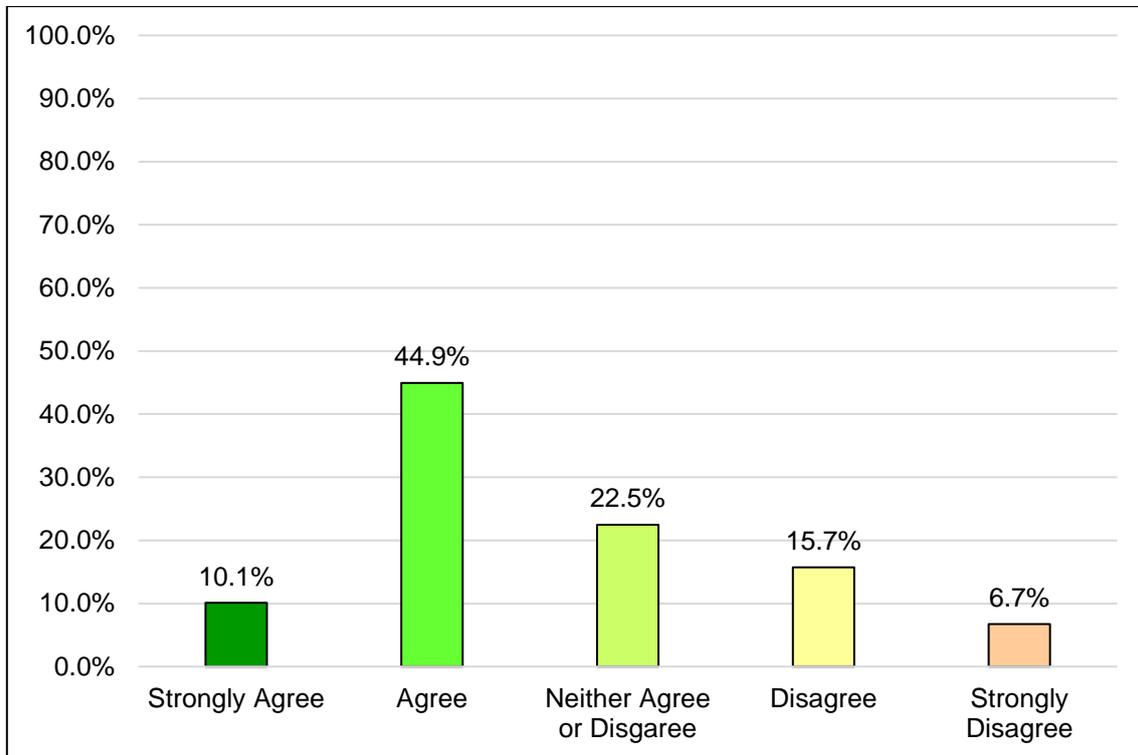
Proposed action:

As of 2022/23, all new apprenticeships to be validated must ‘map’ where development in English and maths skills occur throughout the course. Retrospectively, we can explore instigating this mapping process for all existing apprenticeship courses to ensure consistency. This will then provide course teams with reference documents of when and where English and maths development occurs throughout the course. Additionally, tripartite progress reviews from 2022/23 will include a section dedicated to commentary from the three attendees on how the apprentice is progressing in terms of their development in

English and maths whereupon targets can be set and reference to University support services (e.g., academic tutors) can be provided.

Question 7. “UEL training has met or exceeded my expectations.”

Figure 9. Apprentice Learner Experience Survey (2021/22) responses to Question 7.



| | |
|------------------------------------|--------------|
| Total positive response (2020/21): | 58.7% |
| Target positive response: | 61.6% |
| Total positive response (2021/22): | 55.1% |

| | |
|------------------------------|--------------|
| Variance from previous year: | -3.6% |
| Variance from target: | -6.5% |

Positive response rates fell below positive response rates from the previous academic year. Positive response rates also did not meet the target set for 2021/22.

Proposed action:

The proposed action is to remove this question from future surveys. The question is generally receiving mixed responses from apprentices and is not used by the Department for Education, the Education and Skills Funding Agency or the Institute for Apprenticeship and Technical Education in their own research. Additionally, Ofsted inspectors will not make judgements on the quality of our apprenticeships based on whether an apprenticeship is 'what the learner expected'. It is widely acknowledged that apprenticeships hold many misconceptions by the public and therefore, it is expected that many learners enrol onto their apprenticeship course unaware of what an apprenticeship is in this day and age. Lastly, the University has limited scope on how it can address responses to this question as learner expectations for apprenticeships might not necessarily be what the University has the freedom to deliver due to external regulation.

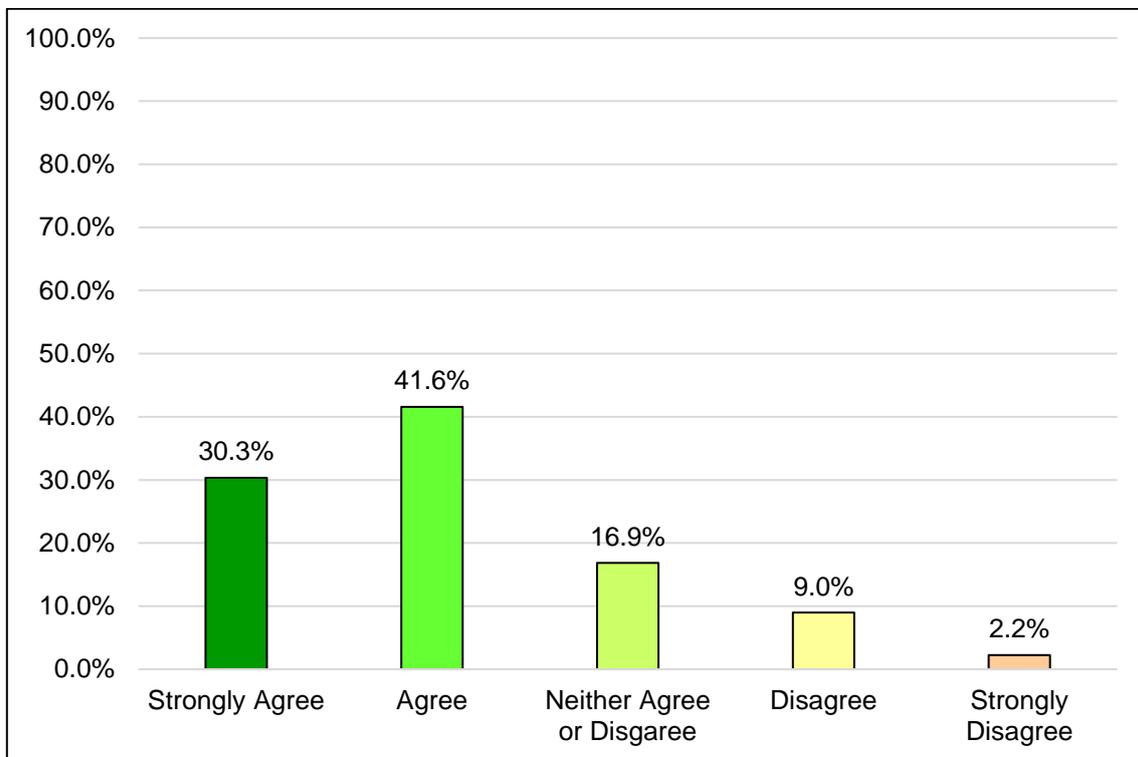
Section 2: Quality of employer training

To what extent do apprentices agree with the following statements (strongly agree to strongly disagree):

- Question 8. "I am satisfied with the quality of training provided by my employer on my apprenticeship."
- Question 9. "My workplace responsibilities provide me with sufficient opportunities to apply my knowledge and skills developed at UEL."
- Question 10. "Training provided by my employer has met or exceeded my expectations."

Question 8. “I am satisfied with the quality of training provided by my employer on my apprenticeship.”

Figure 10. Apprentice Learner Experience Survey (2021/22) responses to Question 8.



| | |
|------------------------------------|-----------------------|
| Total positive response (2020/21): | N/A (New for 2021/22) |
| Target positive response: | 78.1% |
| Total positive response (2021/22): | 71.9% |

Variance from target: **-6.2%**

Positive response rates did not meet the target set for 2021/22. However, only 2 apprentices of 89 strongly disagreed that they were satisfied with the quality of training provided by their employer on the apprenticeship.

UEL Context

National Context

In April-June 2020, the [Institute for Apprenticeships and Technical Education](#) asked 1,049 apprentices nationally, ‘Are you finding that what you have learned in your on-the-job training is useful in your job?’.

The question received a positive response rate of 82.4%.
UEL did not meet this figure.

In May-July 2021, the [Education and Skills Funding Agency](#) asked 5,122 apprentices nationally how satisfied they are with ‘employer support’ (page 118).

The question received a positive response rate of 81%.
UEL did not meet this figure.

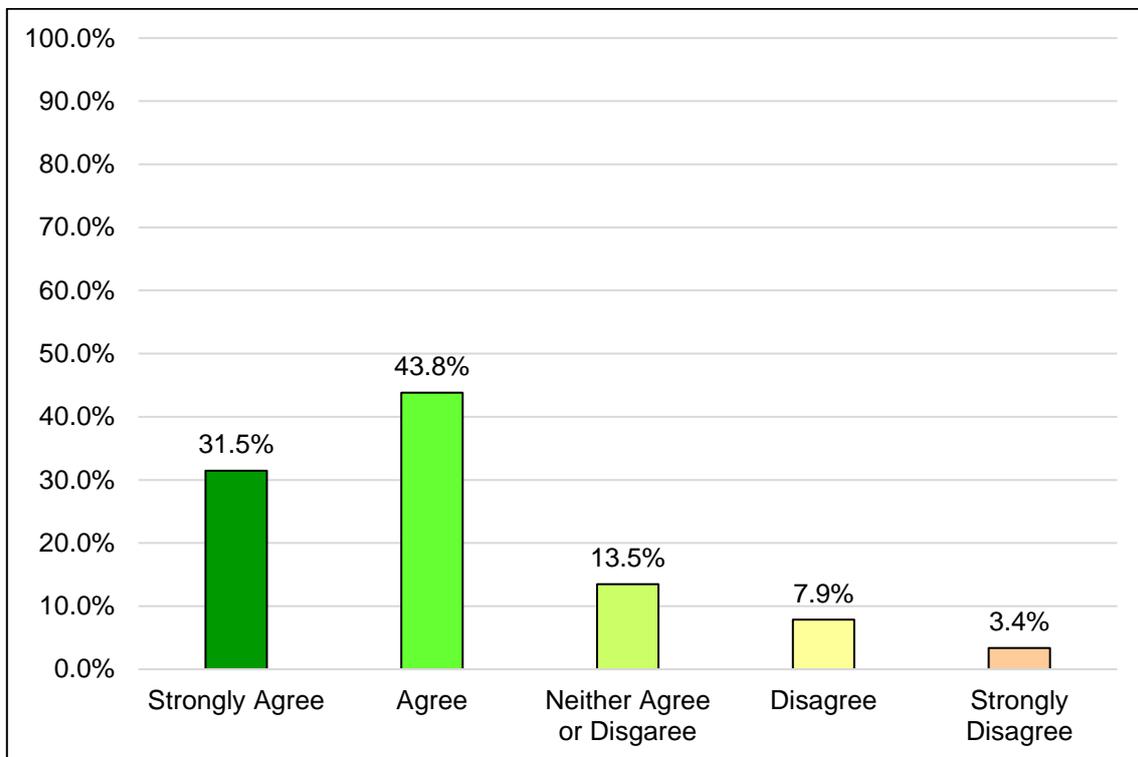
From July 2021, the [Department for Education](#) asked 4,160 apprentices nationally, 'How satisfied or dissatisfied are you with the teaching or training provided by your employer?' (page 61).

The question received a positive response rate of 72.0%.

UEL **met** this figure (the Department for Education rounds all response rates up or down to the closest whole number).

Question 9. “My workplace responsibilities provide me with sufficient opportunities to apply my knowledge and skills developed at UEL.”

Figure 11. Apprentice Learner Experience Survey (2021/22) responses to Question 9.



| | |
|------------------------------------|-----------------------|
| Total positive response (2020/21): | N/A (New for 2021/22) |
| Target positive response: | 70.1% |
| Total positive response (2021/22): | 75.3% |

Variance from target: **+5.2%**

Positive response rates **exceeded** the target set for 2021/22. Additionally, only 3 apprentices of 89 strongly disagreed that workplace responsibilities provided them with sufficient opportunities to apply knowledge and skills developed at UEL.

National Context

In April-June 2020, the [Institute for Apprenticeships and Technical Education](#) asked 1,049 apprentices nationally, ‘How satisfied are you that your employer is taking steps to help you cope with the pressures of your apprenticeship?’.

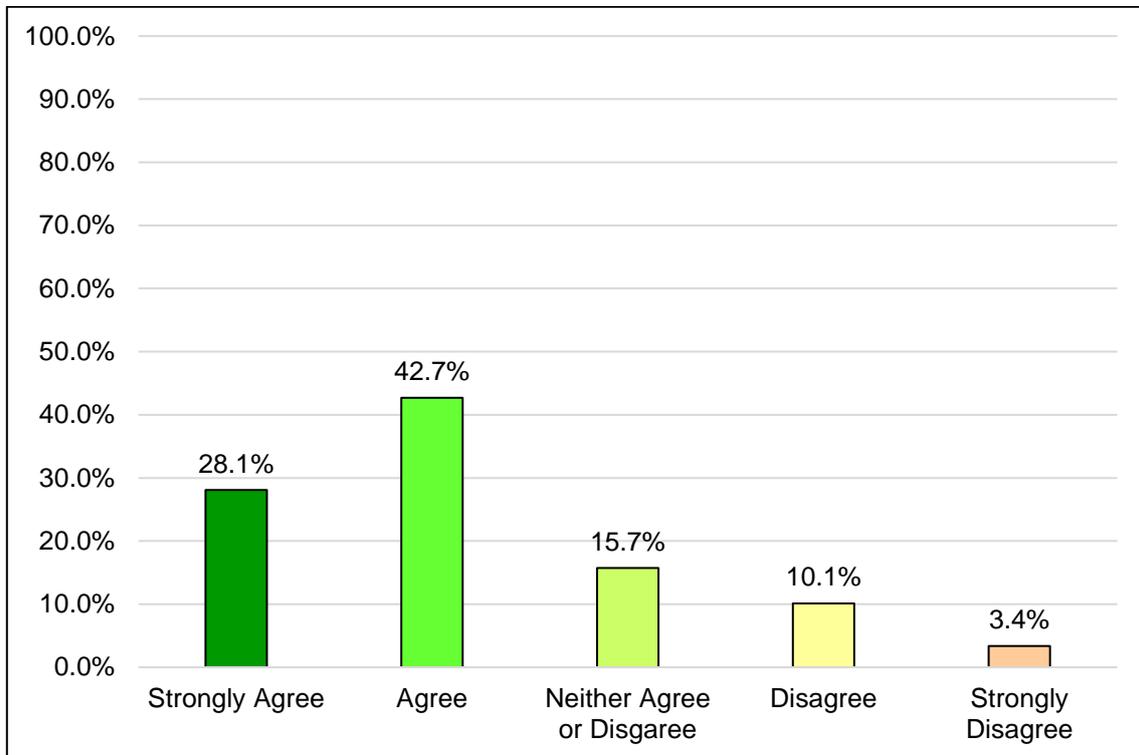
The question received a positive response rate of 66.1%. UEL **exceeded** this figure by 9.2%.

From July 2021, the [Department for Education](#) asked 4,160 apprentices nationally, ‘How satisfied or dissatisfied are you with the support with training from your employer?’ (page 60).

The question received a positive response rate of 74.0%. UEL **exceeded** this figure by 1.3%.

Question 10. “Training provided by my employer has met or exceeded my expectations.”

Figure 12. Apprentice Learner Experience Survey (2021/22) responses to Question 10.



| | |
|------------------------------------|-----------------------|
| Total positive response (2020/21): | N/A (New for 2021/22) |
| Target positive response: | 73.6% |
| Total positive response (2021/22): | 70.8% |

Variance from target: **-2.8%**

Positive response rates did not meet the target set for 2021/22.

Proposed action:

As per reasons provided for question 7, the proposed action is to remove this question from future surveys.

Section 3: Employability support

Yes or No:

Question 11. "I have used the UEL Careers Zone."

If 'Yes', to what extent do apprentices agree with the following statement (strongly agree to strongly disagree):

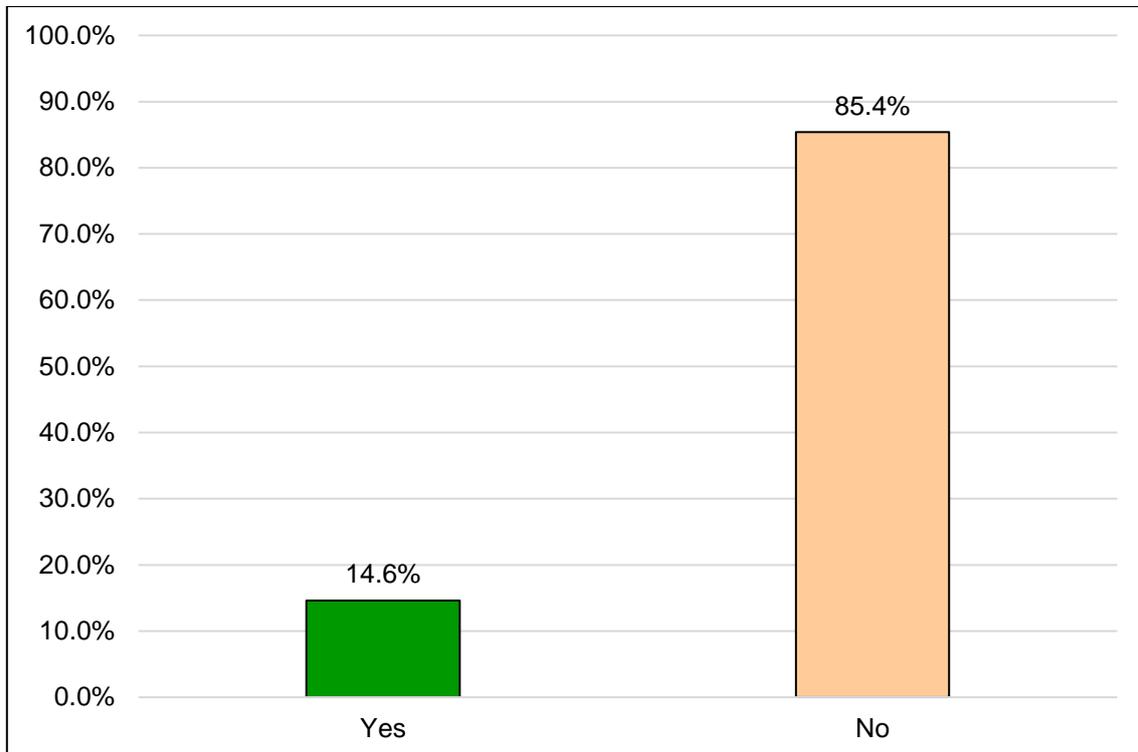
Question 11a. "When I used the UEL Careers Zone, I was provided with appropriate employability information, advice and guidance."

To what extent do apprentices agree with the following statement (strongly agree to strongly disagree):

Question 12. "UEL has provided me with sufficient information, advice and guidance on my options following the completion of my apprenticeship."

Question 11. “I have used the Careers Zone.”

Figure 13. Apprentice Learner Experience Survey (2021/22) responses to Question 11.



| | |
|------------------------------------|--------------|
| Total positive response (2020/21): | 32.6% |
| Target positive response: | 40.8% |
| Total positive response (2021/22): | 14.6% |

| | |
|------------------------------|---------------|
| Variance from previous year: | -18.0% |
| Variance from target: | -26.2% |

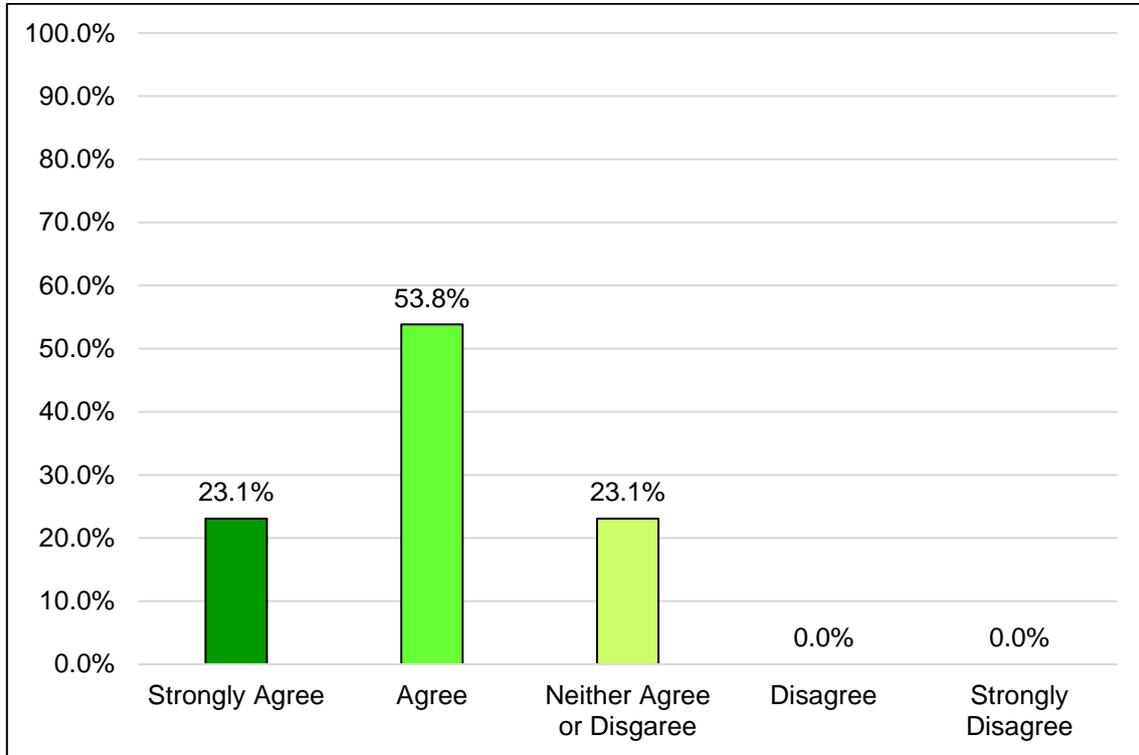
Positive response rates fell below positive response rates from the previous academic year. Positive response rates also did not meet the target set for 2021/22.

Proposed action:

The proposed action is to liaise with the Careers Zone on developing an apprentice usage monitoring tool given that as only 16.4% of total applicable apprentices completed this survey, there is feedback from 83.6% of our apprentices which are unaccounted for of which many may have used the UEL Careers Zone. However, this question will remain in the survey so that those that have utilised the Careers Zone can answer question 11a. However, going forward, a target will not be set for Careers Zone usage based on this survey's responses.

Question 11a. “When I used the UEL Careers Zone, I was provided with appropriate employability information, advice and guidance.”

Figure 14. Apprentice Learner Experience Survey (2021/22) responses to Question 11a.

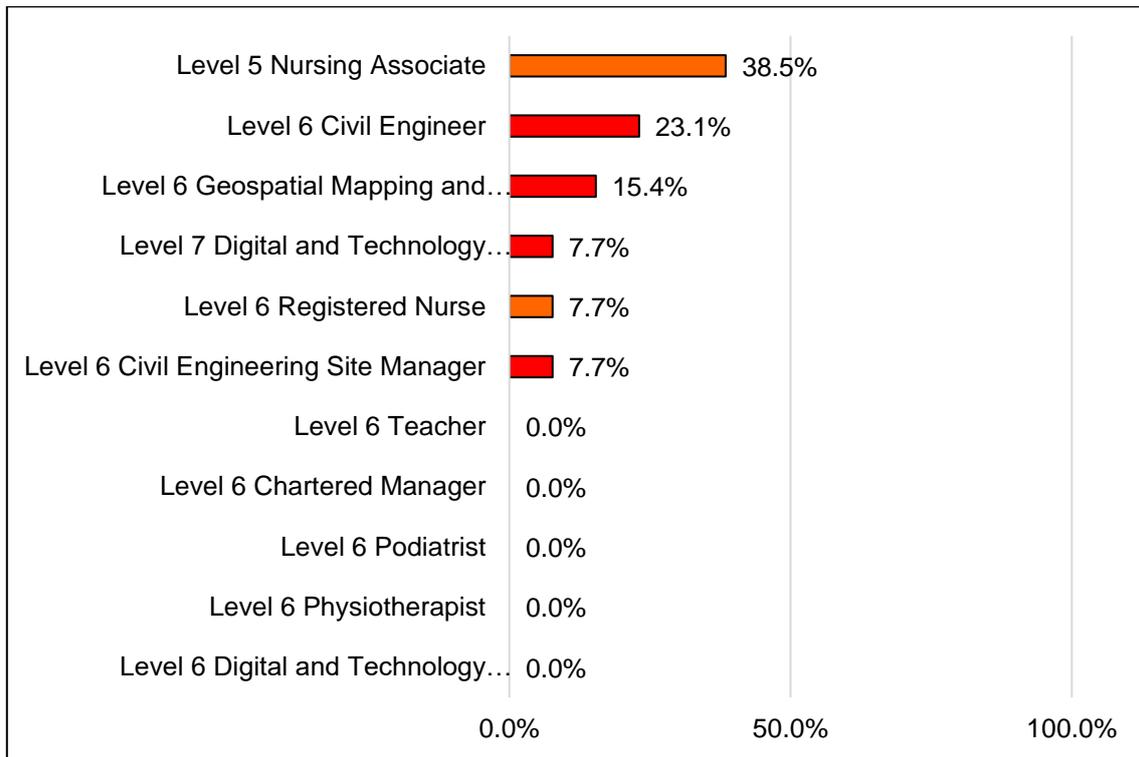


| | |
|------------------------------------|-----------------------|
| Total positive response (2020/21): | N/A (New for 2021/22) |
| Target positive response: | 48.9% |
| Total positive response (2021/22): | 76.9% |

Variance from target: **+28.0%**

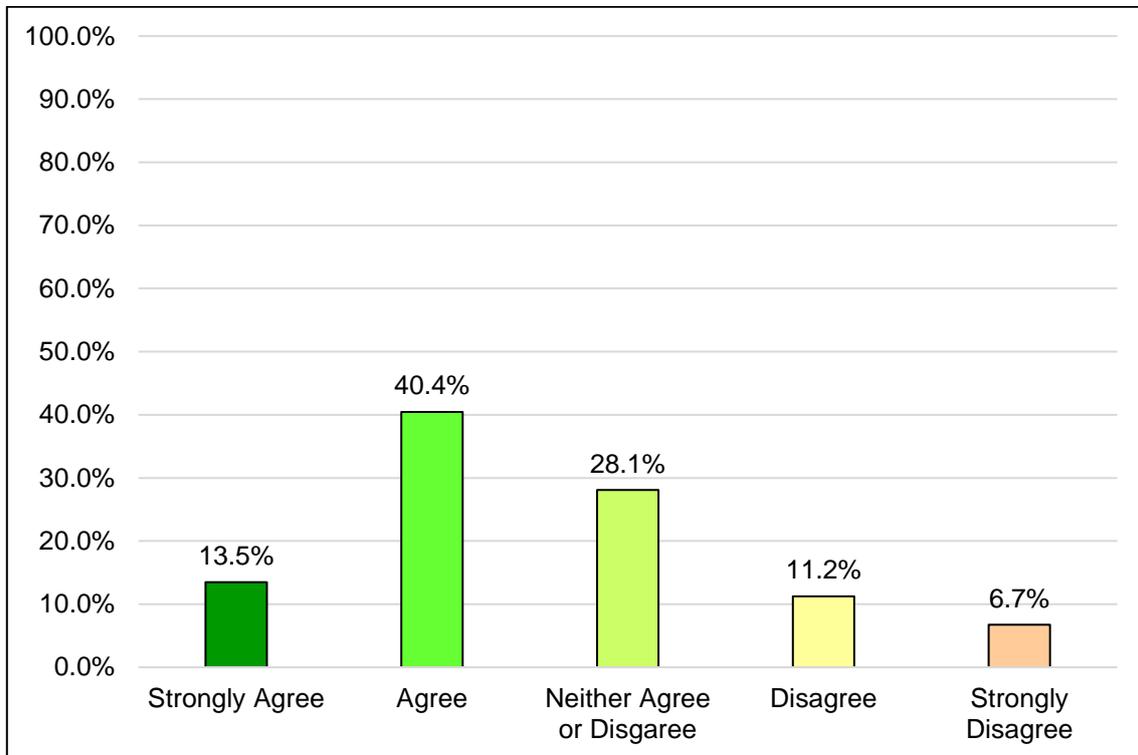
Positive response rates **exceeded** the target set for 2021/22. **Zero apprentices disagreed** that the UEL Careers Zone was able to provide appropriate employability information, advice and guidance when they had used the service.

Figure 15. Distribution of apprentices who answered 'Yes' to Question 11 in the Apprentice Learner Experience Survey (2021/22) ("I have used the UEL Careers Zone").



Question 12. “UEL has provided me with sufficient information, advice and guidance on my options following the completion of my apprenticeship.”

Figure 16. Apprentice Learner Experience Survey (2021/22) responses to Question 12.



| | |
|------------------------------------|--------------|
| Total positive response (2020/21): | 39.1% |
| Target positive response: | 48.9% |
| Total positive response (2021/22): | 53.9% |

| | |
|------------------------------|---------------|
| Variance from previous year: | +14.8% |
| Variance from target: | +5.0% |

Positive response rates **exceeded** positive response rates from the previous academic year. Positive response rates also **exceeded** the target set for 2021/22.

National Context

From May-July 2021, the [Education and Skills Funding Agency](#) asked 5,122 apprentices nationally how to what extent they agreed that ‘I feel I’m aware of the variety of training options available to me after completing an apprenticeship’ (page 148).

The question received a positive response rate of 71%. UEL did not meet this figure.

Section 4: Safeguarding

To what extent do apprentices agree with the following statements (strongly agree to strongly disagree):

Question 13. "I feel safe at UEL."

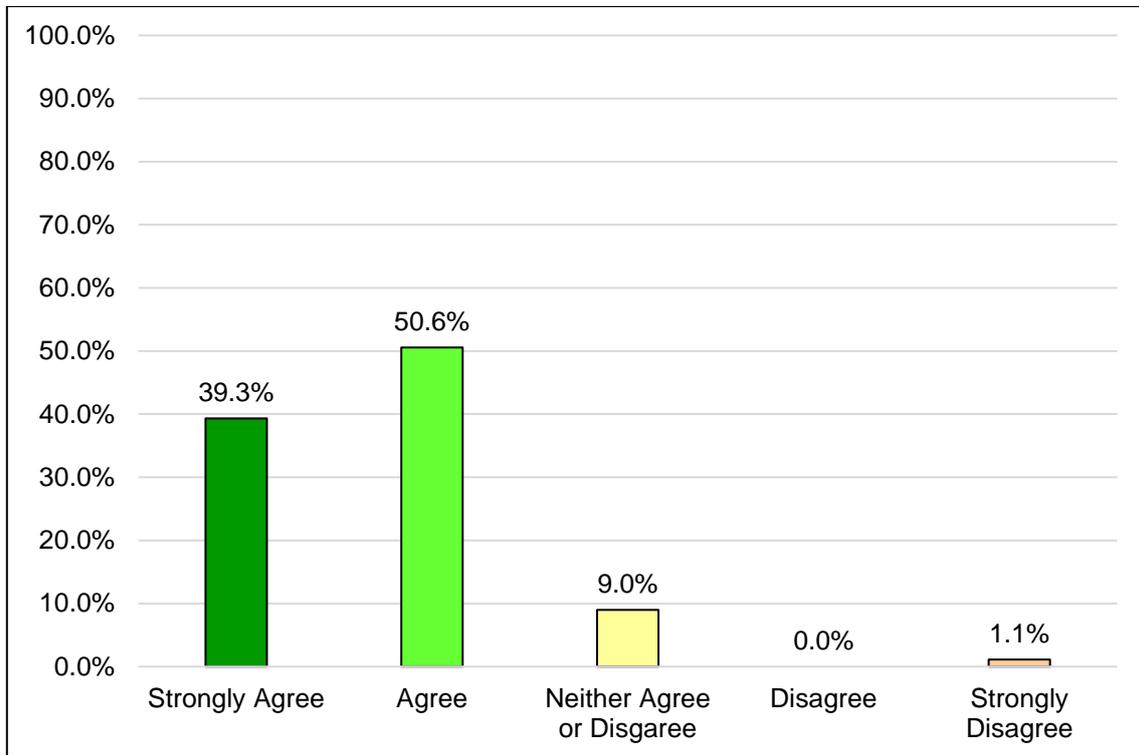
Question 14. "If I did not feel safe at UEL, I know who to contact to raise a concern."

Question 15. "I feel safe at my employer."

Question 16. "If I did not feel safe at work, I know who to contact to raise a concern."

Question 13. "I feel safe at UEL."

Figure 17. Apprentice Learner Experience Survey (2021/22) responses to Question 13.



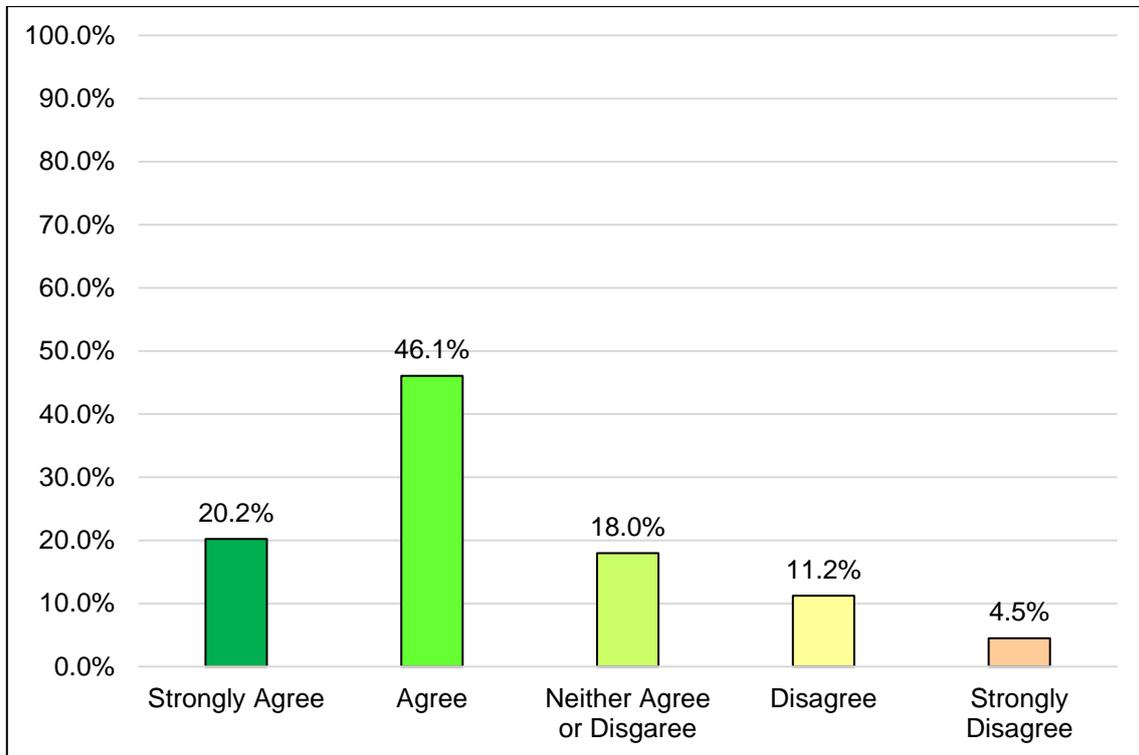
| | |
|------------------------------------|--------------|
| Total positive response (2020/21): | 89.1% |
| Target positive response: | 93.6% |
| Total positive response (2021/22): | 89.9% |

| | |
|------------------------------|--------------|
| Variance from previous year: | +0.8% |
| Variance from target: | -3.7% |

Positive response rates **exceeded** positive response rates from the previous academic year. However, positive response rates did not meet the target set for 2021/22. However, only 1 apprentice of 89 strongly disagreed that they feel safe at UEL.

Question 14. “If I did not feel safe at UEL, I know who to contact to raise a concern.”

Figure 18. Apprentice Learner Experience Survey (2021/22) responses to Question 14.



| | |
|------------------------------------|--------------|
| Total positive response (2020/21): | 73.9% |
| Target positive response: | 92.4% |
| Total positive response (2021/22): | 66.3% |

| | |
|------------------------------|---------------|
| Variance from previous year: | -7.6% |
| Variance from target: | -26.1% |

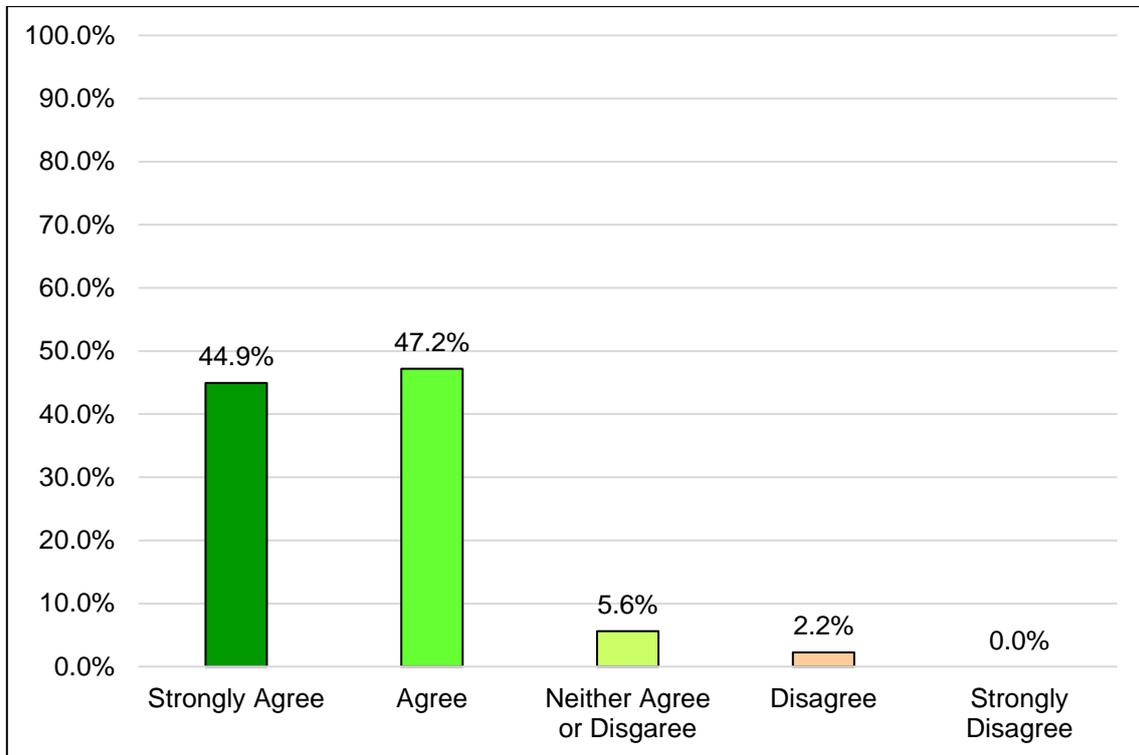
Positive response rates fell below positive response rates from the previous academic year. Positive response rates also did not meet the target set for 2021/22.

Proposed action:

The proposed action is to embed questions around safeguarding into the tripartite progress review templates for 2021/22. While course teams are encouraged to share with apprentices the reporting mechanisms the University has for reporting concerns, the tripartite progress review will allow us to monitor that our apprentices are receiving appropriate safeguarding concern reporting information at least every 12 weeks throughout their course.

Question 15. "I feel safe at my employer."

Figure 19. Apprentice Learner Experience Survey (2021/22) responses to Question 15.



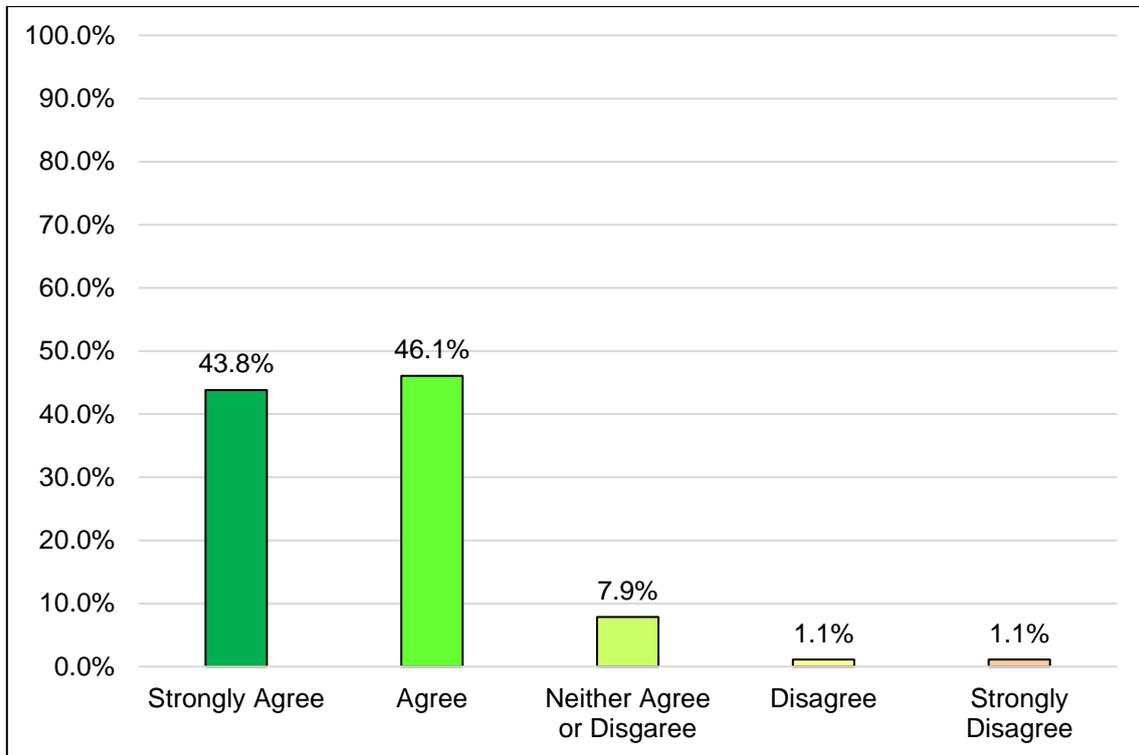
| | |
|------------------------------------|--------------|
| Total positive response (2020/21): | 93.5% |
| Target positive response: | 98.2% |
| Total positive response (2021/22): | 92.1% |

| | |
|------------------------------|--------------|
| Variance from previous year: | -1.4% |
| Variance from target: | -6.1% |

Positive response rates fell below positive response rates from the previous academic year. Positive response rates also did not meet the target set for 2021/22. However, **zero apprentices strongly disagreed** that they felt safe at their employer.

Question 16. “If I did not feel safe at work, I know who to contact to raise a concern.”

Figure 20. Apprentice Learner Experience Survey (2021/22) responses to Question 16.



| | |
|------------------------------------|--------------|
| Total positive response (2020/21): | 95.7% |
| Target positive response: | 100.0% |
| Total positive response (2021/22): | 89.9% |

| | |
|------------------------------|---------------|
| Variance from previous year: | -5.8% |
| Variance from target: | -10.1% |

Positive response rates fell below positive response rates from the previous academic year. Positive response rates also did not meet the target set for 2021/22. However, only 1 apprentice of 89 strongly disagreed that if they did not feel safe at work, they would know who to contact to raise a concern.

Section 5: Overall quality of the course

To what extent do apprentices agree with the following statement (strongly agree to strongly disagree):

Question 17. "Overall, I am satisfied with my apprenticeship."

If 'Strongly Agree' or 'Agree':

Question 17a. "What are you most satisfied with on your apprenticeship?"

If 'Strongly Disagree' or 'Disagree':

Question 17b. "Why are you dissatisfied with your apprenticeship?"

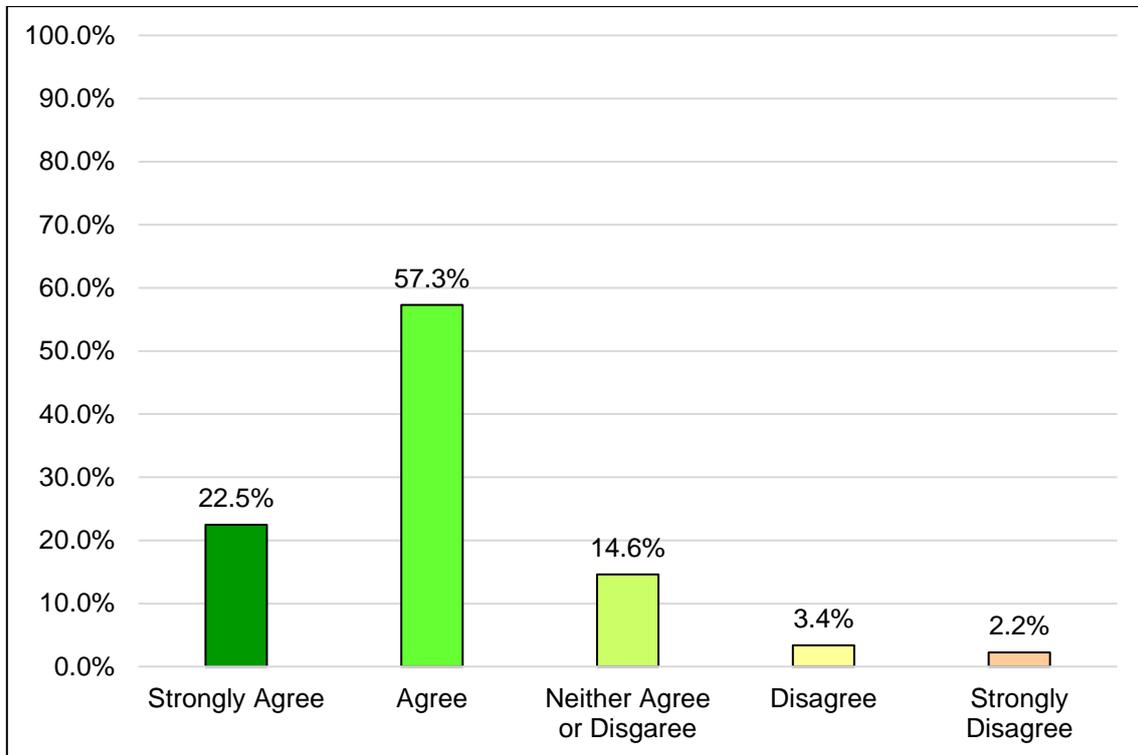
Question 18. "I feel I am making good progress on my apprenticeship."

Question 19. "I am very likely to complete my apprenticeship."

Question 20. "I would recommend UEL apprenticeships to others."

Question 17. “Overall, I am satisfied with my apprenticeship.”

Figure 21. Apprentice Learner Experience Survey (2021/22) responses to Question 17.



Total positive response (2020/21): N/A (New for 2021/22)
Target positive response: 52.0%
Total positive response (2021/22): **79.8%**

Variance from target: **+27.8%**

Positive response rates **exceeded** the target set for 2021/22. Additionally, only 2 apprentices of 89 strongly disagreed with being satisfied with their apprenticeship overall.

UEL Context

In 2022, all UEL learners (including apprentices) were asked in the [National Student Survey](#) if they agreed that:

- ‘Overall, I am satisfied with the quality of my course’. 70.5% of UEL students agreed.

UEL apprentices **exceeded** this figure.

National Context

In May-July 2021, the [Education and Skills Funding Agency](#) asked 5,122 apprentices nationally, ‘Thinking about all aspects of your apprenticeship, overall, how satisfied or dissatisfied are you with your apprenticeship?’ (page 172).

The question received a positive response rate of 52.0%.

UEL **greatly exceeded** this figure by 27.8%.

Question 17a. “What are you most satisfied with on your apprenticeship?”

Apprentices provided the free-text statements to Question 17a where they responded agreeably to Question 17. The statements fell under the following categories:

Figure 22. Apprentice Learner Experience Survey (2021/22) categorised responses to Question 17a.

| Highest area of satisfaction | # of occurrences |
|--|-------------------------|
| Teaching and learning | 31 |
| Support from UEL staff | 12 |
| Work/study balance | 12 |
| Course content/assessments | 10 |
| Support from employers | 8 |
| Achieving HE qualifications | 7 |
| Organisation of the course | 3 |
| Future opportunities | 3 |
| Support from peers | 2 |
| Helping society | 2 |
| Equality, diversity and inclusion | 1 |
| Finance (lack of course costs, salaries) | 1 |
| Learning resources | 1 |

Question 17b. “Why are you dissatisfied with your apprenticeship?”

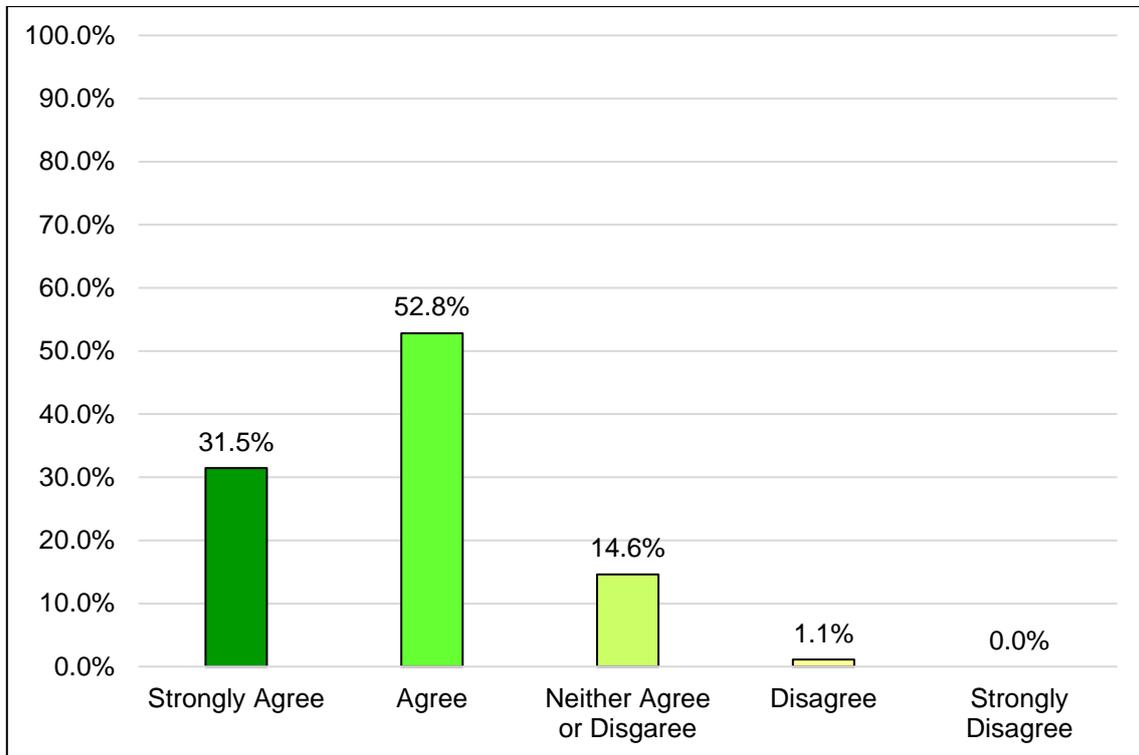
Apprentices provided the free-text statements to Question 17b where they responded disagreeably to Question 17. The statements fell under the following categories:

Figure 23. Apprentice Learner Experience Survey (2021/22) categorised responses to Question 17b.

| Area of dissatisfaction | # of occurrences |
|--------------------------------|-------------------------|
| Lack of UEL support | 3 |
| Lack of employer support | 1 |
| Organisation of the course | 1 |
| Staff turnover | 1 |

Question 18. “I feel I am making good progress on my apprenticeship.”

Figure 24. Apprentice Learner Experience Survey (2021/22) responses to Question 18.



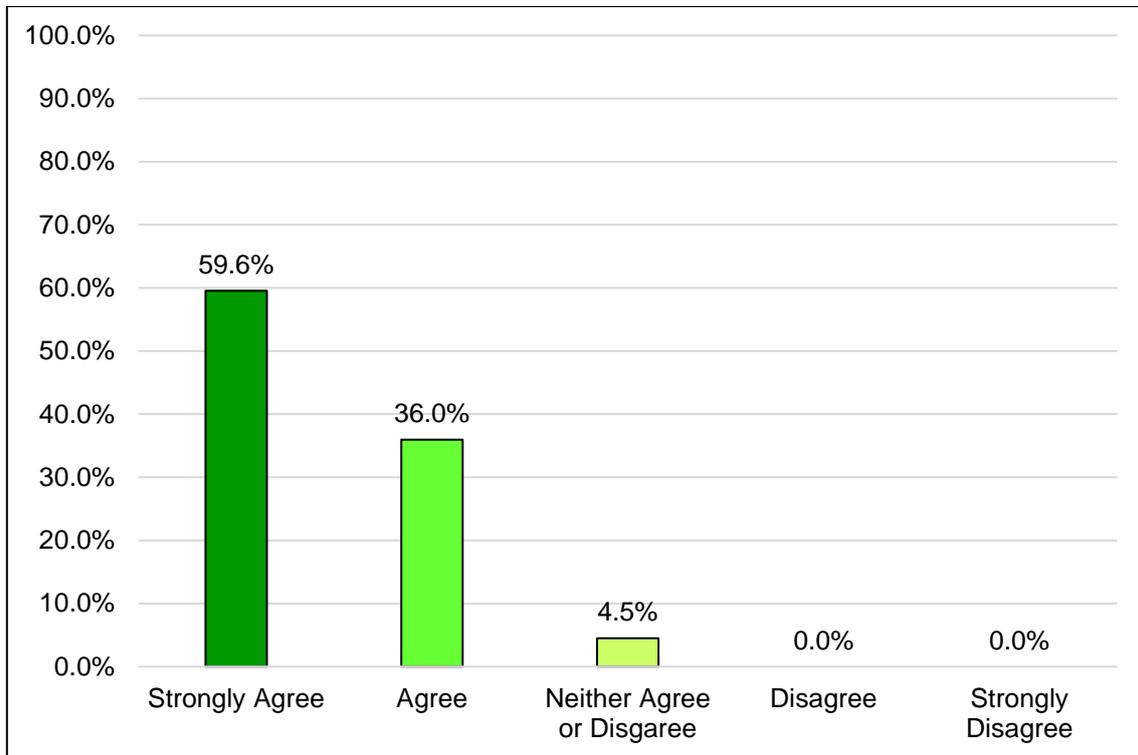
| | |
|------------------------------------|--------------|
| Total positive response (2020/21): | 86.9% |
| Target positive response: | 91.2% |
| Total positive response (2021/22): | 84.3% |

| | |
|------------------------------|--------------|
| Variance from previous year: | -2.6% |
| Variance from target: | -6.9% |

Positive response rates fell below positive response rates from the previous academic year. Positive response rates also did not meet the target set for 2021/22. However, **zero apprentices strongly disagreed** that they felt they were making good progress on their apprenticeship.

Question 19. “I am very likely to complete my apprenticeship.”

Figure 25. Apprentice Learner Experience Survey (2021/22) responses to Question 19.



| | |
|------------------------------------|-----------------------|
| Total positive response (2020/21): | N/A (New for 2021/22) |
| Target positive response: | 100.0% |
| Total positive response (2021/22): | 95.5% |

Variance from target: **-4.5%**

Positive response rates did not meet the target set for 2021/22. However, **zero apprentices disagreed/strongly disagreed** that they felt they would complete their apprenticeship.

National Context

From April-June 2020, the [Institute for Apprenticeships and Technical Education](#) asked 1,049 apprentices nationally, ‘How confident are you that you will see your apprenticeship all the way through to completion by taking your endpoint assessment?’.

The question received a positive response rate of 69.5%.

UEL **greatly exceeded** this figure by 26.0%.

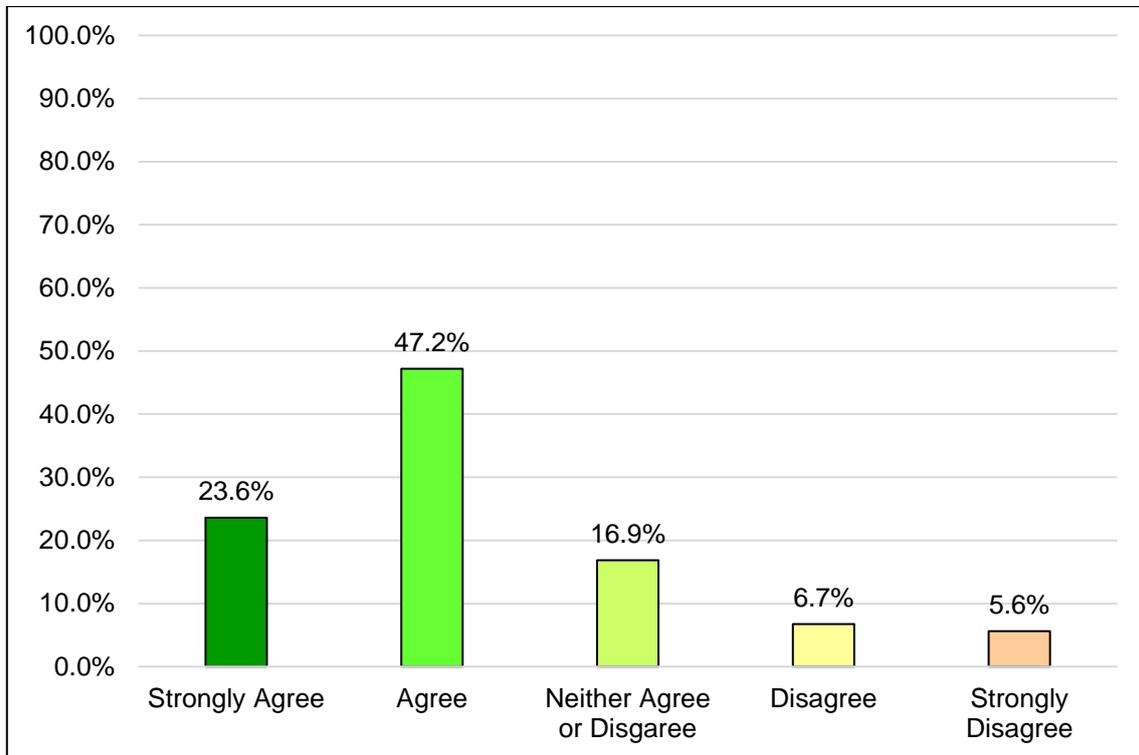
From May-July 2021, the [Education and Skills Funding Agency](#) asked 5,122 apprentices nationally, ‘As far as you can tell, how likely are you to complete your apprenticeship?’ (page 146).

The question received a positive response rate of 97%.

UEL did not meet this figure.

Question 20. “I would recommend UEL apprenticeships to others.”

Figure 26. Apprentice Learner Experience Survey (2021/22) responses to Question 20.



| | |
|------------------------------------|-----------------------|
| Total positive response (2020/21): | N/A (New for 2021/22) |
| Target positive response: | 71.0% |
| Total positive response (2021/22): | 70.8% |

Variance from target: **-0.2%**

Positive response rates did not meet the target set for 2021/22, however, only by 0.2%.

National Context

From July 2021, the [Department for Education](#) asked 4,160 apprentices nationally, ‘How likely would you be to recommend [your] learning provider to friends or family?’ (page 63).

The question received a positive response rate of 71.0%.

UEL **met** this figure (the Department for Education rounds all response rates up or down to the closest whole number).

External References

- Department for Education – [FE COVID-19 Learner and Apprentices Experience Survey](#) (May-July 2021)
- Education and Skills Funding Agency – [Apprenticeship Evaluation Learner Survey](#) (May-July 2021)
- Institute for Apprenticeships and Technical Education – [Apprentice Panel Survey](#) (April-June 2020)
- Office for Students – [National Student Survey 2022](#)

Louis Clark
Quality Manager (Apprenticeship Compliance)
l.j.clark@uel.ac.uk