



Feedback mechanisms for apprenticeships

Ver. 2023

Course Committees

When? Once a semester (mid-semester)

What is it? All apprentices feed back good practice, queries and concerns to their Course Representative who then brings the feedback to a forum attended by academic staff and relevant professional services staff.

Organised by Quality Assurance and Enhancement (qae@uel.ac.uk)

Course Update Log

When? Continuous

What is it? Between Course Committees, every learner can update the Course Update Log as issues arise. These are then all addressed at the next Course Committee.

Organised by Quality Assurance and Enhancement (qae@uel.ac.uk)

Module Evaluation Questionnaires (MEQs)

When? Once per module (mid-module)

What is it? A questionnaire specifically focussed on retrieving feedback on modules. MEQs occur mid-module, allowing feedback to be acted on (where possible) while learners are still undertaking the module.

Organised by Quality Assurance and Enhancement (qae@uel.ac.uk)

Tripartite Progress Reviews (TPRs)

When? At least every 12 weeks

What is it? Government-mandated progress reviews that mirror a workplace appraisal. These are an opportunity for all three parties (apprentice, employer and UEL) to address issues relevant to the apprentice's progress and to set each other bespoke targets.

Organised by Schools

National Student Survey (NSS)

When? Every year (February to April)

What is it? Mandatory national survey for all university students at level 6 of their course. More information is available at: <https://www.thestudentsurvey.com/>

Organised by Quality Assurance and Enhancement (qae@uel.ac.uk)

Postgraduate Taught Experience Survey (PTES)

When? Every year (April to June)

What is it? Mandatory national survey for all university students at level 7 of their course. More information is available at: <https://www.advance-he.ac.uk/reports-publications-and-resources/postgraduate-taught-experience-survey-ptes>

Organised by Quality Assurance and Enhancement (qae@uel.ac.uk)

Apprentice Induction Survey (AIS)

When? Week 12 of an apprenticeship

What is it? Built into Aptem in an apprentice's first TPR, this is not a satisfaction survey but a survey of how well apprentices have been inducted and understand key apprenticeship terminology. Outcomes are reviewed twice a year to produce guidance materials for apprentices.

Organised by Quality Assurance and Enhancement (qae@uel.ac.uk)

Apprentice Learner Experience Survey (ALES)

When? Every year (July)

What is it? A survey sent to every apprentice at UEL, regardless of level, who has been on course since at least 31st December of the previous calendar year. Questions are formulated based on the NSS, IfATE and DfE surveys to check parity across the sector and set KPIs.

Organised by Quality Assurance and Enhancement (qae@uel.ac.uk)

Employer Survey

When? Twice a year (December and May)

What is it? Survey sent to every employer with active apprentices at UEL at the date of distribution.

Organised by the Employers Partnerships Office (degreeapprenticeships@uel.ac.uk)

ESFA Employer/Apprentice Survey

When? Variable

What is it? Survey distributed to both apprentices and employers on a training providers' strengths and areas for improvement. Results from this survey are publicly available.

Organised by the Education and Skills Funding Agency

General ad-hoc feedback

Feedback in person, in virtual meetings, via email and via the UEL Complaint Procedure if necessary, available at: <https://uel.ac.uk/about/governance/student-complaint-procedure>.

Quality Assurance and Enhancement has also put together **How to give effective feedback | a short guide**, available on our official YouTube channel at: https://www.youtube.com/watch?v=K1UbA_yUKyc.

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