



Department for Education

28 February 2019

Dear Fiona

Take part in this year's FE Choices Learner satisfaction survey

The Learner satisfaction survey will run from **9 March until 26 June 2020**.

This nationwide survey measures learners' satisfaction with publicly-funded learning. In the survey, we ask learners to rate their satisfaction with various parts of your learning and training provision. It includes questions such as: 'How satisfied or dissatisfied are you with the teaching on your course?' and 'How likely is it that you would recommend the college or organisation that provides your learning to friends or family?'

If you take part, the current timetable stipulates you will receive two detailed reports with your individual results in April and July 2020. Satisfaction data will then be published on [GOV.UK](https://www.gov.uk) Autumn/Winter 2020. Findings are also published on the [National Careers Service](#) and [Find Apprenticeship Training](#) web pages. Last year, **over one million users viewed this data** when deciding where to learn or train.

Working in partnership with our survey contractor

We have commissioned RCU Ltd. and Ipsos MORI to conduct the survey on our behalf. They will offer support as you administer the survey within your organisation. Full information about the survey, including updated guidance and key dates, is available on the [Learner](#) satisfaction pages of [GOV.UK](https://www.gov.uk). There have been changes made to the survey this year, so we strongly encourage you to review the guidance as soon as possible after receiving this letter.

To participate in the survey

Throughout the survey you or your colleagues will need to regularly use the updated [Learner satisfaction guidance](#) and the secure [Provider Extranet to access information](#).

We use the Provider Extranet to exchange information that is specific to your organisation and you can only access it by using your **UK Provider Reference Number (UKPRN)** and the **unique site password** set out below.

UKPRN: 10003755

Unique site password: gGu3et4T

To help you successfully implement the survey, you need to **take the following actions** immediately.

- 1) Log onto the Provider Extranet as soon as possible. Once logged on, please confirm your lead contact for the survey and provide their email address. This email address will be used to notify you when your results reports are available.
- 2) Test access to the survey: it is important that you test the links to the survey before 9th March to make sure that your firewalls do not block access to it. To test the survey link, please go to www.ipsos-mori.com/learnersatisfaction

Changes to the survey

We have changed the **publication rules** from this year, so that satisfaction data for all providers will be published (unless disclosure). Please see the updated survey [guidance](#) for full details.

We will be introducing a **question bank** for the 2020-21 learner satisfaction survey to give you the opportunity to ask your learners additional questions. We will consult you later this year to find out if you would like to take up this opportunity.

The Employer Satisfaction Survey will not be running in 2020. If you provide Apprenticeships training, please encourage your employer partners to complete the real time 'provide feedback' when they receive an invite.

Contact us

If you have any questions about the implementation of the Learner satisfaction survey, please refer to the Learner satisfaction webpages or the Contact Us section of the Provider Extranet. This lists Frequently Asked Questions but, if these do not answer your question, follow the directions on the page and you will be able to submit a query directly to RCU Ltd./Ipsos MORI. You can also contact us by using the details below.

Email: Enquiries.EFA@education.gov.uk

Thank you in advance for your cooperation.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Helen Wood', with a long horizontal stroke extending to the right.

Helen Wood

Principal Social Researcher