



Learner Satisfaction Survey Results – 2017

The results of the 2016-17 Learner Satisfaction Survey which was conducted earlier this year by Ipsos MORI have now been published and we are extremely pleased to report that, once again, Cheynes Training has achieved extremely high scores. Disappointingly only 320 apprentices out of 750 who were eligible actually completed the survey, however, we would like to thank all those who did take part.

The main results are as follows:

Question	Score
1. How satisfied are you with the teaching on your programme?	84%
2. How satisfied are you with the way staff treat you on your programme?	90%
3. How satisfied are you with the advice you are given about your programme?	80%
4. How satisfied are you with the support you get on this programme?	86%
5. How satisfied are you that the programme is meeting your expectations?	84%
6. How satisfied are you that your learning provider responds to learner's view?	85%
7. Overall, how satisfied are you with your learning provider?	88%
8. How likely is it that you would recommend the learning provider to friends?	89%

Our overall score for this survey was **89.2%**, this compares with the 2016 score of **93%** which is disappointing, however we have identified two or three academies where the scores are much lower than expected and we will be working with these academies to improve their results.