IFF Research



Learner Voice Survey



Provider code

About the Learner Voice Survey



This survey asks you questions about how learning has been for you.



And what you think about the place where you do your learning.



A company called IFF Research will look at all of your answers.



Your teachers or tutors will not know if you have answered our questions.



And they will not be able to see your answers.



You can contact IFF Research if you need support to fill in the survey.
Or if you have any questions.



You can phone IFF Research at:

0808 175 9183



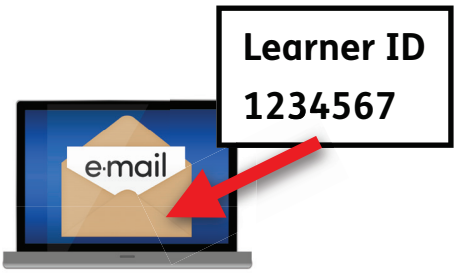
Or you can email IFF Research at:

learnervoicesurvey@iffresearch.com

You and your learning



Your learner ID number is a special number just for you. It helps us to know who you are.



If you got an email from us, your learner number will be in the email.



If you don't know your learner ID number, you can ask your teacher or tutor for it.



Please write your learner ID number in this box.



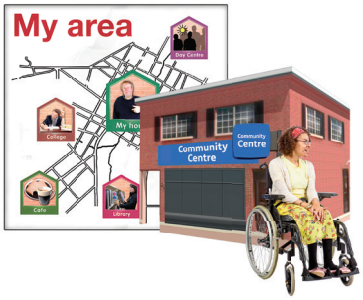
Question S2: What kind of course or learning are you doing? **Tick 1 box**



☐ **I am doing Further Education study**
This means you will get a qualification that most people know about. Things like A-levels or BTECs.



☐ **I am doing an apprenticeship**
This is when you do some learning in the classroom. And you do some learning while you are working in a job.



☐ **Adult community learning**
This is a part time class or an evening class. This kind of learning is done in places closer to your home. Places like community centres.



☐ I don't know what kind of course I am doing.



Name

Please tell us the name of the main course you are doing. Write your answer in this box or tick **I don't know**.

?

☐ I don't know



Name

If you are you doing any other courses, tell us the name of the course in this box.



Only answer the next question if you are doing Further Education study.



If you are not on this kind of course, go to question **A1a** on page 9.



Which college or place do you go to when you do classroom work? Write your answer in this box or tick **I don't know**.

?

☐ I don't know



You might not go to a classroom for part of your course.



Tell us where you do your learning if it is not in a classroom. Write your answer in this box or tick **I don't know**.

I don't know

Questions about what happened before you started your learning



Question A1a: Did you have all the information you needed before you started your course?

 ☐ Yes

 ☐ No

? ☐ I don't know



Question A1b: Did you get information about how to find support from the place where you do your course? Things like what you needed to do or money help.

 ☐ Yes

 ☐ No

? ☐ I don't know

Support you might need to do your course or learning



Question B1a: Does the place where you do your course make sure you know where to go for any extra support, if you need it?

Yes ☐ No ☐ ? I don't know ☐



Question B1b: Does the place where you do your course make sure that the places you go to learn are right for you?

Things like if the classroom is right for you. Or if you need to go online, do you know how to do it.

Yes ☐ No ☐ ? I don't know ☐



Question B1c: Does the place where you do your course make sure that people behave? Things like stopping people from shouting or messing about in the classroom.

☐ Yes

☐ No

? ☐ I don't know



Question B2: Have you had any extra help to support you with your learning?

Things like help with writing or adding up. Or you might have needed something to help you use a computer.

☐ Yes

☐ No

? ☐ I don't know



No I don't know

If you ticked **no** or **I don't know** go to questions **C1a** on page 13.



Question B3: Was the support you got good and right for you?



Yes



No



I don't know

Teaching, learning and doing assessments



An **assessment** is a check to see what you have learned.



These next questions are about the teachers or tutors who work with you.



Question C1a: Are your teachers good at talking to you about what you want to learn from your course?



Yes



No



I don't know



Question C1b: Are your teachers good at telling you what work you have to do?

Yes

No

I don't know



Question C1c: In the classroom, do your teachers make your learning interesting?

Yes

No

I don't know



Question C1d: Do your teachers give you the help you need to do your best work?

Yes

No

I don't know



Question C1e: Are your teachers clear about what will happen in an assessment?

Yes ☐ No ☐ ? I don't know ☐



Question C1f: Do your teachers listen to you when you tell them what help you need to learn?

Yes ☐ No ☐ ? I don't know ☐



Question C1g: Do your teachers tell you how you can get better at your learning or work?

Yes ☐ No ☐ ? I don't know ☐

Talking and writing in Welsh



Question D1a: Can you understand some easy words in Welsh? Things like hello and thank you.

Yes

No

I don't know



Question D1b: Can you say or sign some words in welsh? Things like hello and thank you.

Yes

No

I don't know



Question D1c: Can you talk to someone in Welsh about some easy everyday things. Things like saying your name or where you live.

Yes

No

I don't know

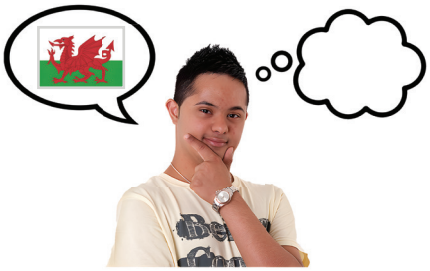


Question D1d: Can you talk in Welsh about your learning, work or things you like to do?

 ☐ Yes

 ☐ No

? ☐ I don't know



Question D1e: Can you talk about a lot of things in Welsh? And tell people what you think about something?

 ☐ Yes

 ☐ No

? ☐ I don't know



Question D1f: Can you talk about anything you want to in Welsh?

 ☐ Yes

 ☐ No

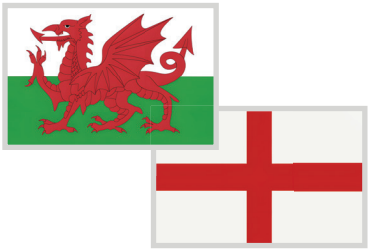
? ☐ I don't know



Question D2: How do you want to do your learning? **Tick 1 box**



☐ In Welsh



☐ In Welsh and English



☐ In English



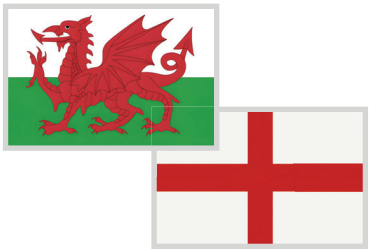
☐ I don't know



Question D3: What language did the place where you do your course tell you that you could learn in?
Tick 1 box



☐ In Welsh



☐ In Welsh and English



☐ In English

?

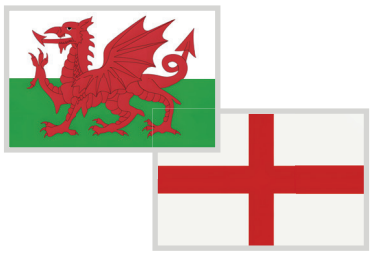
☐ I don't know



Question D4: What language are you doing your course in?



☐ In Welsh



☐ In Welsh and English



☐ In English



Question D5: Does the place where you do your course help people to learn in Welsh if they want to?



☐ Yes



☐ No

? ☐ I don't know



Question D6: Do you know who to ask at the place where you do your course if you want to get better at Welsh?

☐ Yes

☐ No

☐ I don't know

Organisation and management

To help you learn well, the place where you do your course should do things like:



- Tell you about any changes that might happen.



- Make sure you have the things you need to do your learning.



- Have enough time to do what you need to do.



- Start and finish the lesson on time.



Question E1a: Does the place where you do your course do things like this?



Yes



No



I don't know

Wellbeing and mental health



Wellbeing means how you are feeling in yourself.

When your wellbeing is good, you feel happy, calm, and able to cope with life.



Mental health affects your mind. Things like your thoughts, feelings and how you cope in everyday life.

Your **mind** controls how you think and feel.



Question F1: Do you know who to ask at the place where you do your course for help with your wellbeing or mental health?

Yes

No



Question F2: At the place where you do your course, have you ever had help or support for your wellbeing or mental health?

Yes

No

I don't know

No

I don't know

If you ticked **no** or **I don't know** go to questions **G1a** on page 26.



Question F3: How helpful was the help or support you got for your wellbeing or mental health?

☐ Helpful

☐ OK

☐ Not very Helpful

☐ I don't know



Question F4: How quickly did you get help after you asked for it?



☐ Very quickly



☐ I had to wait a little bit



☐ Not very quickly

☐ I don't know

Respect and safety



Question G1a: Do you feel safe at the place where you do your course?

Yes ☐ No ☐ ? I don't know ☐



Question G1b: Do you know where to go or who to speak to if you do not feel safe?

Yes ☐ No ☐ ? I don't know ☐



Question G1c: Do staff treat you fairly?

Yes ☐ No ☐ ? I don't know ☐



Question G1d: Does the place where you do your course tell people it is important to respect each other?

☐ Yes

☐ No

☐ I don't know

Learner voice



Question H1a: Do you have the chance to tell the place were you do your course your ideas? And what you think about your learning experiences?

 ☐ Yes

 ☐ No

? ☐ I don't know



Question H1b: Does the place where you do your course say your thoughts are ideas are important to them?

 ☐ Yes

 ☐ No

? ☐ I don't know



Question H1c: Does the place where you do your course tell you what they do after listening to people's ideas and thoughts about their learning?

 ☐ Yes

 ☐ No

? ☐ I don't know

Progression and next steps



Question I1a: Are you happy with how well you are doing with your learning?

Yes ☐ No ☐ I don't know ☐



Question I1b: Are you learning skills that will help you in the future?

Yes ☐ No ☐ I don't know ☐



Question I1c: Do staff at the place where you do your course give you support to help you decide what to do after your course?

Yes ☐ No ☐ I don't know ☐



Question I1d: Did the place where you do your course tell you how you can keep learning when your course has finished?

☐ Yes

☐ No

? ☐ I don't know



Overall satisfaction

Question J1: Are you happy with the place where you do your course?



☐ Yes



☐ No



☐ I don't know



Question J2: What do you like best about the place where you do your course? Please write you answer in this box.



Question J3: What would make the place where you do your course better? Please write your answer in this box.



Questions about you

Question K1: How old are you?

Please tick 1 box

- ☐ Younger than 16
- ☐ 16
- ☐ 17
- ☐ 18
- ☐ 19
- ☐ 20 to 24
- ☐ 25 to 39
- ☐ 40 to 49
- ☐ 50 to 59
- ☐ 60 to 64
- ☐ 65 or older
- ☐ I don't want to say

Question K2: What is your sex?

Please tick 1 box



☐ Male. You are a man



☐ Female. You are a woman



☐ I don't want to say

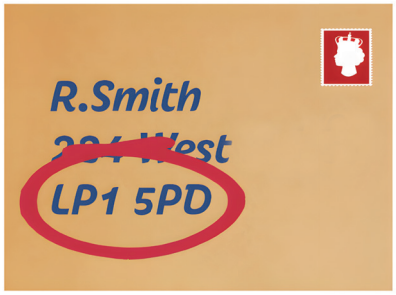
Question K7: Tell us these things about you to help us find your course.



Your first name

Your surname

I don't want to say



What is your **postcode**? Your **postcode** is the mix of letters and numbers at the end of your address.

I don't want to say



What is your date of birth? Please tell us what day, month and year you were born.

Day **Month** **Year**

☐ ☐ ☐

☐ I don't want to say



If you have filled in this questionnaire you go in a prize draw. You might win an iPad.



We will use your phone number or email address to tell you if you have won.



Question L2: Do you want us to enter you into the prize draw?



Yes



No



Question L3: Please tell us your contact details so that we can let you know if you win.



Your first name

Your surname



Your email address



Your phone number