IFF Research

Medr
Y Comisiwn Addysg Drydyddol ac Ymchwil
Commission for Tertiary Education and Research

Learner Voice Survey

2026

Please complete this survey using a pen or a pencil.



When you are finished, please **post it to IFF Research using the pre-paid envelope**. You do not need to use a stamp.

Provider code:

If you need help, ask your tutor or go to **www.learnervoicesurvey.co.uk/learner**

Learner Voice Survey

Thank you for taking part in in the **Learner Voice Survey 2026.**

By sharing your voice you will help colleges, learning providers and Medr decide how best to improve the learning experience for learners like you. Medr is the organisation that funds and oversees Further Education in Wales.

The survey will take around 10 minutes to complete. It will ask about your experiences while learning and opinions about your provider. For most questions you have a choice of answers, or you can answer ‘don’t know’ if you’re not sure.

Your answers will go to a survey company called IFF Research. Your teachers or tutors will not know you have taken part or be able to see your answers. IFF Research and Medr will keep all the responses confidential.

To find out more about the research, and view the privacy notice, go to https://www.learnervoicesurvey.com/ .

If you have any questions, or need support to complete this survey, please contact the IFF Research team by calling **0808 175 9183** or emailing **learnervoicesurvey@iffresearch.com**.

How to answer the questionnaire

Most of the questions can be answered by ticking the box or boxes that apply to you, like this:



S1. Before we start, **please enter your learner ID number**. If you are unsure what this number is, please ask your lecturer, tutor or assessor.

IFF Research will use this to link your survey answers to information they already have on the Lifelong Learning Wales Record. It still means that your answers will be confidential, and nobody outside of IFF Research will know how you responded.

S2. **Which one of the following best describes the main course or learning programme you are currently doing at your college?**

- ☐ **Further Education (FE) study**
  Where you are working towards a recognised qualification or study programme such as A-Levels, BTECs etc.
- ☐ **An apprenticeship**
  Where the programme involves study and learning on-the-job with an employer.
- ☐ **Adult community learning**
  Part-time or evening classes in local venues like community centres
- ☐ **Don't know**

S2a. **Are you studying…**

- ☐ Full-time
- ☐ Part-time

S7. **What are the names of your main courses or subjects? Please list up to four.**

Please include the level of each course if you know it.

For example “A Level Biology”, “BTEC Business Level 3”, “Health and Social Care Level 2” etc.

1.

2.

3.

4.

S9. **Which campus or branch within your college do you mostly study for this course / these courses?**

- [ ] Not applicable – I study online only
- [ ] Not applicable – I study at my workplace only
- [ ] Don’t know
- [ ] Prefer not to say

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Section A — Experience before starting

A1. **Thinking about your current learning, to what extent do you agree or disagree with the following statements?**

Please tick only one option per statement

- **I had all the information I needed about my course before starting**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

- **I had all the information I needed about where to find support from my college before starting (e.g. advice, guidance, financial help)**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Not applicable- I did not need information
☐	☐	☐	☐	☐	☐	☐

Section B — Support for Learning

B1. **Please think about how your college supports you and your learning.**

How would you rate your college for each of the following…?

Please tick only one option per statement

- **Making sure you know where to go (or who to ask) for extra support with learning if you need it (for example, changes to assessment deadlines, help with writing or maths, or additional learning equipment)**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know	Not applicable
☐	☐	☐	☐	☐	☐	☐

- **Making sure that the places you learn (for example classrooms, workshops, or online spaces) are suitable for your needs**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

- **Making sure that behaviour is managed well, so that everyone can learn without disruption**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

Section B — Support for Learning

B2. **Have you received any extra help from your college to support you with your learning?**

Examples might include changes to assessments, help with writing or maths, or additional learning equipment.

- ☐ Yes, I have received extra help → Go to B3
- ☐ No, I asked for extra help but did not receive it
- ☐ No, I have not needed any extra help
- ☐ Don't know

→ Go to C1

Answer this question if you have received extra help.

B3. Overall, how would you rate this extra help or support you have received?

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

Section C — Teaching, Learning and Assessment

C1. **Next, we'd like you to think about your experience in your classes with teachers or tutors who you have contact with at your college.**

If you take more than one course, the following questions apply to your teachers and tutors across all courses in general.

How would you rate your teachers and tutors at each of the following…?

Please tick only one option per statement

- **Talking about what you want to get out of your learning**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

- **Explaining the work you have to do in class**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

- **Delivering the course in a way that keeps you interested**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

- **Challenging you to do your best work**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

Section C

Teaching, Learning and Assessment

- **Making it clear how you would be assessed**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

- **Listening to you and what you need to help you learn**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

- **Giving you feedback to help you improve your work**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

Section D Welsh language

We now have some more questions about your overall learning experience.

D1. **How would you describe your Welsh language ability?**
Please tick one only

- ☐ I can recognise a few basic Welsh words or phrases (e.g. on signs)
- ☐ I can use some Welsh words or phrases (e.g. greetings)
- ☐ I can have a short, simple conversation in Welsh using familiar phrases. (e.g. personal details, daily routine)
- ☐ I can talk about familiar topics in Welsh (e.g. study, work, or hobbies.)
- ☐ I can talk clearly about a wide range of topics and share my opinions in Welsh
- ☐ I can talk confidently in Welsh and say what I want to say in almost any situation
- ☐ Don't know

D2. **I wanted to do my learning at my college in…**
Please tick one only

- ☐ Welsh only
- ☐ A mixture of Welsh and English
- ☐ English only

D3. **I was offered the chance to do some or all of my learning at my college in…**
Please tick all options that apply

- ☐ Welsh only
- ☐ A mixture of Welsh and English
- ☐ English only
- ☐ I don't know / I can't remember

Section D Welsh language

D4. **I am currently doing some or all of my learning at my college in …**
Please tick one only

- ☐ Welsh only
- ☐ A mixture of Welsh and English
- ☐ English only

D5. **To what extent do you agree or disagree that your college promotes the use of the Welsh language?**
Please tick one only

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

D6. **Would you know where to go at your college if you wanted to develop your Welsh language skills?**
Please tick one only

- ☐ Yes
- ☐ No
- ☐ Not applicable

Section E Organisation and Management

E1. **To what extent do you agree or disagree that your college organises your learning well?**

For example:

- Telling you about any changes,
- Making sure you have the right materials for your learning,
- Using your time well,
- Starting and finishing sessions on time.

Please tick one only

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Section F — Wellbeing / Mental Health

F1. **Would you know where to go at your college for guidance or support with wellbeing and mental health, if needed?**

- ☐ Yes, I would know where to go
- ☐ No, I would not know where to go

F2. **Have you ever received guidance or support from staff at your college for your wellbeing and mental health?**
Please tick one only

- ☐ Yes, I have received guidance or support → Go to F3 and F4
- ☐ No, I asked for guidance or support but did not receive it
- ☐ No, I have not needed guidance or support
- ☐ Don't know

→ Go to G1

Answer this question if you received guidance or support

F3. **How helpful was the guidance or support you received?**
Please tick one only

Very helpful	Fairly helpful	Neither helpful nor unhelpful	Fairly unhelpful	Very unhelpful	Don't know
☐	☐	☐	☐	☐	☐

Answer this question if you received guidance or support

F4. **And how quickly did you receive the support after asking for it?**
Please tick one only

Very quickly	Quite quickly	Not very quickly	Not at all quickly	Not applicable – I did not ask for this support	Don't know
☐	☐	☐	☐	☐	☐

Section G — Safety and Respect

G1. **To what extent do you agree or disagree with the following statements:**

Please tick only one option per statement

- **I feel safe at my college**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

- **I know where to go (or who to ask) if I feel unsafe at my college**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

- **I am treated fairly by college staff**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

- **I am treated with respect by college staff**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

- **My college encourages learners to respect each other**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Section H — Learner Voice

H1. **To what extent do you agree or disagree with the following statements:**

Please tick only one option per statement

- **I have opportunities at my college to share my views and ideas on my learning experience**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable	Don't know
☐	☐	☐	☐	☐	☐	☐

- **My views and ideas on my learning experience are valued by college staff**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable	Don't know
☐	☐	☐	☐	☐	☐	☐

- **My college explains what happens as a result of the views and ideas it gets from learners**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable	Don't know
☐	☐	☐	☐	☐	☐	☐

Section I — Progression / Next Steps

I1. **To what extent do you agree or disagree with the following statements:**

Please tick only one option per statement

- **I am happy with the progress I am making in my learning**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

- **I am learning skills that will help me in my future**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Not applicable
☐	☐	☐	☐	☐	☐	☐

- **I have received helpful advice and guidance from my college to help me make decisions on my next steps**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Section J — Overall satisfaction

J1. **Overall, how satisfied or dissatisfied are you with your college?**

Please tick only one option.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
☐	☐	☐	☐	☐	☐

J2. **What do you like best about your college?**

Don't know ☐

J3. **What, if anything, would you improve about your college?**

Don't know ☐

Section K Demographics

K1. **How old are you?**

- ☐ Under 16
- ☐ 16
- ☐ 17
- ☐ 18
- ☐ 19
- ☐ 20-24
- ☐ 25-39
- ☐ 40-49
- ☐ 50-59
- ☐ 60-64
- ☐ 65 or older
- ☐ Prefer not to say

K2. **What is your sex?**

A question about gender identity will follow.

Please tick one only

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

Section K Demographics

K3. **Is the gender you identify with the same as your sex registered at birth?**
Please tick one only

- ☐ Yes
- ☐ No (please specify)

  _____

- ☐ Prefer not to say

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Section K Demographics

K4. **And which of these best describes your ethnic group?**

- ☐ Arab
- ☐ Asian – Bangladeshi
- ☐ Asian – Chinese
- ☐ Asian – Indian
- ☐ Asian – Pakistani
- ☐ Asian - Any other Asian background
- ☐ Black – African
- ☐ Black – Caribbean
- ☐ Black - Any other Black background
- ☐ Mixed - White and Asian
- ☐ Mixed – White and Black African
- ☐ Mixed – White and Black Caribbean
- ☐ Other Mixed or Multiple background
- ☐ White - Gypsy or Irish Traveller
- ☐ White - Irish
- ☐ White - Welsh/ English/ Scottish/ Northern Irish/ British
- ☐ White - Any other White background
- ☐ Other ethnic group (please specify) ☐
- ☐ Prefer not to say

Section K Demographics

K5. **Do you see yourself as having any disabilities or learning difficulties?**

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Sometimes, we can't find student numbers on our records**. Please could you also tell us your name, postcode and date of birth, to help us identify your course?** This information will not be given to anyone else.

Full name: **Prefer not to say** ☐

Postcode: ☐

Date of birth (day/month/year, e.g. 15/01/1995) ☐

Section L | Prize Draw and Close

Thank you for your time so far. We just have a few final questions.

L1. **First, do you have any feedback on this survey?**

For example, were any questions confusing or difficult to answer? Are there any questions you think we should have asked?

No feedback ☐

L2. **This survey has a prize draw to win an iPad. Terms and conditions for the prize draw can be found at https://www.learnervoicesurvey.com/.**
If you want to enter the prize draw, we will need you to give us your contact details, so that we can get in touch with you if you win. Would you like to enter this prize draw?

☐ Yes

☐ No

L3. **Please enter your contact information below to enter the prize draw.**

IFF Research will not use this information to contact you for any other purposes.

First Name:

Surname:

Email address:

Phone number:

Thank you for completing this survey. Please post it to IFF Research using the pre-paid envelope. You do not need to use a stamp.

If you need help, ask your tutor or go to https://www.learnervoicesurvey.com/ or write to us at Learner Voice Survey, IFF Research, 5th Floor, The Harlequin Building, 65 Southwark Street, London, SE1 0NR.