



New Surveys for Scottish Apprentices

BUD

24th September 2024

Why do we ask you to complete surveys?

It is so important that QA understands your experience as learners on programme. To do this, we ask you to complete surveys at the start of your programme, after 6 months or so, and at the end of your programme. We also ask for your feedback on live events.

All the learner feedback that is generated from surveys is pulled into our Qualtrics Experience Management platform which enables our Customer Experience Team to monitor and review all your feedback effectively.

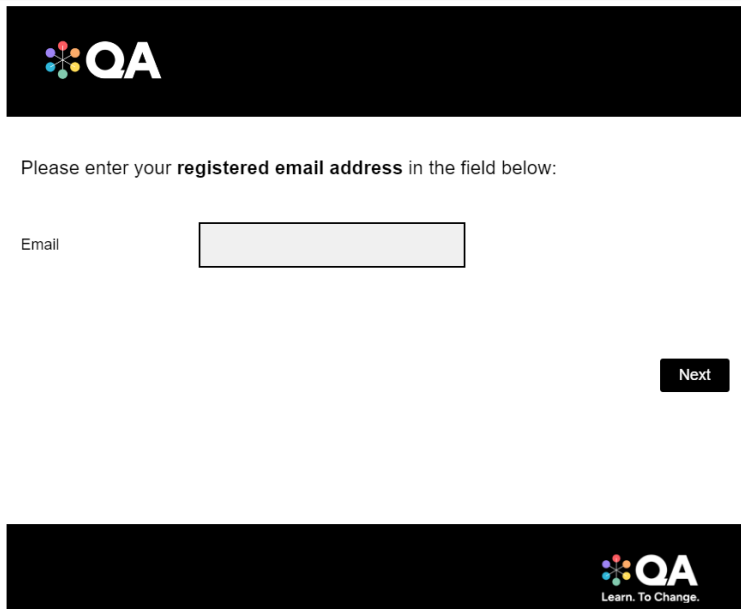
We then ensure that **successes are celebrated**, and any required **improvements are escalated** to the right teams for prioritisation.

In September 2024, we reviewed and refreshed our approach to surveying apprentices. We have looked at the frequency of our surveys and also created new questions that are linked to the Quality Standards of Excellence.

How do you view your programme surveys?

Mobile view

1. Surveys are set as activities in BUD,
2. When you click through from BUD you'll reach a screen that looks like this:
3. When you enter your email address our system pulls through details of your programme and company so that you don't have to complete all these details yourself.
4. The surveys are easy to complete with less questions than previously asked.
5. Surveys can be easily completed on your mobile or PC.



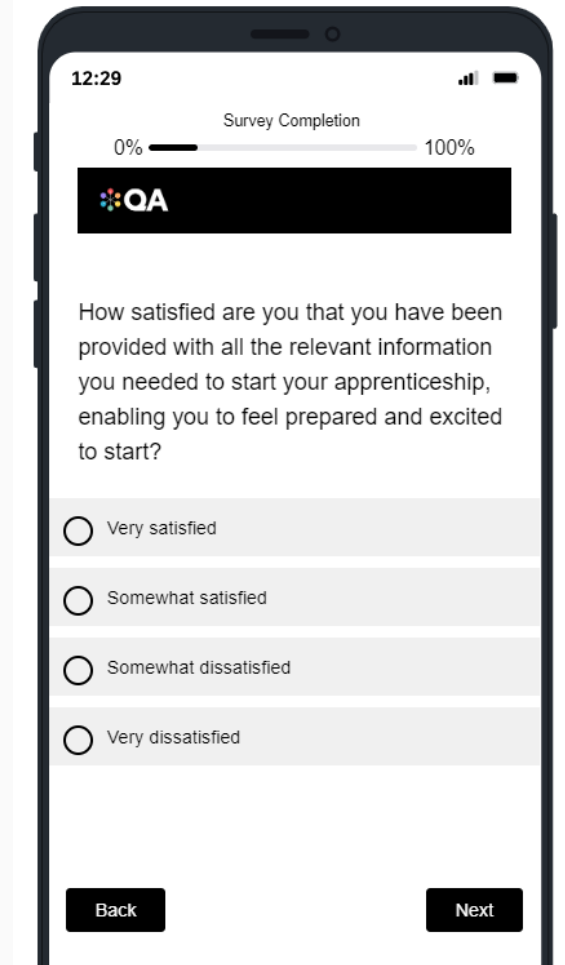
QA

Please enter your **registered email address** in the field below:

Email

Next

QA
Learn. To Change.



12:29

Survey Completion
0% 100%

QA

How satisfied are you that you have been provided with all the relevant information you needed to start your apprenticeship, enabling you to feel prepared and excited to start?

☐ Very satisfied

☐ Somewhat satisfied

☐ Somewhat dissatisfied

☐ Very dissatisfied

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Surveys for Scottish Apprentices

When available	Week 6	6-9 Months	Last day of learning block	Last day of learning
What	Start of Programme survey	On Programme survey	End of Event survey	End of Programme survey
Frequency	Completed once	Completed once	Completed after every live event block	Completed at the end of learning

Why is my feedback important?

- At QA we want to deliver a learning experience that enables you to succeed and excel.
- We want to understand what we are doing well, and where we can improve.
- When you complete a survey, the feedback you share is considered and analysed alongside that of your peers to ensure that we focus our energies on making the right improvements to benefit both you and future learners.
- **So please keep completing your surveys – your feedback is invaluable!**

