

SAMPLE:



46 learners, Collected between 14th November 2019 and 17th February 2020



58% of respondents were aged 16-18 at the start of programme



42% of respondents were aged aged 19+ at the start of programme

WHAT THEY SAID:



Average extent to which a learner's expectation was met

8.2 / 10 - The average extent to which a learner's expectation were met on their apprenticeship



Likely to recommend CMS Vocational Training

89% - Likely (39%) or Extremely Likely (50%) to recommend CMS Vocational Training Ltd to family / friends



Satisfied with the teaching received

98% - Quite Satisfied (47%) or Extremely Satisfied (51%) with the teaching received on their apprenticeship



Satisfied with the tutor support

95% - Quite Satisfied (23%) or Extremely Satisfied (72%) with the tutor support received on their apprenticeship



Satisfied that the apprenticeship has prepared them for what to do next

88% - Quite Satisfied (30%) or Extremely Satisfied (58%) that the apprenticeship has prepared them for what you want to do next



Satisfied with the way staff treated them

95% - Quite Satisfied (19%) or Extremely Satisfied (77%) with the way staff treated them



Satisfied that staff responded to learners' views

88% - Quite Satisfied (16%) or Extremely Satisfied (72%) that staff responded to the views of learners



Satisfied with the level of knowledge and expertise of staff

95% - Quite Satisfied (23%) or Extremely Satisfied (72%) with the level of knowledge and expertise of training staff

LEARNERS STATED THAT THEIR APPRENTICESHIP HAD BENEFITED THEM IN THE FOLLOWING WAYS:

Answer Choices	Responses	
I will be more likely to get the job I want	55.81%	24
I am earning more money than when I started	58.14%	25
I have more responsibilities in my role than when I started	74.42%	32
I have been promoted while on my apprenticeship	27.91%	12
I am better at my job	79.07%	34
I would like to continue my development on another programme	30.23%	13
I have benefited in other ways	37.21%	16
I have not benefited at all from my apprenticeship	2.33%	1
	Answered	43
	Skipped	3



LEARNER COMMENTS:

"I think that CMS are a very good training provider. The work and tasks were interesting and detailed, and my tutor was a great help throughout."

My tutor "has been a brilliant and very supportive Tutor and really patient when I struggled with the technical side of things!!"

"Workshops were brilliant and really informative"

My tutor "has always supported me with any of my work or queries with my job role and she has always gone over and above with giving me support in my job and other issues I have had."

My tutor "was so helpful throughout my entire apprenticeship - she made me feel a lot more confident about the assessments which really helped me!"

My tutor "has been amazing support and has been friendly and available from day 1."

My tutor "has always been happy to answer any of my questions and show me how to work all systems and programs which I have been involved with."

My tutor "has been amazing. Thank you."

My tutor "always made sure I had enough work to complete or ensured I did not feel too overwhelmed if I was given more work to complete than normal and she ensured I was engaged in my work which made me feel supported."

"I feel comfortable speaking to tutor about anything and have really enjoyed having her as my assessor, she always made me feel motivated by giving me challenging work and giving me more tasks to do for if I had any quiet days."

My tutor "has made the whole process so much easier for me, she has been there whenever I have needed help with my work or whenever I have had an issue within my workplace. Without having my tutor I think I would have found things much harder and I cannot thank her enough for all her time she has given me."

"on visits the tutor goes into detail of what I need to do so that I fully understand it. if I struggled with the maths or English she would go through questions I got wrong and spend time explaining how to do it."

"On visits always tried to motivate me and tell me to set goals such as being more organised and gave advice how to do it. If I ever emailed for help I would get a response that would explain what I needed to do."

"My tutor has always been supportive from day one and has understood me as a learner over the course of my apprenticeship."

