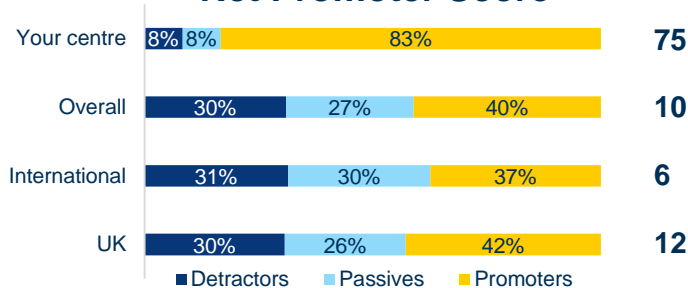


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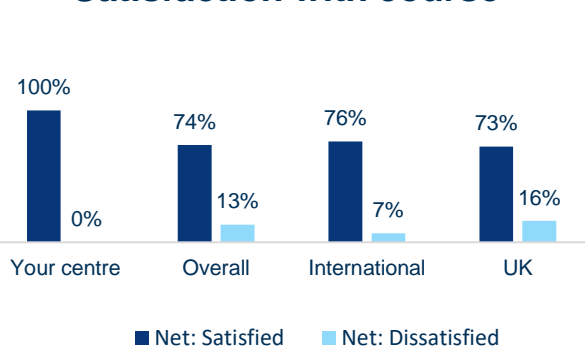
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Net Promoter Score

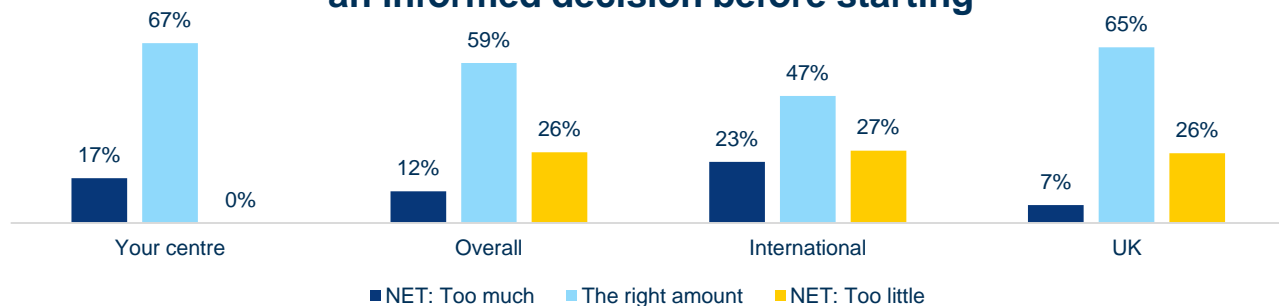


*NPS score can range from -100 to 100 and is used to indicate willingness to recommend the course.

Satisfaction with course



Amount of information received on the course to make an informed decision before starting



Respondents were asked to what extent they agree or disagree with the following statements:	Net: Agree			
	Your centre	Overall	International	UK
The content of the course was clearly explained to you at the start	100%	81%	83%	80%
The final qualification you could achieve was clearly explained to you at the start	100%	87%	85%	88%
You understood what you would need to do in order to achieve the qualification at the start	100%	83%	83%	83%
You understand the grading scheme of the course (Pass, Merit or Distinction)	100%	87%	86%	87%
You understand how you would be assessed on the course	100%	83%	81%	83%
You feel confident working independently on the course	100%	86%	84%	86%
The course has increased your self confidence	100%	80%	85%	78%
You are enjoying the course	100%	79%	82%	77%
The learning and assessment activities on the course relate to the world or work / employment	92%	76%	81%	74%
The college / learning provider has given you links to employers	82%	62%	67%	59%
It is clear how the course will help to advance your career	92%	78%	82%	76%

Chart bases: Your centre (12), Overall (1514, 1514 UW), International (483, 508 UW), UK (1026, 998 UW), Table bases: multiple bases

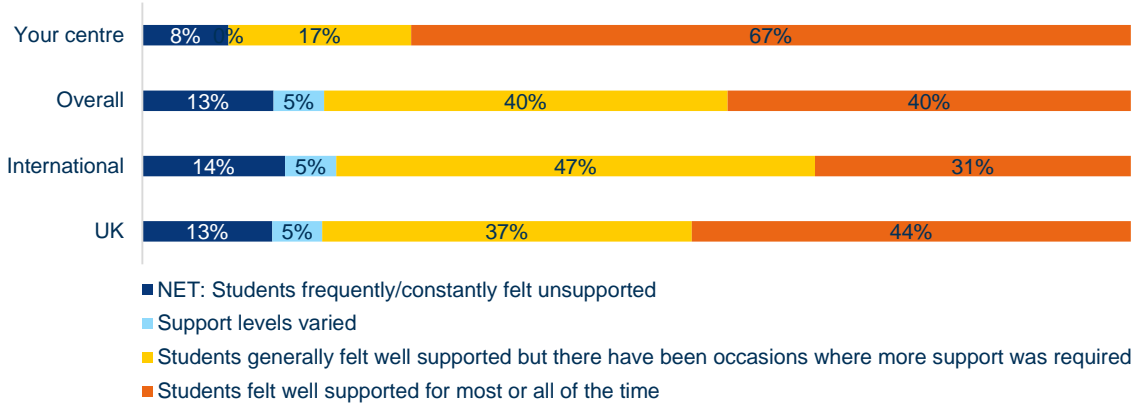
*NET scores are used to amalgamate categories where the base is likely to be too low for analysis

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Level of support felt whilst studying the course



How students would like to be better supported

- More/better tutors/teaching
- Quality study materials/resources

Advice on options for after the course has been:	Your centre	Overall	International	UK
Helpful	42%	38%	39%	38%
Informative	25%	33%	29%	35%
Detailed	8%	19%	19%	19%
Useful	25%	39%	42%	37%
Practical	25%	26%	29%	25%
Unhelpful	0%	4%	3%	4%
Confusing	0%	8%	12%	7%
Limited	0%	17%	16%	17%
Impractical	8%	3%	4%	3%
N/A - Not received any advice	8%	11%	6%	13%

Bases: Your centre (12), Overall (3028, 1514 UW), International (966, 508 UW), UK (2053, 998 UW)

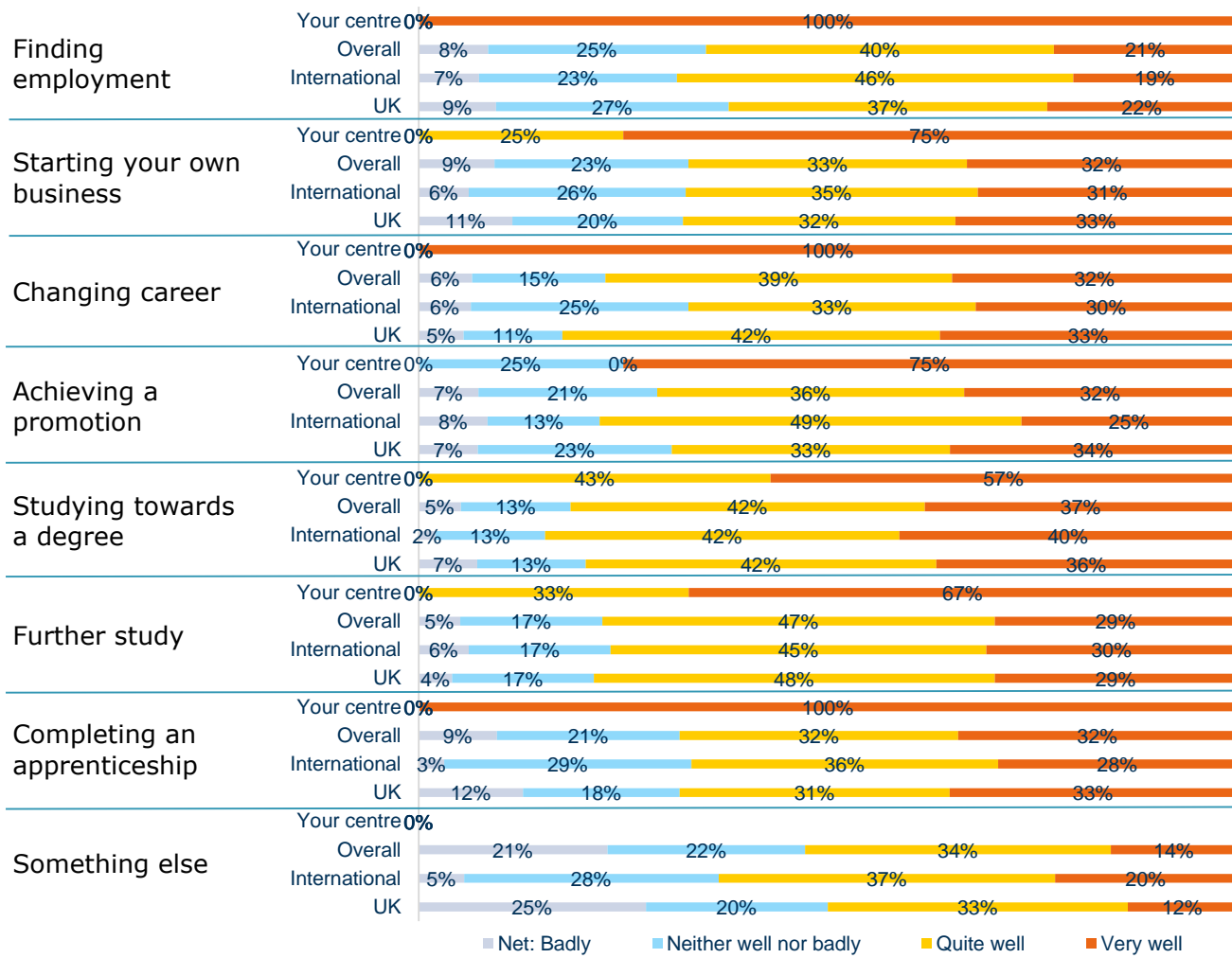
*NET scores are used to amalgamate categories where the base is likely to be too low for analysis

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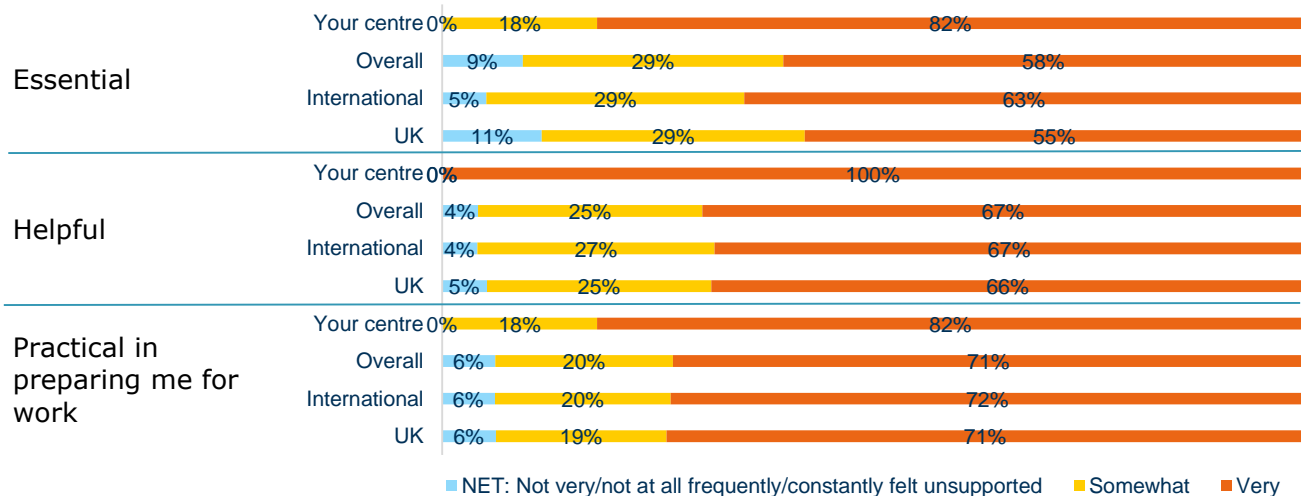


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The course prepares students for:



Work placements perceptions



Bases: multiple bases

*NET scores are used to amalgamate categories where the base is likely to be too low for analysis

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Intentions once the course is finished	Your centre	Overall	International	UK
Find employment	17%	27%	33%	24%
Start my own business	33%	17%	25%	13%
Change career	17%	9%	7%	10%
Achieve a promotion in my current career	33%	15%	10%	18%
Study towards a degree	58%	49%	50%	48%
Further study (learning that is not towards a degree)	25%	16%	18%	15%
Complete an apprenticeship	17%	11%	10%	11%
Something else	0%	4%	2%	5%
Don't know / undecided	0%	5%	5%	5%
None of these	0%	1%	1%	1%

Suggested improvements to HN qualification

- Nothing/Stay as they are/Keep up the existing approach
- Better overall quality of teaching/ more training
- Improve/more resources/specific equipment/ books/ materials for subjects
- Have links to work placement/ help find employment

Perceptions around the extent views and opinions on course improvements will be listened to

