



Surveys for Scottish Apprentices

MAYTAS

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 regularly and at the end of your programme. We also ask for your feedback on live events.

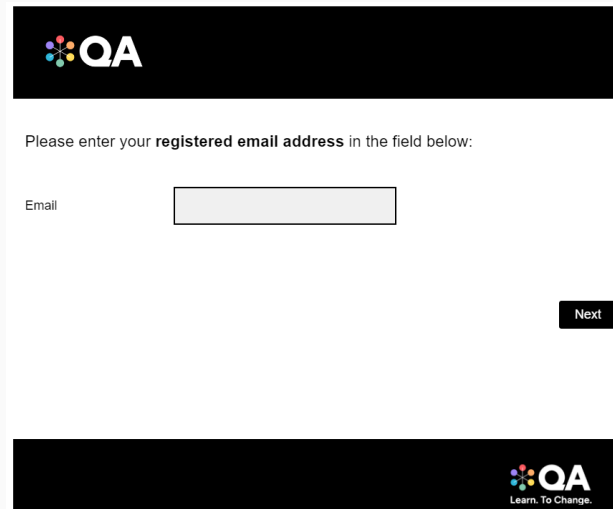
All the learner feedback that is generated from surveys is pulled into our Qualtrics Experience Management platform which enables our Customer Experience Team to monitor and review all your feedback effectively.

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

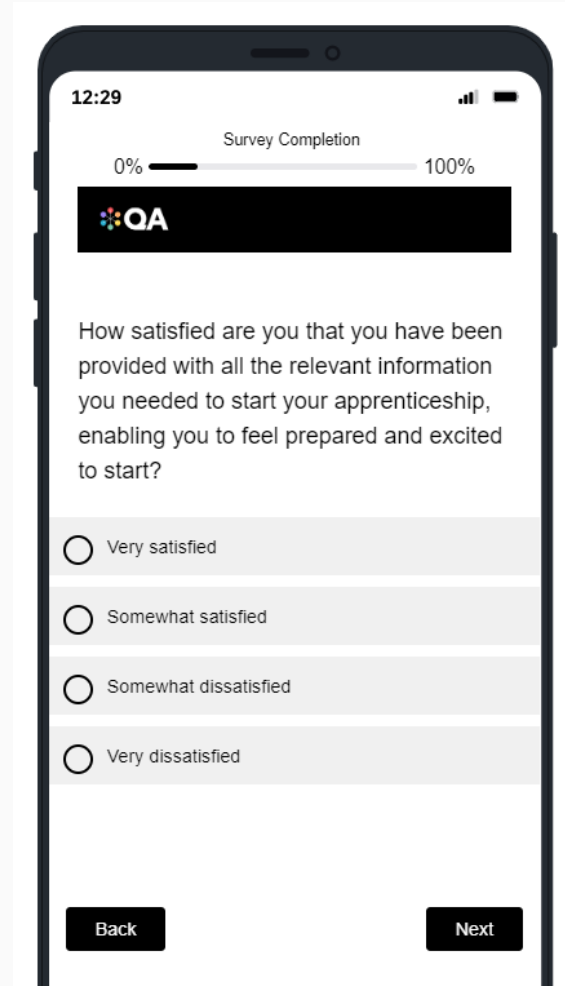
In September 2024, we reviewed and refreshed our approach to surveying apprentices. We have looked at the frequency of our surveys and also created new questions that are linked to the Quality Standards of Excellence.

How to access your surveys

1. Surveys are emailed out to learners from **Qualtrics** and a reminder sent three/four days later. Emailed surveys will have feedback@qagroup.com email address as the sender – *if you do not receive your survey, the first step is to ask your IT team to 'whitelist' the email address.*
2. The survey will be sent to the **email address that we have stored** for you, so may not necessarily arrive in your work inbox if you have given us a personal email address.
3. When you click through from the email you'll reach a screen that looks like this. 
4. 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.
5. The surveys are easy to complete with less questions than previously asked.
6. Surveys can be easily completed on your mobile or PC.



Mobile view

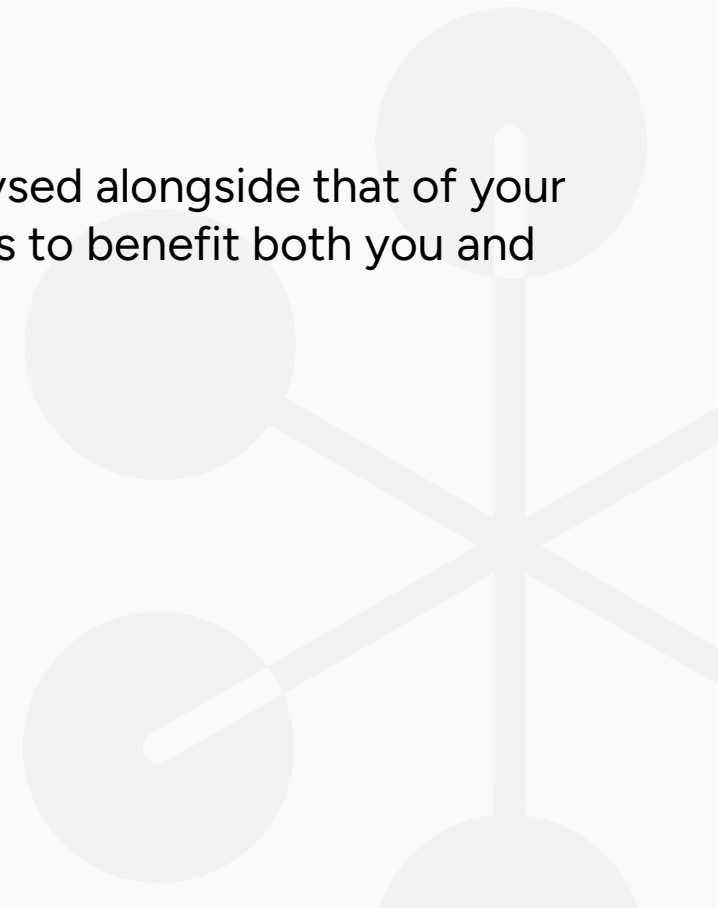


Surveys for learners in Maytas

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!**





Learn. To Change.