



Learn. To Change.

Listen. To Change.

Your feedback matters

July-24

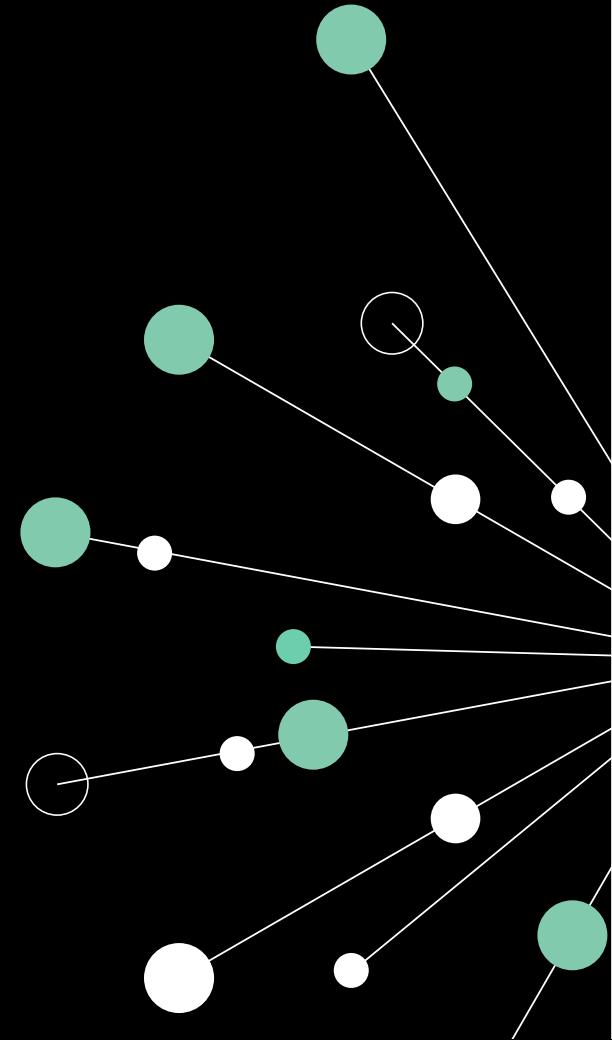
Listen. To Change.

Thank you to all those that completed the survey on the 'We're Listening' videos, because of that feedback, we are changing our approach.

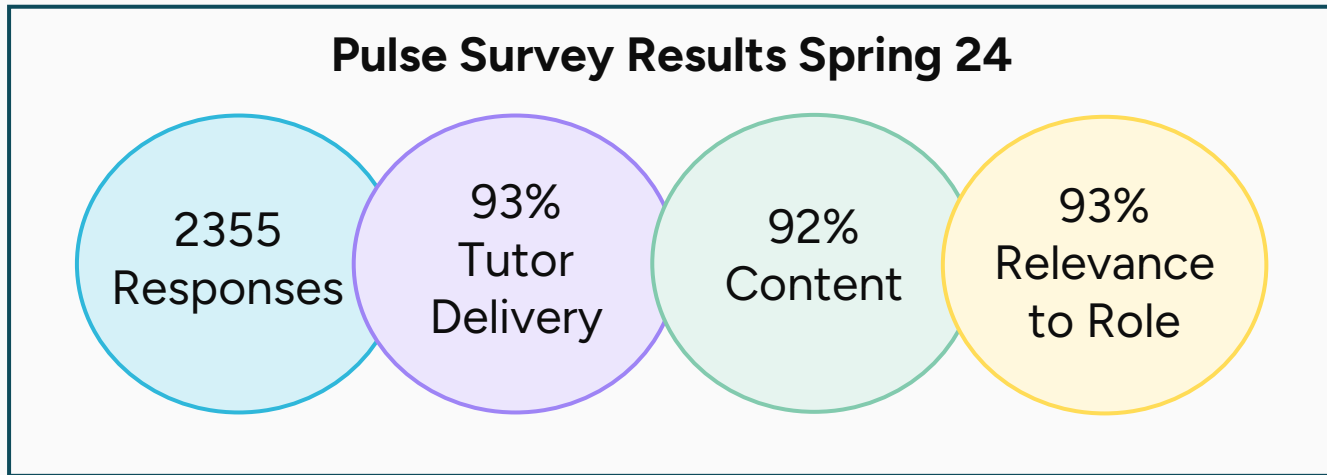
- 1** Most respondents stated they'd like a **written update** by email instead of videos. We'll take this forward linking to content saved on our **learner portal** so that it can be accessed at any time.
- 2** We asked how often you wanted to receive updates, and the majority agreed that a **termly communication** is about right.
- 3** 72% of you stated that you would like **programme specific updates**. We'll be actioning this for next term.
- 4** Having evolved the method of communication, we thought it was also time to review the name. The new name reflects the ethos of the communication in that change comes from listening to your feedback, and it's also a twist on the new QA vision; **Learn. To Change.**

Pulse Surveys

Spring Term feedback



Thank you for completing the **Pulse Survey** at the end of each workshop, your feedback drives our continual improvement initiatives enabling us to prioritise the most important areas to you.

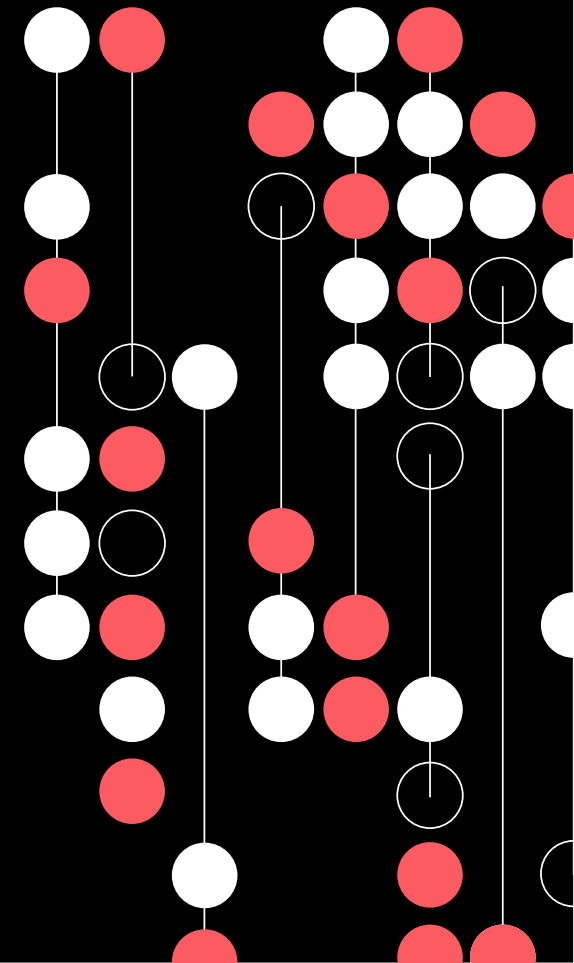


In the Summer Term we'll be asking you to **add in your email address** to the Pulse Surveys before completion, this means that we can follow up with individuals to offer support and can escalate issues appropriately. However, we will continue to treat all responses confidentially.



Spring Term Improvements

Focusing on Learner Engagement



Learner Engagement our theme for Spring

Encouraging use of webcams

We understand that having cameras on enables a visual connection that promotes peer to peer learning and an increased sense of community. We've been working with tutors and coaches to encourage the use of webcams reinforcing the value of humanising our virtual learning spaces.

Breakout Rooms

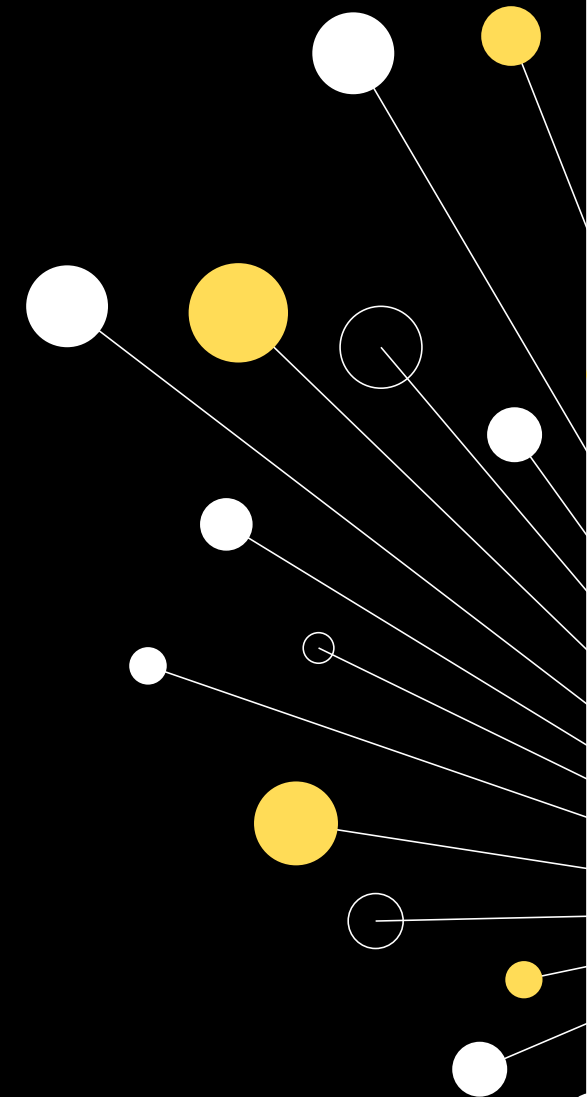
We've had a big focus on improving the breakout room experience. We have run CPD sessions, tutor led masterclasses and encouraged the sharing of internal resources and toolkits across our tutor community.

Industry Talk Forums

We were really pleased to launch the Industry Talk Forums led by our own Practice Directors. These were launched to enrich learners' and tutors' understanding and knowledge in areas of interest and specialism. Next term we have secured speakers from our Apprentice alumni community and are excited to share the dates with you.

We hope you'll see the benefit of these improvement activities in the Summer term. Our theme for Summer is Assessment for Learning, we'll share progress on this in the Autumn.

Ongoing activity



Ongoing activity

Timetable Changes

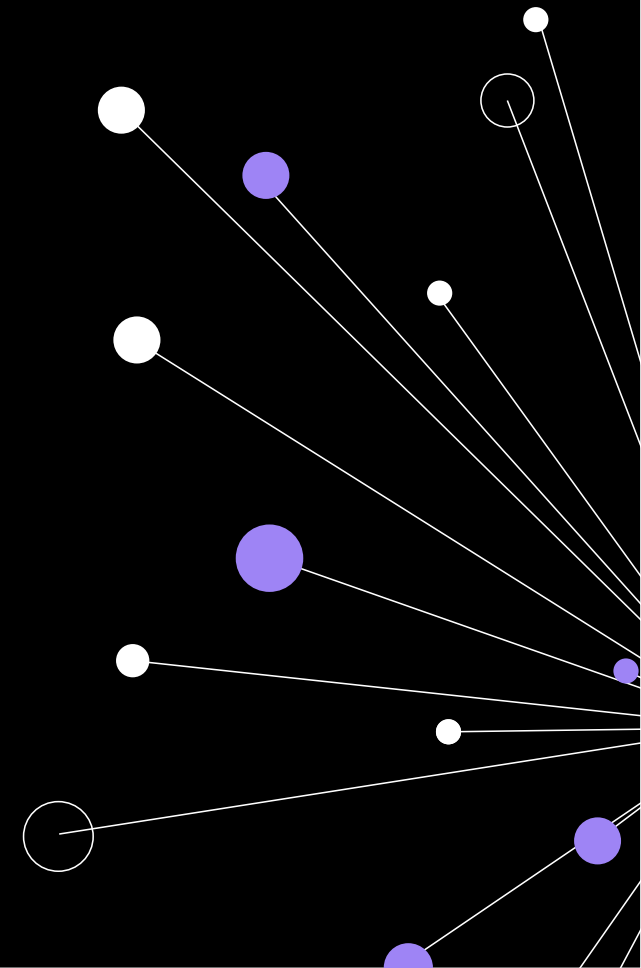
We understand from feedback received in both learner and line manager surveys that the cancellation and rescheduling of workshops can be disruptive for you and your employer. Whilst we do all we can to avoid this, sometimes this cannot be avoided, but we have been looking at ways that we can improve our processes to lessen the impact on you when we have to re-arrange sessions. Over the next term we're making changes to the process behind the creation of the schedule which will enable improved forecasting and a more robust workshop timetable.

Student Voice

We're recruiting new student reps! Student reps are the vital link between staff and the wider learner community and have a real impact on how we develop support for current and future learners. Student reps provide the student voice and play a formal role in enhancing the quality of their programmes and the wider learner experience. If you'd like to get involved, please contact becky.samra@qa.com.

Celebrating Success

Grade outcomes



Grade Outcomes

We've seen some remarkable achievements in the last year with 96% of learners across all programmes passing their EPA on the first attempt – here are some highlights!

Senior Leader L7

93% of achievers pass first time EPA and with a distinction

DTS L6

91% of DTS L6 achievers pass first time EPA with a first class or 2.1

DTS L7

99% of achievers passed their EPA first time, with 85% achieving distinction or commendation in their degree

PMDA

100% of achievers successfully pass their EPA with strong degree outcomes - 62% of those achieved a first class or 2:1

Cyber

48% of achievers graduated with a first class degree and 91% of those successfully passed their EPA first time

Artificial Intelligence

All achievers successfully passed their EPA with 43% passing first time, several earning distinctions and merits

Thank you for reading

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