



QA surveys for Degree 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.

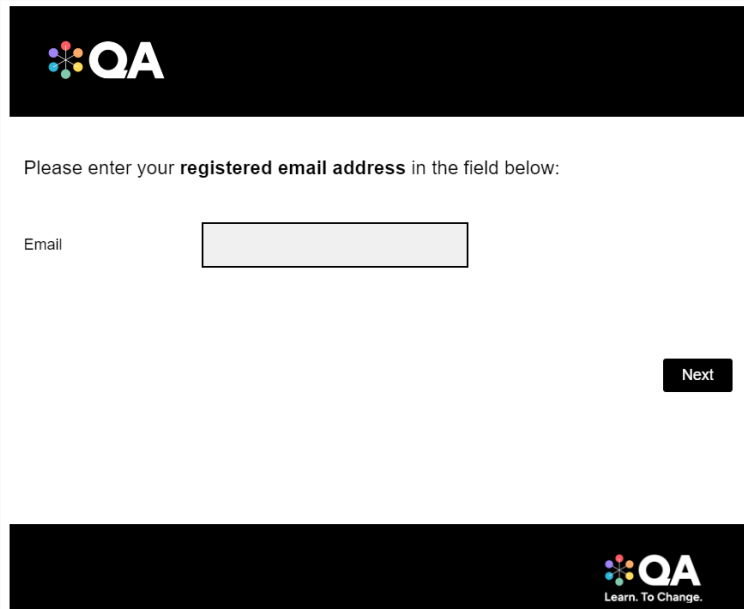
All the learner feedback that is generated from surveys is pulled into our Qualtrics Experience Management platform which enables our Customer Experience Team to monitor and review all your feedback effectively.

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?

1. Surveys are set as activities in BUD,
2. When you click through from BUD you'll reach a screen that looks like this:



QA logo at the top left.

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

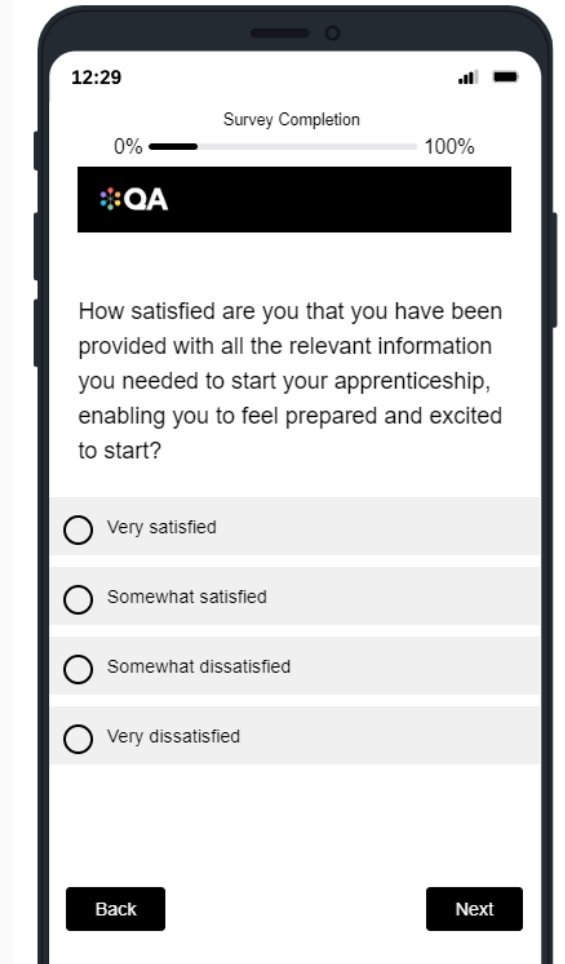
Email

Next button at the bottom right.

QA logo and 'Learn. To Change.' at the bottom right.

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.

Mobile view



12:29

Survey Completion 0% — 100%

QA logo

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

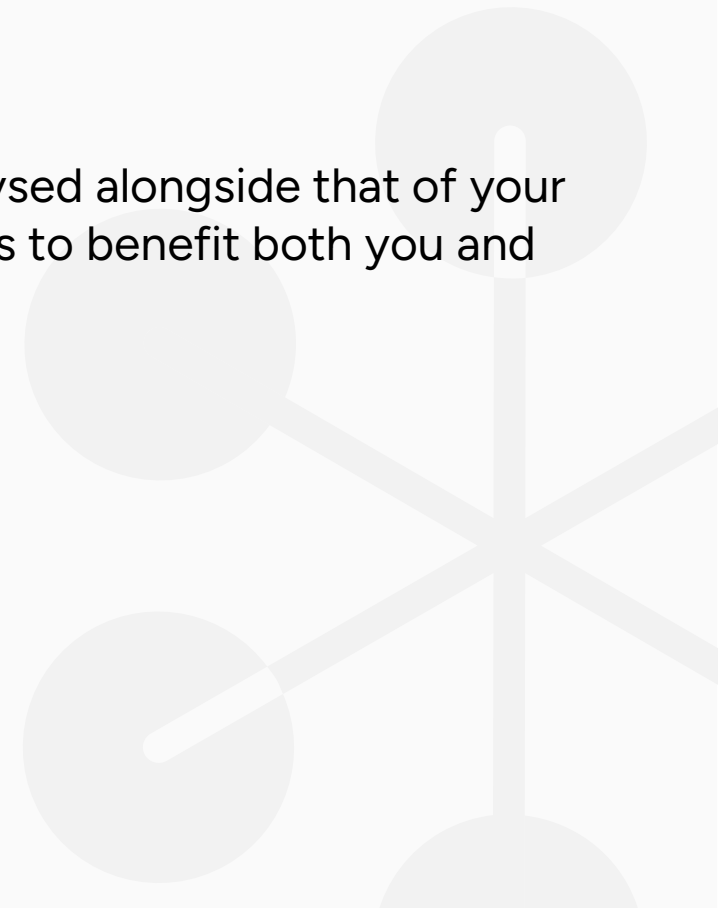
Back button at the bottom left, Next button at the bottom right.

DXD L7 surveys

When available	Week 6	Every 6 months	Each workshop	End of each term	Last day of learning	Within 3 months of completion
What	Start of Programme survey	On Programme survey	Pulse survey	End of Term Survey	End of Programme survey	Destination survey
Frequency	Completed once	Completed every 6 months	Completed after workshop	At the end of every taught term	Completed at the end of learning	Completed within 3 months of completion

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.