

Report on Survey Data

National College of Education
and National Centre for
Leadership and Management

July - December 2021

Summary

During the last half of 2021 surveyed over 630 Captiva learners after their most recent professional learning day which included a large number of starts on a first day of learning (500+) The results were very encouraging with an average of 82% of learners giving positive results and more than 20% giving 'Very Positive' or 'Outstanding' answers to all questions.

Learners who were further on their programme were most positive about Captiva across the board with those going through a First Day of Learning finding our response of the apprenticeship administration and compliance challenging. We have separated out these cohorts in order to drill into the challenges that cohorts find at different stages of their apprenticeship journey.

On Programme Learners – 129 in total

These learners have been on programme for between 6 and 12 months before they were surveyed in November and December of 2021. Having been on the programme throughout the pandemic there are some specific positive and negative feedback that needs to be seen in that context.

Key Findings – Positive

- 91% of learners felt that Captiva Learning has been supportive and flexible during the pandemic to support learners. 27% felt Captiva was outstanding in providing this support.
- 90% of learners felt that Captiva Learning delivered a strong online offer including through Zoom and Teams platforms. 26% of these learners felt Captiva was outstanding in this delivery.
- Over 88% of learners felt our Mentor and Assessors provided good support across a wide range of factors.
- In these areas we scored more than 50% outstanding:
 - How do you rate your SLT/PLM on these areas?
 - How well they relate to you as a person
 - The support they give you.
- Just under 80% would refer Captiva Learning to a colleague or family member

Key Findings – Challenges

The challenges that learners who are further along with their apprenticeship felt were a combination of internal and external factors.

- 56% were less satisfied with the developmental feedback on English and Maths. See comment above about English and Maths
- Externally 54% felt that their managers (in their employer) didn't give them enough allocated time to work on my apprenticeship.
- 21% indicated they would have problems recommending Captiva Learning to a colleague, friend, or family member.

Beginning Learners – 512 in total

These learners began their apprenticeship in the last 6 months of 2021. These starts occurred during the pandemic and the complexity inherent in their jobs in schools during Covid-19 are reflected in the responses.

Key Findings – Positive

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- 84% felt that the Learner Handbook was supportive and provided all the information they required to meet the apprenticeship. 14% of these learners felt that support was outstanding.
- 88% of learners felt the support provided by the apprenticeship mentors and assessors was strong, tailored to their particular job role and setting but also felt the delivery was good or better. 25% thought these elements were outstanding
- In particular, these statements received more than 91% support:
 - How do you rate your SLT/PLM on these areas?
 - o How well they relate to you as a person
 - o The support they give you.
- 77% would refer Captiva Learning to a colleague or family member

Key Findings – Challenges

The challenges that learners starting their apprenticeship in late 2021 were mainly to do with apprenticeship administration and compliance.

- 43% were less satisfied with the information provided about functional skills and BKSB assessments. This is frequently due to most of our cohorts having at least a first degree and so find these requirements superfluous.
- 30% didn't feel they got enough training on the OneFile portfolio system.
- 53% didn't feel they left with a strong enough understanding of the requirements of their apprenticeship or End Point Assessments
- 23% indicated they would have problems recommending Captiva Learning to a colleague, friend, or family member.