

The Framework for Excellence Bulletin

<http://ffe.lsc.gov.uk/>

January 2009

Learner Views Survey (2 January – 13 February 2009)

The Framework for Excellence Learner Views Survey went live on 2 January and runs until midnight on 13 February. It should be carried out by all providers in scope for the Framework in 2008/09. For those colleges and providers, the Learner Views survey is applicable to all learners on LSC-funded priority programmes.

The Survey asks a range of questions about the learners' experience of their provider, including their overall satisfaction with their learning experience. The answers to the questions will be analysed for each organisation to create a score, which will form part of the Framework for Excellence outputs in the spring. Learners and providers can access the survey here <http://ffe.lsc.gov.uk/Surveys/>.

Full information on the Learner Views Survey is available on the [Learner Views](#) website. Detailed guidance for colleagues involved in the delivery of the Survey to learners can be found in the [Guidance for college/provider staff](#). Colleges and providers can also access updates on the Survey through the [Survey](#) page.



York Consulting Limited – Baseline Report (2008)

The LSC has commissioned York Consulting Limited Liability Partnership (YCL) to undertake a five-year evaluation of the Framework for Excellence. The Phase One summary presents the baseline findings. An interim report (Phase Two) will be produced in 2010 and a final report (Phase Three) in 2012.

The main aim of the evaluation is to understand the impact of the Framework and to assess the realisation of the benefits of the new performance management system underpinned by the Framework as it develops over the next five years.

This baseline evaluation phase took place between March and August 2008 and consisted of stakeholder consultations, a survey of 1,053 providers, the collation and analysis of baseline data and 15 in-depth provider case studies. To find out more about the report please visit: [Framework for Excellence Benefits Realisation](#).

Employer Views

The first phase of the Employer Views Survey closed on 12 December 2008. Thank you to all of the providers that assisted with this survey.

As indicated in the [Framework for Excellence Provider Guide \(September 2008\)](#), follow-up telephone activity is taking place from 5 January to 13 February 2009. Ipsos MORI is carrying out the telephone survey using the employer details that were received in October/November 2008 – you do not need to do anything further at this point.

Not all of your employers will receive a telephone call. Although the number that will be telephoned can be determined with some accuracy, to ensure validity and fairness the employers called will be a random sample. Those employers that have already returned a survey, online or by post, will not be contacted again. Once there are sufficient responses to ensure a robust sample, telephone survey activity of employers will cease for that provider.

Following the telephone phase, results will be collated and scores derived. These will be communicated to you in spring 2009 with other Framework for Excellence outputs. Where requested by the employer, individual comments will be fed back to you.

GHK Consulting – Independent Review of the Framework

In 2008, the Framework for Excellence Policy Committee (comprising representatives of the LSC, DIUS, Ofsted and the LSIS) commissioned GHK Consulting to carry out an independent review of the Framework as a 'healthcheck'.

[GHK's report](#) is now available on the [Framework's website](#). The review was separate from, though linked to, related documents that analyse and assess the Framework, including the [Baseline Report](#) produced by York Consulting Limited as part of its five-year evaluation of the Framework (please refer to the article above), and the recent assessment [Testing the Case for Contextualisation in the Framework](#).

Diary Dates

2 January-13 February 2009	Learner Views Survey period
5 January-13 February 2009	Employer Views Telephone Survey

Feedback

Thank you for your continued support of the Framework Bulletin; your views on any issue relating to the Framework for Excellence are extremely welcome. Please email us at: frameworkforexcellence@lsc.gov.uk.

Subscription

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