

# Expression of interest

# Title: FE CHOICES - Learner Satisfaction Survey

**Project reference: DFERPPU/2019/010**

**Deadline for expressions of interest: Midday 20th August 2019**

## Summary

Expressions of interest are sought to conduct the FE Choices learner satisfaction survey for 2019/20 and 2020/21.

Consortium bids that combine experience and expertise in different elements and requirements of the work, e.g. experience of undertaking large-scale surveys and working with FE providers, are welcomed.

## Background

FE Choices is an annual learner and employer satisfaction survey that has run for 11 years. This EOI is for the Learner Survey only. The Employer survey is not being commissioned at this time.

The survey satisfaction data provide comparable information to help learners and employers make informed choices about education and training.

The survey has been open to all publically funded learners and apprentices (excluding those learners attending school sixth forms) in England. For 2018/19, this put approximately 1.7 million learners in scope of the survey (in approximately 1,600 colleges and training providers). Approximately 345,000 learners completed the survey last year.

## Survey aims

The aim of the survey is to provide performance indicators for Learner Satisfaction. This is derived from the questionnaire, which captures learners’ perceptions about their course, learning programme or training programme.

The key principles of the FE Choices Learner Survey findings are that they:

* Help all users to access the clear information they need to help them make informed choices.
* Provide information at the level that learners say they find most useful – subject and course level.
* Are, as far as possible, based on information that a provider could reasonably be expected to collect and use to manage its business.

## Methodology

We expect that a similar methodology to that used in previous years will be used. The primary method of collection of learner satisfaction responses should be a secure web-based survey, for example, through a secure web portal. Not all learners are able to complete a web-based survey, therefore there has previously been a paper survey as an alternative. For more detail on the previous surveys, read the technical information in the latest published report, which can be accessed [here](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/817265/OFFICIAL_SENSITIVE_Learner_Satisfaction_National_Summary_Report_2018_to_2019.pdf).

As in previous years, we expect the appointed contractor will work with and support FE providers to ensure the survey is distributed to learners. The contractor will therefore be expected to set up, host and manage a secure web portal.

### Questionnaire development

Major changes to the questionnaire are not expected.

The questions are translated into a score for the Performance Indicator, which is created based on pre-decided principles.

A more detailed set of evidence requirements will be provided in the research specification (at the Invitation to Tender stage).

### Survey coverage

The survey coverage is all adults aged 16 and over currently undertaking publically-funded FE learning or Apprenticeships, see here for further information: <https://www.gov.uk/government/publications/fe-choices-about-the-survey/fe-choices-about-the-survey>

### Fieldwork

It is expected that an online mode will be used, although as mentioned previously, paper questionnaires are available for a minority of learners who cannot complete a web survey.

### Analysis and reporting

Data will be cleaned and quality assured

Individual provider level data reports are required to be produced and delivered to providers within one month of the survey end date.

A more detailed set of output requirements will be provided in the research specification (at the Invitation to Tender stage).

Deliverables are required by **April 2020** and **April 2021**.

## Timing

* Deadline for EOIs – ***Midday Monday 20th August***
* Invitation for tender issues – *Monday 26th August*
* Deadline for tenders – *Midday Monday 16th September*
* Contract issued to successful bidder - *Friday 20th September*
* Inception meeting - *W/C 30th September*

The Department is procuring a contractor to cover the FE Choices Learner Survey for the 2019/20 and 2020/21 academic years. There will be a mid-point review clause in the contract (in Summer 2020) where the department will reserve the right to decide whether to take the contract forward to cover the 2020/21 academic year.

## Assessment criteria

Expressions of interest will be assessed against the following criteria:

* Expertise in conducting large-scale surveys
* Expertise in survey data cleaning, processing, analysis and reporting
* Expertise in working closely with providers to administer surveys

Each of these criteria will have equal weighting.

Expressions of interests submitted must be no more than 1,000 words. Anything over this will be ignored and we will not consider attachments or follow hyperlinks.

| **Closing date for EOIs: Midday 20th August 2019**  **Send your EOI form to: Eliz-Leyla.MANI@education.gov.uk** |
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## How to submit an expression of interest

You must submit an expression of interest (EOI) in order to be considered to be invited to tender. To do so, please complete the NEW EOI Form which can be found under attachments. A submission of an EOI does not guarantee an invitation to tender and the Department does not routinely advise organisations that they have not been successful in being invited to tender. Feedback is however available on request.

All contracts are let on the basis of the current Department Terms and Conditions. You are encouraged to check these before submitting your expression of interest, as these form part of your contractual obligations.

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