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**Evaluation Summary Community Learning & Adult Skills (CLASS) Provision July 2023**

**Aim**

Skills for Work completes a review of Community Learning & Adult Skills Service (CLASS) to support the measure of learner satisfaction, quality of teaching and learning, identify service improvements and ensure the safety of learners and staff.

**Process**

The CLASS satisfaction questionnaire was developed and issued to all CLASS learners studying E2-L3 qualifications, learning on 27th April 2023 (183 learners). Responses were monitored on a weekly basis to monitor and maximise response rates.

Deadline for completion was 3rd July 2023. An example of the questionnaire can be found <https://docs.google.com/forms/d/e/1FAIpQLScDDBx2--AAddxY5nhiTnewVnUSPOm6DBQap8H-VWPOpN8rpA/viewform?usp=sf_link>

ESOL learners (88 learners), evaluations were conducted through learner forums during July 2023.

**Response Rates**

The response rate for the survey was high and inclusive of 22-23 service delivery for accredited AEB learning.

183 in learning, 163 responses, E2-L3 88.1%

88 in learning, 66 responses, Pre-entry – E1 75%

The total in learning, 271 with 229 responses, resulting in an overall 84.5% response rate.

**Summary (E2-L3 Learners)**

The overall summary of responses indicates a very high level of satisfaction, overall average of 97.3% an increase of 2.2% on 21-22 academic year.

Q1. Does your course meet your needs? Satisfaction: 98.2%

Q2. I receive the support I need Satisfaction: 96.7%

Q3 I am treated fairly by Skills for Work staff Satisfaction 98.2%

Q4 Lessons and training sessions are delivered in a way

that helps me build on my existing knowledge. Satisfaction 97.5%

Q5 I am given feedback to help me improve Satisfaction 96.3%

Q6 My course is preparing me for what I want to do next Satisfaction 97.5%

Q7 I have access to the resources that I need to do well

on my course Satisfaction 96.7%

Q8 Skills for Work has created a safe, disciplined and

positive environment for me to learn Satisfaction 100%

Q9 I am able to give my views about things that affect me

and feel listened to Satisfaction 98.8%

Q10 I am well informed by Skills for Work about the career

choices available to me and understand what I need to do to

succeed in my chosen career Satisfaction 93.3%

97.5% of learners would recommend Skills for Work to a friend.

**Areas of good practice**

* Tutors create an excellent learning environment that allows learners to focus on learning which is organised and planned well. Creating positive attitudes and commitment to learning.
* Tutors create a positive environment that allows learners to focus on learning that is safe and disciplined.
* The quality of education is very good with elements of outstanding practice.
* The curriculum intent is designed to give learners, particularly the most disadvantaged the knowledge and skills they need to succeed in life.
* Learners feel well supported by their tutors and say support is outstanding.
* Learner develops and improve their personal and social skills.
* Learners gain detailed knowledge and understanding making good progress to their identified start points.
* Learners demonstrate high levels of respect for others with positive attitudes and commitment to learning.
* Good lesson resources that challenge learners in class and at home through google classroom and homework activities.
* Most learners are prepared well for their next steps in education and employment and provided with locally relevant careers guidance.

**Areas for development**

Although learners were very happy with the support from SFW, areas for improvement were included in the feedback that included.

* Review class duration, longer classes/multiple sessions in a week (13.5%, (E2-L2) of learners require more learning hours to progress quicker). (50% of ESOL learners would like more classes each week).
* Access to on-line learning resources, power point presentations to provide embedded learning and catch-up sessions for missed learning.
* Impact of learning due to tutor absence.
* Improve communication on curriculum development, 12.9% of learners would like to attend more courses, especially to GCSE, level 3 qualifications, first aid and employability.
* Some learners would like career development linked to employability to be provided at the start of their course.
* A reward system to motivate and encourage learners throughout their course.
* Provide additional support for people requiring creche facilities.
* Placement opportunities for learners on teaching assistant courses.
* More trips and extracurricular activities throughout the course

**Next steps**

A senior management meeting is planned for identified areas for development on 22nd August 2023. All learners will be issued with, you said/we did feedback during September 2023.

Quality of teaching and learning and learner journey experience remains a priority and is planned and monitored quarterly with annual survey and review to ensure service improvements are effective.

**Evaluation Feedback**

Committed and dedicated tutors create an excellent learning environment that allows learners to focus on learning which is organised and planned well. Creating positive attitudes and commitment to learning.

Learners really enjoy their learning experience at Skills for Work and feel challenged and motivated to succeed and achieve their personal goals. Many learner’s give examples how they develop and improve their personal and social skills, knowledge and understanding.

A safe, friendly, welcoming environment to learn, where they feel fully supported by the tutors. Learners say they are progressing well which gives them confidence and improves their health and wellbeing and self-belief through their progress and achievement.

Learners said that courses are supporting them to prepare and progress into future employment.

See examples below of what it is like to be a learner at Skills for Work.

Learners feel well supported by their tutors and say support is outstanding.

Tutors are friendly, helpful, and very supportive which is valued by learners. Learners feel they learn in a supportive environment, given extra support as required to achieve their goals and encouraged to ask for help. Good teaching methods with explanation of activities where work is explained in detail and support given as required to ensure learners gain detailed knowledge and understanding to make good progress.

With individual guidance and extra support learners have improved their confidence and motivation and exceeded their expectations, for many applying for volunteering roles and employability for the first time.

At initial assessment, learners are asked if they have any additional support needs. These are identified prior to the course starting and planned on the learners’ ILP. A detailed report is available. Health and disability needs are identified, planned and supported, including payment of travel and support for childcare where applicable.

Many learners have identified support needs that are individually planned, learners with anxiety talk about being comfortable and relaxed in their learning environment.

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| Learners demonstrate high levels of respect for others with positive attitudes and commitment to learning.Most learners feel they are respected and treated fairly by tutors. 1 learner who expressed dissatisfaction has been resolved through the customer complaint process. The other learner has enjoyed their learning experience had been good but after being challenged by the tutor for not attending they felt this was unfair.  |  |  |
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| Lessons are planned and prepared well with good classroom management. Tutors challenge behaviours, knowledge and understanding and make good progress. Learners say they are proud of their achievements.Learners understand their targets and what they need to complete on a weekly basis. They are provided with homework and their work is marked well. Learners say that tutors encourage them to do their best and that tutors are amazing, fantastic the way that everything is explained in a way it is easy to understand. Tutors are always available to help and support if required.Learners though not dissatisfied said that they would like more learning hours, more frequent classes on a weekly basis. |  |  |
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| Learners are set individual targets on their Individual Learning Plan which are reviewed on a regular basis. Learners are clear about their targets and what they need to achieve and improve. Learners say that they are supported and provided with advice and guidance that communication is good and they are listened to and helped in the classroom and especially examination preparation.Learners talk about the patience of tutors, being provided with positive feedback and how it motivates and challenges them to do well.Learners have identified aspirations and individualised life goals that they want to achieve. Many learners talk about progressing through their qualification levels and achievements and how education is providing them with their ultimate end goal of sustained employment. Many are completing volunteering opportunities to gain valuable work experience. For some ESOL learners it is having the confidence and understanding to go shopping and catch a bus and the ability to communicate to others with understanding in everyday life.The social interaction of meeting new people and creating friendships is important to many learners especially for their health and wellbeing.Learners attending teaching assistant qualifications are prepared to progress into sustained employment within a school. All learners on the programme have access to impartial CIAG sessions with the National careers service and have Career Development Action Plans to develop their next steps to learning and work.If they require 1:1 Employability Support a referral can be made to Skills House.Good lesson resources that challenge learners in class and at home through google classroom and homework activities.Learners say the approach and teaching methods used, support and availability to resources, clear lesson plans and welcoming learning environment enables them to do well on their course.Learners say classes are well planned and organised. Provided with a wide range of resources to give them the tools to learn from paper-based, Goggle Classroom, videos and recordings. Learners are provided with homework and additional resources to challenge learners and to help them improve. |  |  |
| 100% of learners feel safe in their learning environment which is welcoming and creates a good atmosphere. Learners are able to demonstrate a good understanding of expected behaviours and attitude, safeguarding and prevent, including a good understanding of online safety. Learners demonstrate high levels of respect for others with positive attitudes and commitment to learning. Learners say that we have a mix of people of all ages & backgrounds & get to learn a variety of different people’s views.Tutors create a positive environment that allows learners to focus on learning that is safe and disciplined, classroom rules are discussed and mutually agreed. |  |  |
| Learners are supported well and feel confident to ask questions without judgement. Staff are approachable, friendly and always listen when learners do not understand.  |  |  |
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Most learners are prepared well for their next steps in education and employment and provided with locally relevant careers guidance by the National Careers Service.

Learners feel that Skills for Work creates opportunities for learners to increase their confidence, skills, and employability prospects.

Some learners have gained confidence through valuable voluntary placement experience and upskilling their functional skills. Many learners achieve their exams and progress to the next level. Tutors have helped with interview preparation and some learners have successfully gained employment.

Learners thoroughly enjoy the teaching assistant qualification to support them in their chosen career of working in a school setting or with children.

15 learners are not currently looking for employment.

Some learners would like career development linked to employability to be provided at the start of their course.

11 learners said that they were not well informed about their career choices to succeed in their chosen career. All learners have been emailed with the relevant information.

**When learners were asked what can we do to improve their learning experience?**

Areas for development are identified:

* More courses available
* More IT courses linked to vocational requirements and expectations
* Evening classes and combine with employability skills for TA
* Could provide more courses in community learning centres
* Offering, provide drinks and a biscuit
* More lessons on informed material through PowerPoints, online resources rather than catchup for avoidable missed sessions
* There should be materials for practice through emails an online portal
* Conducting Online classes, self-teach to progress quicker
* Learning platform (ICT) is not good. Teacher needs to provide a lot of extra support
* More resources and equipment for teachers to help learners.
* Worksheets could be printed in a more manageable size rather than A3
* Provide teachers with better equipment and resources to improve learning for students
* Communication answer any emails if out tutor off
* Communication on start dates
* lessons that are cancelled have another teacher to help
* Delays in marking exams and lessons not always available in English due to staff absence
* Let us know if class is cancelled before turning up to class
* More notice of lesson changes if any
* We would be grateful if there's a teaching assistant level 3 course at St Peter's house. Even Though first aid course would be icing on a cake .
* If you can introduce level 3 courses
* Could we please have a level 3 teaching assistant course as it would be a benefit for everyone who is going to complete level 2
* Placement opportunities for TA course
* Expand it to GCSE higher level
* More courses over holidays for kids
* To study more hours in weekly. For example, 2 days of week.
* More days of ESOL classes
* Personally, I'd like the sessions to be longer, or for there to be more sessions in the week, purely from a social aspect as I really enjoy the conversation. I have found the course thoroughly enjoyable I would just love more
* More learning hours
* More days of learning
* One more day a week of learning
* I would like more learning hours
* Increase hours or days for classes
* Getting more than one session a week
* English class twice a week
* You can provide more opportunities on employments and apprenticeships.
* By providing regular career guidance from start of course. General course contents plus specialised training regarding specific job related topics.
* Career and job advice
* Provide more information related to get a job
* What happens next when completing the course
* inform people of other opportunities and courses that would be suitable for people in the class, to help further their education and career
* Would like more information about teaching assistant jobs available and how to apply for them as part of the course
* Encourage students by giving them an incentive. This will encourage and motivate, could be anything, monetary or little gift items .etc
* Arrange more trips and activities for classes
* Something needs to be checked and changed in Business Administration unit 503 exam
* Maybe offer creche for parents with kids

**Examples of Positive Feedback**

* Talented teacher and friendly environment for learning.
* Convenient place to go
* Friendly environment and relaxed learning
* The environment is very welcoming which makes it easier to understand things
* Nice environment
* Delivering the course in the community.
* Friendly environment
* The teaching is very brilliant also the atmosphere is great
* Fantastic service, you meet everyone’s needs, this service is much needed, tutors are very personable
* Like environment and organisation
* Near my home, I can speak better more confident than before and have more skills
* Positive environment for learning
* Good teaching
* Very friendly and good team, teachers always ready to help to have a good knowledge and gives advice for any situation
* Very good service and teaching
* The teacher is excellent
* My teacher is so good she is so cooperative, she explain everything perfectly. Your management is so good you guide us well about everything
* Plan the lessons well, and offer short courses to help with current course
* Everyone's polite
* Excellent Teaching
* Teaching and informative
* Teaching
* Excellent teacher, information always clear and timely.
* Good interactions with students, not boring classes.
* Friendly and professional tutors
* Teaching
* Everything is good the way of conveying method of teaching is very easy and very impressive
* Community outreach, assessment and feedback, good quality teaching and learning resources
* Excellent teaching.
* Well trained teachers
* Teaching methods
* I’m very happy with my English teacher she is very professional and always kind and helpful.
* The teacher is very helpful and friendly to us.
* You teach well
* Very good teaching methods
* Teachers are good
* Teaching in a good way
* Good tutor, not learnt from different tutor at other provider
* Friendly staff
* My tutor is amazing, she is inspiring & makes you believe you can achieve anything
* Impressive way of delivering lessons
* Excellent tutor and opportunities to help me as a mum getting back into work
* Explaining well so you understand
* Teachers are good and dedicated
* Help and understand that it's not too late to have a career or learn something new. Everyone has different abilities, and may not have gained any qualifications at school but are still welcome and are given the encouragement and confidence to learn something they love. Giving people a second chance that they may not have got first time round.
* Tutors have provided me opportunities to help me to refresh my skills.
* This course helps me to improve my English skills
* I am improving my English
* To learn new things and improve my reading and writing, speaking as well, learning new words
* I like reading and writing and listening
* Improving writing, listening and help to get job
* This course helps us very well we improve our learning skills
* Advice and range of courses
* Support students very well.
* The support for skills for work is outstanding. They have made this journey so easy and enjoyable for me
* My tutor is a fantastic teacher. When I don’t understand something she is patient and will explain the question numerous times so I can understand
* A great tutor she is very helpful
* Good support for students
* You support students
* Teacher is very supportive
* Everyone supports each other
* Supporting the learners
* The teaching is very good, and the teachers are supportive.
* I like the way how teachers explain and support us in our lessons
* Friendly atmosphere and committed teachers. Good support and advice.
* I have certain learning needs and my tutor supports them well
* Listen to me to help me with my course
* The overall support is amazing by staff
* Everything, the staff are very friendly and so helpful
* Always gets help when needed
* Good support
* This course has given me the confidence and belief in myself to apply for a volunteering role in a position relating to the course with a view to applying for the next available teaching assistant position that opens. I wouldn't have been able to do that without the support from my tutor & class, so thankyou
* I learnt more confidence
* They give me motivation.
* I’ve improved my confidence and improved my writing
* Encourage us to do more courses
* Enjoyed coming to class
* Great experience
* Everything, looking after students and materials we needed for support
* I enjoy my learning
* Really enjoy ICT class, she understands and always encourages us to do our best
* Good timings and enough sessions for understanding
* You do well in looking at my strengths and weaknesses, also what I need to work on to progress and improve
* Helping us to understand any exam questions where help is needed more
* To have regular feedback from the students about the course contents and evaluation of the teachers
* A fantastic teacher & explains things in a way that is easy to understand
* Delivery the course and aiding me to hit the criteria needed to get the result I want
* Explaining in amazing way
* The way everything is explained in the courses is understandable.
* The teaching is certainly good. It improves my knowledge, and I learnt a lot from doing the course. Everything was explained to me in detail and in an easy way to understand
* Good help got lots of knowledge
* Giving resources helping us to improve
* Skill for work text me all the events they have in advance
* Give enough time to do homework
* Availability of learning materials and approach to teaching has been remarkable
* Good lesson resources in class and on Google Classroom
* Give people the tools they need to learn.
* I have completed my level 1 and 2 in TA . I got all the support and resources to achieve my learning throughout my course. .I very much enjoyed the company of my tutor's and hope to complete a level 3
* Help me achieve my goals
* Clear lessons and access to classroom
* The tutor helps towards ILP which means you can achieve a specific target.
* clear timetables on what's to be expected each week on the course, flexible and manageable work.
* The tutor was very helpful with ILP.
* Communication and organisation
* Keep us up to date and informed of all activities available to us

**What it is like to be a learner with Skills for Work and how it makes you feel**

* What is it like to be a learner with Skills for Work and how does it make you feel?
* “It is enjoyable; we have a mix of people of all ages & backgrounds & get to learn a variety of different people’s views. The class is a good size & everyone gets along & helps each other.
* "It's great to be a learner at Skills for work. The positive and constructive feedback that I receive from the teachers in order to improve my knowledge and skills, is fantastic”.
* “Very laid back and relaxed atmosphere that provides a good learning environment”.
* “I enjoy it”.
* “Excellent. Gives you confidence”.
* “Improved my communication, I speak more and be kind and respect others”.
* “After doing the course, learner can find suitable job that they want”.
* “I'm more confident and happier with my studies”.
* “Amazing”.
* “I have enjoyed my learning journey. This has made me more confident; I don’t think I could have gotten this far if I had to attend college”.
* “My teacher delivered so good and gave us enough resources for better understanding”.
* “As a learner at Skills for Work I have a great chance to find good jobs”.
* “It’s been great. Staffs and other learners support each other”.
* “I'm really enjoying it”
* “I feel valued as a learner. I also feel really supported when I am struggling to understand the work given”.
* “Better in myself and confident”.
* “I love studying here and intend to take another course”.
* “I like my teacher 's teaching method her behaviour your guidance”.
* “I feel that I have gained confidence in group discussions, and I feel valued as a learner here”.
* “I feel I was able to achieve my goal through Skills for work and hopefully get into employment”.
* “Enjoyable”.
* “I cannot reiterate how much I have thoroughly enjoyed being involved in this course. Having been a stay-at-home parent for 12 years prior, it has reawakened my passion for learning, given me the confidence and social skills that I had lost through being at home for an extended period and encouraged me to put myself out there to apply for opportunities”.
* “Interesting and informative”
* “It just makes you feel absolutely great to achieve”.
* “I think that I have improved my English since I started the course”.
* “Environment is friendly”
* “It’s really good”.
* “Gives you motivation”.
* “Such a friendly approach”.
* “I have enjoyed my learning as it was safe, and the tutor was very welcoming”.
* “It’s been great experience”.
* “It's a confidence builder as well as an educational one. It's very good for my wellbeing as well as gaining a qualification or learning a course. It feels good to meet with new people. I think being able to do the courses at a local school is good and makes it a lot easier for a lot of people. It's great coming to the family play days too and I like the fact that Skills for Work keep you updated with what's going on and invite you to other courses and events”.
* “It's great to be a learner at Skills for work”.
* Teachers know their subject matter and make lessons enjoyable and clear. Environment is excellent.
* “Good, informative, and made me feel welcome”.
* Not too helpful, rather more focused contents to be introduced according to job requirements. Resources could be better utilised by effective planning and regular practical training programs.
* “It is rewarding to feel I am getting closer to my goal of hopefully teaching in a school”.
* “Improving my self-confidence”.
* “I feel confident and a happy student. A big shout out to her and other staff. Thank you”.
* “Great to know I am working towards something that will help me get employment in the future”.
* “I learned to speak better”.
* “I like it I got confidence to speak in this and give a positive feeling”.
* “My speaking skills getting better day by day”.
* “It feels good to be in a class with new friends” .
* “An opportunity”
* “Give me motivation to learn more”.
* “I feel more comfortable”.
* “It's good, I am happy”.
* “I am feeling very comfortable in the classroom thanks again”.
* “I feel great the teacher is the best”.
* It's amazing to be a learner at Skills for Work”.
* “Really enjoying my course”.
* “Positive learning environment”.
* “It is like fabulous teamwork. Fabulous teaching very impressive”
* “Awesome”!!
* “A good place to learn and develop one's skill for future purposes”.
* “Good learning and workshops”.
* “I’m comfortable with the class size and feel settled”.
* “Feel like a student again”.
* “Very enjoyable, gets the best out of you and also help when needed”.
* “Enjoyable”.
* “I feel well supported, and that I'm working towards a valuable certificate”.
* “Positive experience”
* “Good experience”
* “It has been very enjoyable”.
* “Fun environment”
* “Very interesting, informative and lots of positive emotions. Met so many good friends in my English course”.
* “It's good as the teacher treats us with respect and fairly. Also, the lessons are very clear by teacher's explanation to put it easy as well as possible”.
* “Giving me a bit more focus in life”.
* “Yeah. it really good”
* “It makes me motivated and determined to learn new skills and build on them”.
* “I'm very delighted to study here I'm learning new skills, making new friends”.
* “In a few months I improved a lot”.
* “So many good things to mention”.
* “Good, I feel listened to supported and leave every class feeling like I have achieved something”.
* “It's very fun and exciting to learn”.
* “It keeps me enthusiastic and motivated”.
* “I am really enjoying learning from Skills for Work. "
* “Fantastic”.
* “The desire to gain knowledge and develop skills to improve your work performance”.
* “I have learnt the transferable skills like communication. It boosts my performance at work”.
* “ALOT better than being at school”.
* “Everything is fine, tutor is amazing”.
* “Good helping me at home with kids cause learned about safety”.
* “Really good, exciting and safe environment had a great time”.
* “Safe enjoy environment and nice admin”!
* “Good I’ve met some lovely people and enjoy my time there”.
* “There is extra activities for children during school days off which is great”.
* “Brilliant, our team was great. Our tutor was the best, she was helpful, great at explains and making sure I fully understood”.
* “Feeling more confident and prouder of what I achieved”.

**ESOL Evaluation Summary (Pre-entry-E1)**

During July 23, learner forums were completed with 12 ESOL classes.

88 learners in learning and responses from 66 learners resulting in a 75% response rate resulting in a 100% satisfaction rate.

The overall summary of responses indicates an outstanding level of satisfaction. All ESOL learners are very happy in their classes and enjoy the social interaction, learning and making new friends. For many ESOL learners this is the first time that they have achieved a qualification.

ESOL Learners fell they are fully supported in class and learn many new things that help them function in everyday life. Many learners said that they have improved their speaking and listening skills are now able to read text and write simple sentences and demonstrate understanding. All learners said that tutors are very good. Learners were able to give many examples of what they have learnt during their course from the alphabet, use of grammar and punctuation, spellings and learning many new words.

ESOL learners have a good understanding of British values and safeguarding.

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| --- | --- | --- | --- | --- | --- |
| ESOL Statements/Questions | A yellow face with a black background  Description automatically generated | A yellow smiley face with black background  Description automatically generated | A red face with a sad face  Description automatically generated | A yellow face with a sad face  Description automatically generated | A yellow face with black lines  Description automatically generated |
| I enjoy my course and it helps me to meet my needs. | 59 | 7 | 0 | 0 | 0 |
| I get help and support from my tutor. | 63 | 30 | 0 | 0 | 0 |
| I learn new things. | 61 | 5 | 0 | 0 | 0 |
| I am treated (well) fairly by my tutor and other skills for work staff. | 63 | 3 | 0 | 0 | 0 |
| I feel listened to in class and able to join in. | 64 | 2 | 0 | 0 | 0 |
| The tutor tells me what I need to work on to improve/get better. | 65 | 1 | 0 | 0 | 0 |
| I am safe in class and in my community. | 63 | 3 | 0 | 0 | 0 |
| Are you happy in your class? | 60 | 5 | 0 | 0 | 0 |

Potential areas for development

* Problems with WIFI on occasions at Bankfoot Primary School
* Loan devices to school for delivery of ESOL ICT (Bankfoot Primary School)
* More teaching hours (learners would like 6-8 hours weekly)
* More classes a week (minimum 2 required)
* Bring children to class do joint sessions on occasions, in holidays maybe?
* ES22-155 would like a morning class or course delivered in BD3 preferably.

**Positive Feedback from ESOL learners**

* Helps you a lot
* Very helpful always helps you
* Marks your work so you learn
* She is amazing. Wonderful teacher
* I enjoy how to use a mouse it was very difficult at first
* I will use my computer at home and practice
* I have learnt many new skills and I have enjoyed it
* I know how to send and delete emails
* I now have an email I did not have before
* I found it difficult at first to use a mouse but I am confident now
* I have learnt how to send an email
* I have built my confidence how to use a laptop
* I can now get messages from my children’s school
* Be able to meet new friends
* Quality time in class
* Improving my communication
* Learning new things makes me feel happy
* Inspired by the teacher and student behaviour
* Communicating with others
* Learned many new things
* Improving my English
* Teacher is very good
* I really enjoy class
* The teacher is really good
* I have improved my speaking & listening
* I am more confident
* I can put sentences in the right order
* British values
* Different parts of speech
* Different types of text
* Spell new words
* Form sentences using adjectives
* Understand form filling
* Improved grammar and spellings
* I enjoy class