



# Apprentice Induction Survey: End-of-Year Report

28 August 2024

## Background

The Apprentice Induction Survey was introduced in September 2023. The survey is not a satisfaction survey but is a measure of how well apprentices understand key apprenticeship terminology and how confident they feel they have been inducted into their course. The survey is embedded into the very first tripartite progress review form on Aptem as a non-compulsory pre-tripartite progress review meeting exercise. Apprentices' responses are anonymous. The survey is constantly live, and an analysis of responses is undertaken every six months by Quality Assurance and Enhancement (QAE).

Based on the outcomes of the survey, QAE produces additional support and guidance for course teams to support their apprentices to fill in knowledge gaps and to improve the scores of the next round of the survey's analysis. For any open-ended comments apprentices provide in the survey, QAE seeks responses from any applicable professional services teams (provided at the end of this report).

## Headlines

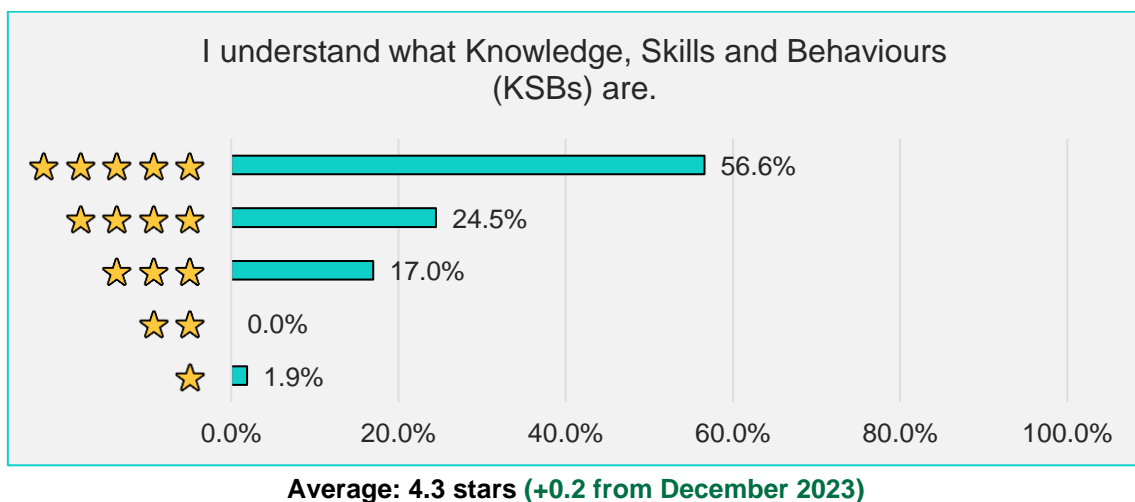
- All areas were graded above 2.5 stars, indicating that overall, apprentices are being satisfactorily inducted to UEL and being explained to what key apprenticeship terminology is.
- The following three areas were graded as the areas apprentices were most confident in:
  1. Average **4.6** stars:  
"I know when I am attending University sessions (including whether they are online or on-campus)."
  2. Average **4.4** stars:  
"I know my way around campus (lecture halls, libraries, cafeterias, etc.)."
  3. Average **4.3** stars:  
"I understand what Knowledge, Skills and Behaviours (KSBs) are."  
AND  
"I understand what Tripartite Progress Reviews are."  
AND  
"I know who my key contacts are at the University."
- The following area was graded as the area apprentices were least confident in:
  - Average **3.2** stars:  
"I understand what Gateway is."

- The following three areas saw the biggest improvement since the previous Apprenticeship Induction Survey report:
  1. Increased average of **0.4** stars:  
“I understand what End Point Assessment (EPA) is.”
  2. Increased average of **0.3** stars:  
“I understand what Gateway is.”
  3. Increased average of **0.2** stars:  
“I understand what Knowledge, Skills and Behaviours (KSBs) are.”  
AND  
“I understand what Tripartite Progress Reviews (TPRs) are.”  
AND  
“I know who my key contacts are at the University.”  
AND  
“I feel a part of the UEL learner community.”
- The following areas saw the least improvement since the previous Apprenticeship Induction Survey report:
  - Decreased average of **0.1** stars:  
“I know when I am attending University sessions (including whether they are online or on-campus).”  
AND  
“I know all the University support services available to me.”
- For 2023/24, end-of-year responses were equal to or greater than the mid-year responses for 2023/24 in **10 out of 12** measured areas.
- **Overall, apprenticeship induction is steadily improving and apprentices continue to build confidence in key apprenticeship terminology from early on in their apprenticeship.**

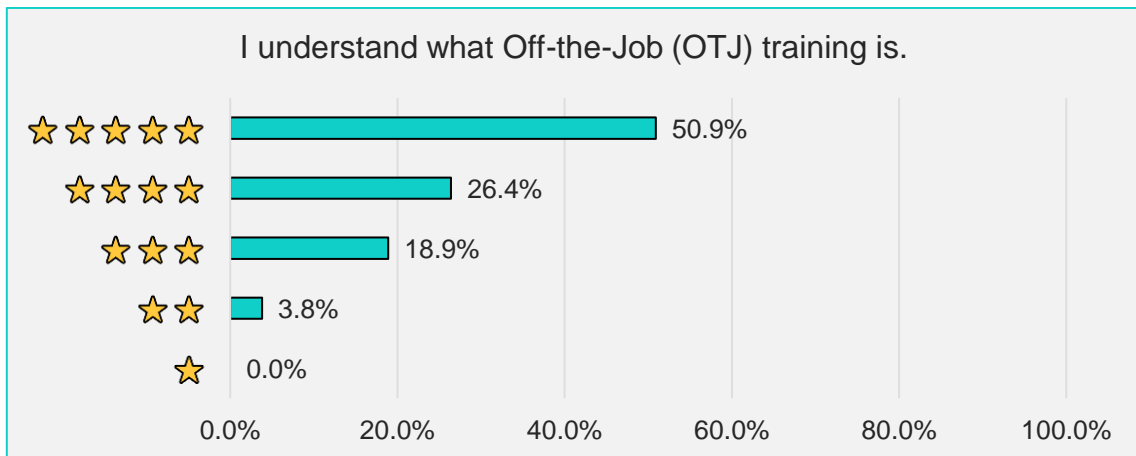
## Summary of responses

Based on 53 responses from 3 January 2024 to 25 August 2024.

### Area of confidence 1

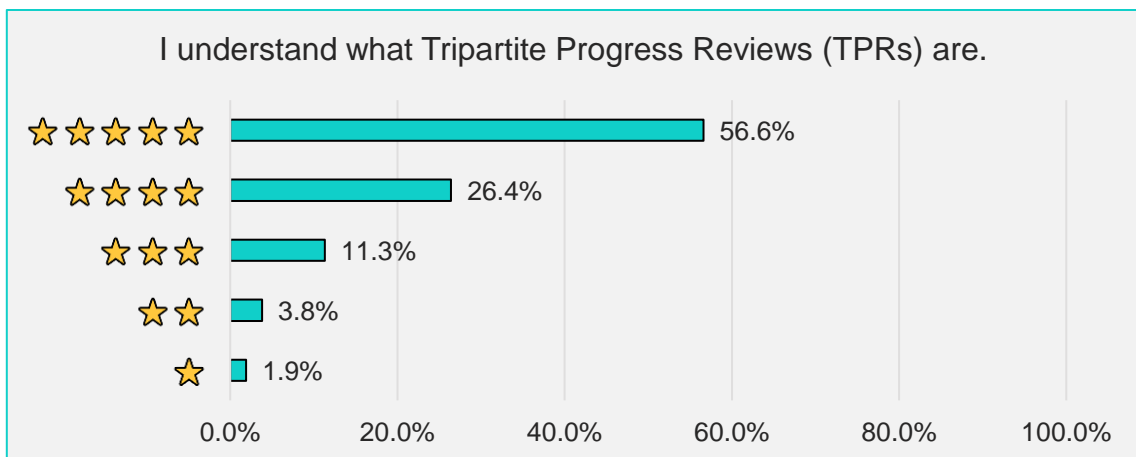


### Area of confidence 2



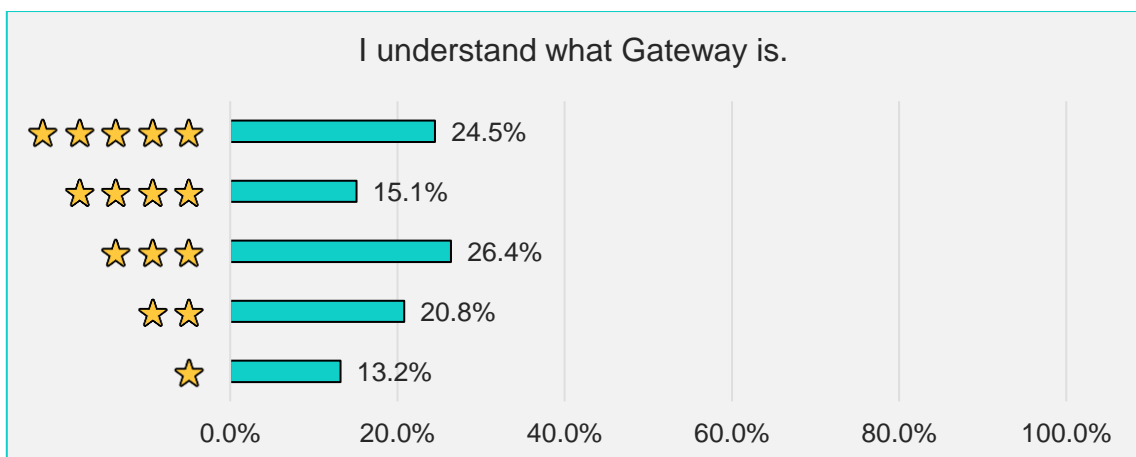
**Average: 4.2 stars (No change from December 2023)**

### Area of confidence 3



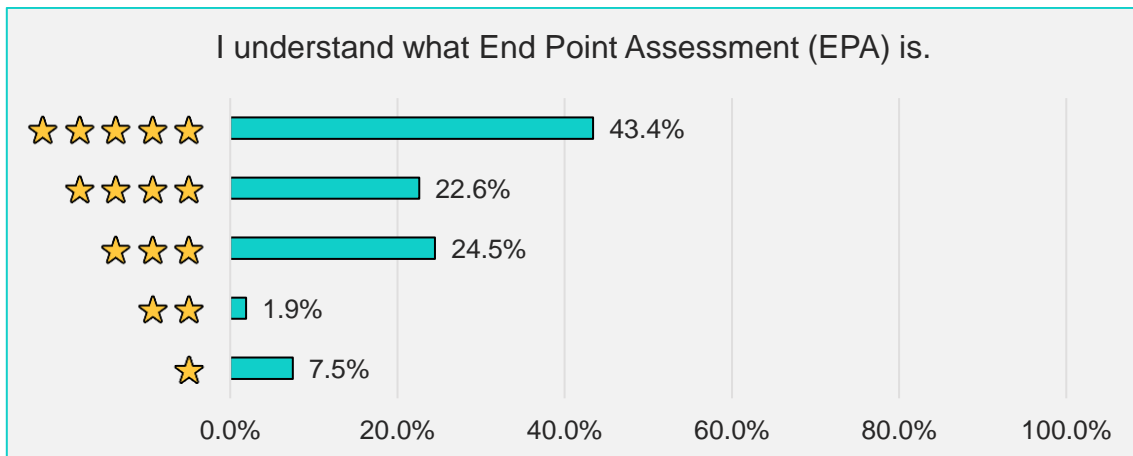
**Average: 4.3 stars (+0.2 from December 2023)**

### Area of confidence 4



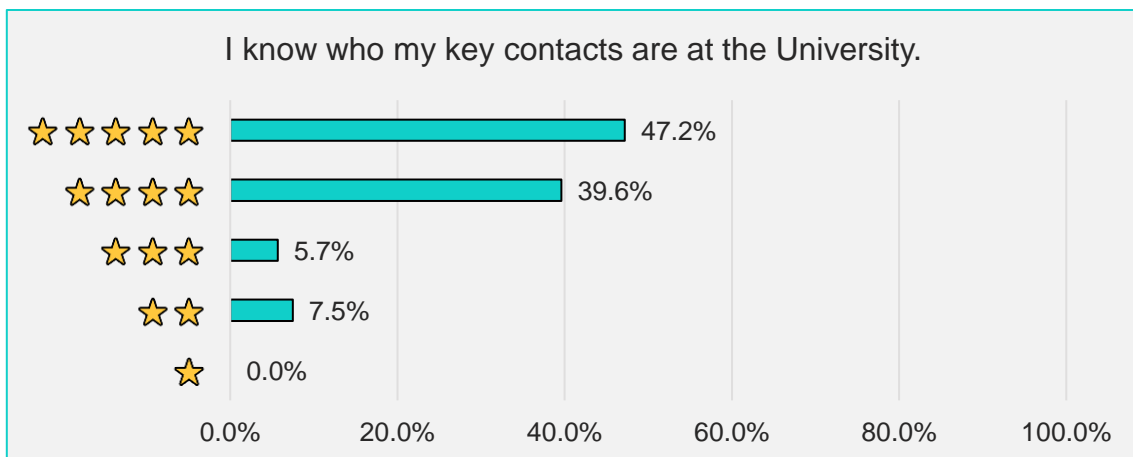
**Average: 3.2 stars (+0.3 from December 2023)**

### Area of confidence 5



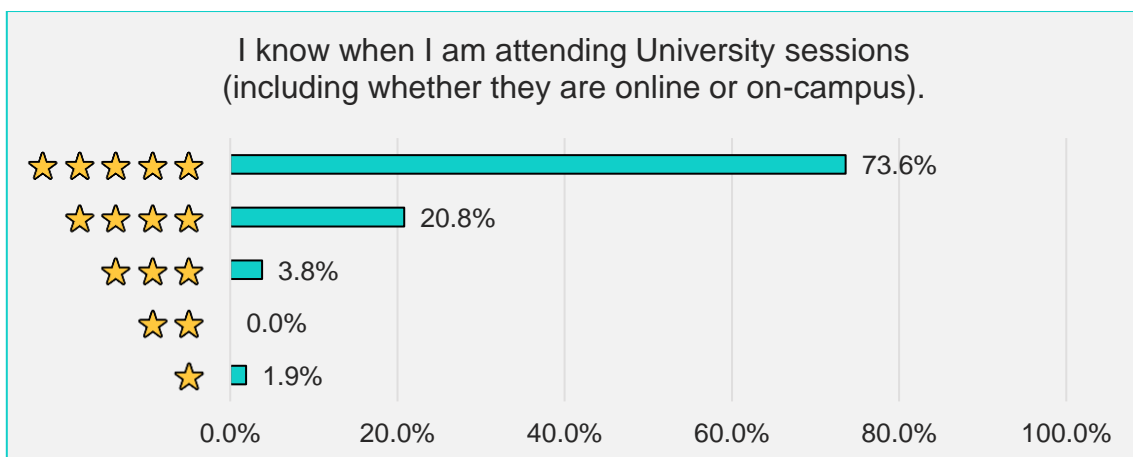
**Average: 3.9 stars (+0.4 from December 2023)**

### Area of confidence 6



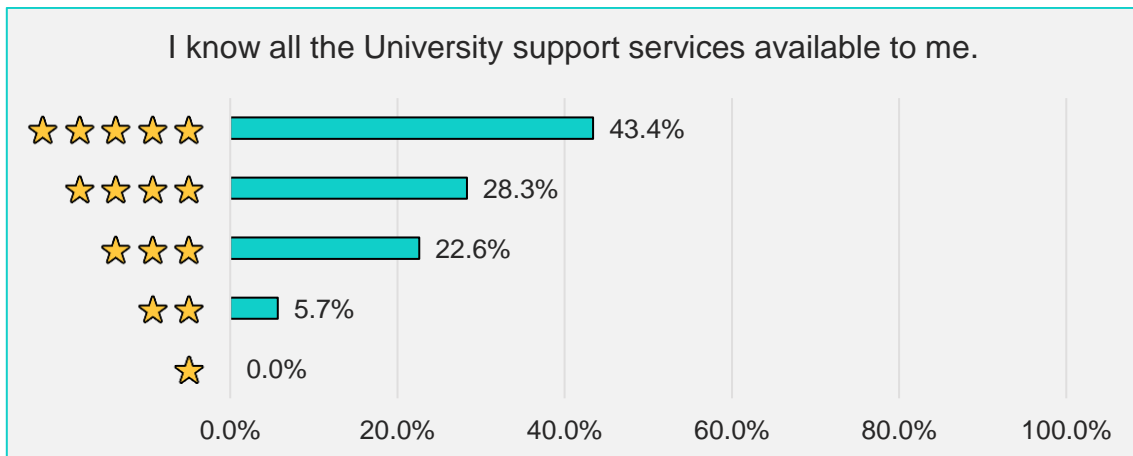
**Average: 4.3 stars (+0.2 from December 2023)**

### Area of confidence 7



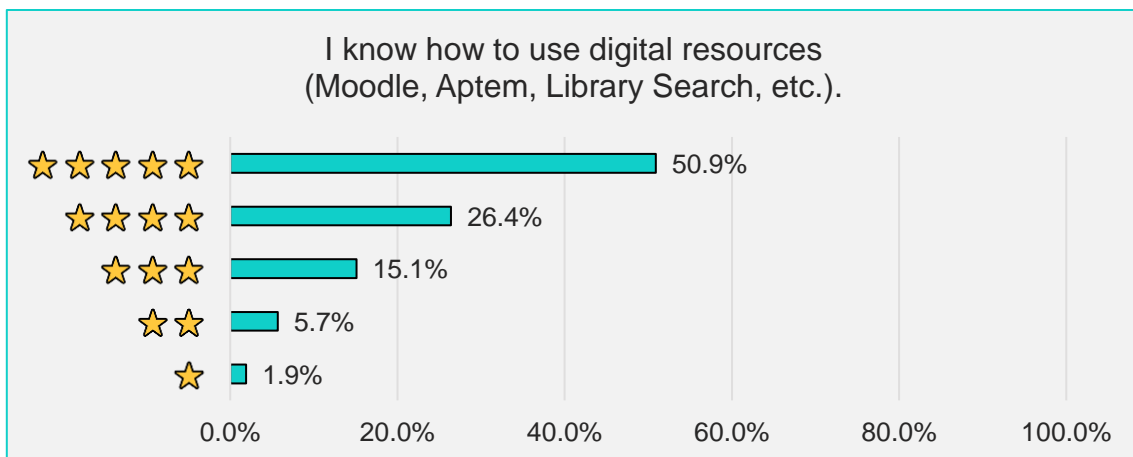
**Average: 4.6 stars (-0.1 from December 2023)**

### Area of confidence 8



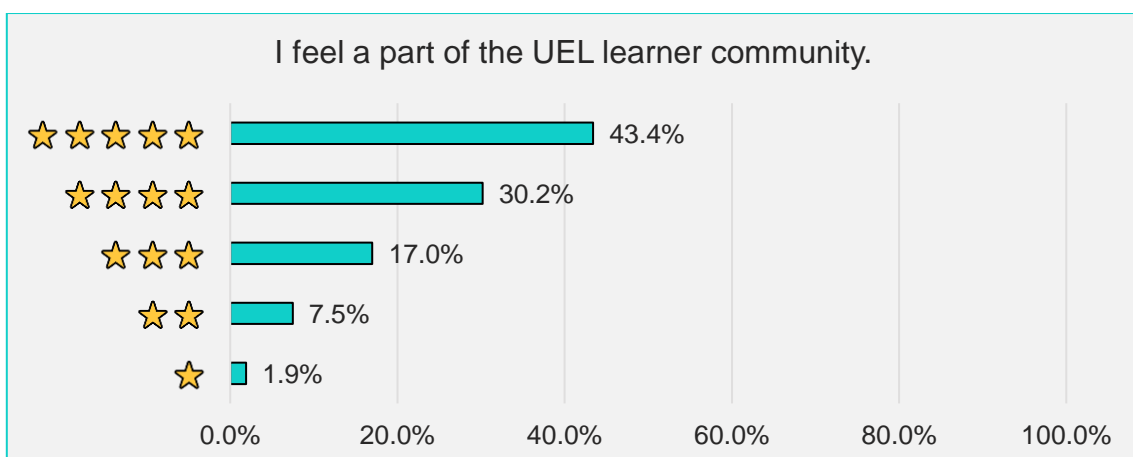
Average: 4.1 stars (-0.1 from December 2023)

### Area of confidence 9



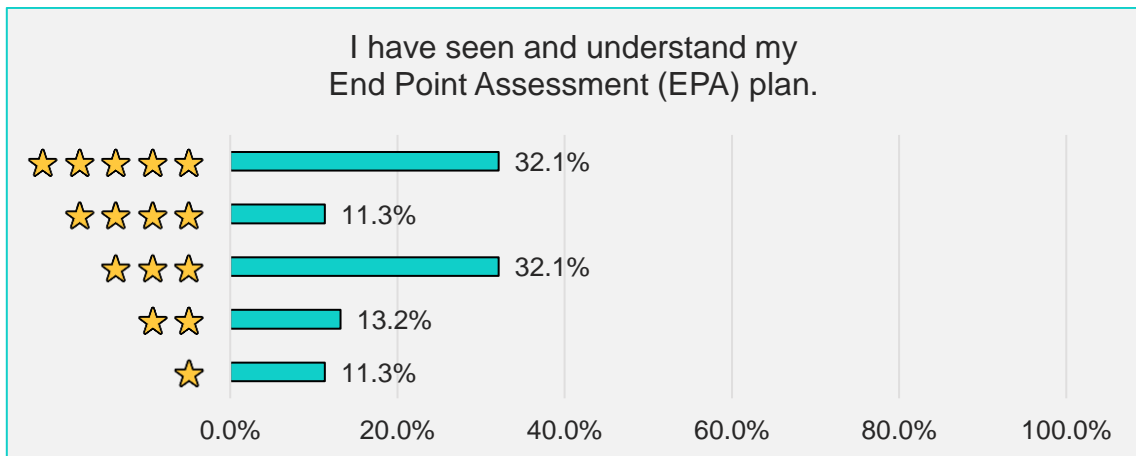
Average: 4.2 stars (No change from December 2023)

### Area of confidence 10



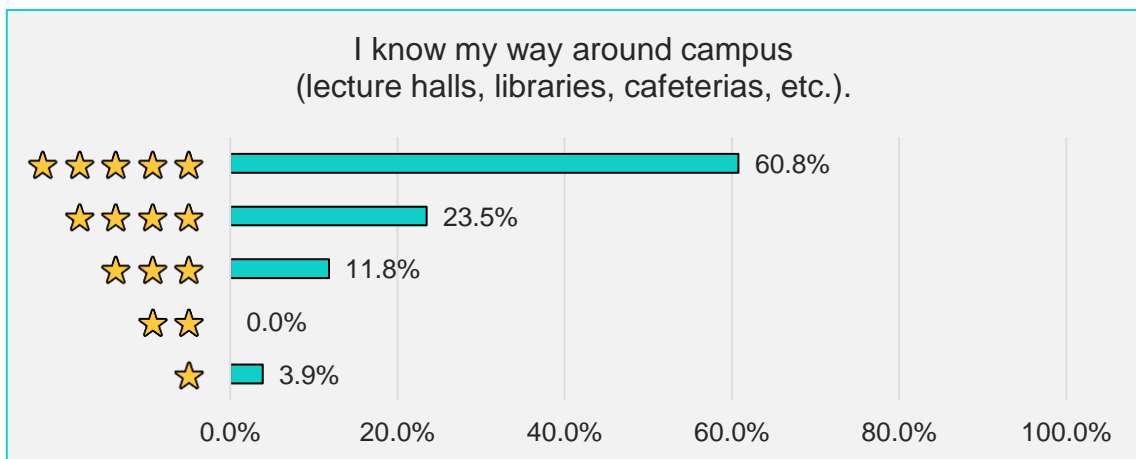
Average: 4.1 stars (+0.2 from December 2023)

### Area of confidence 11



**Average: 3.4 stars (+0.1 from December 2023)**

### Area of confidence 12

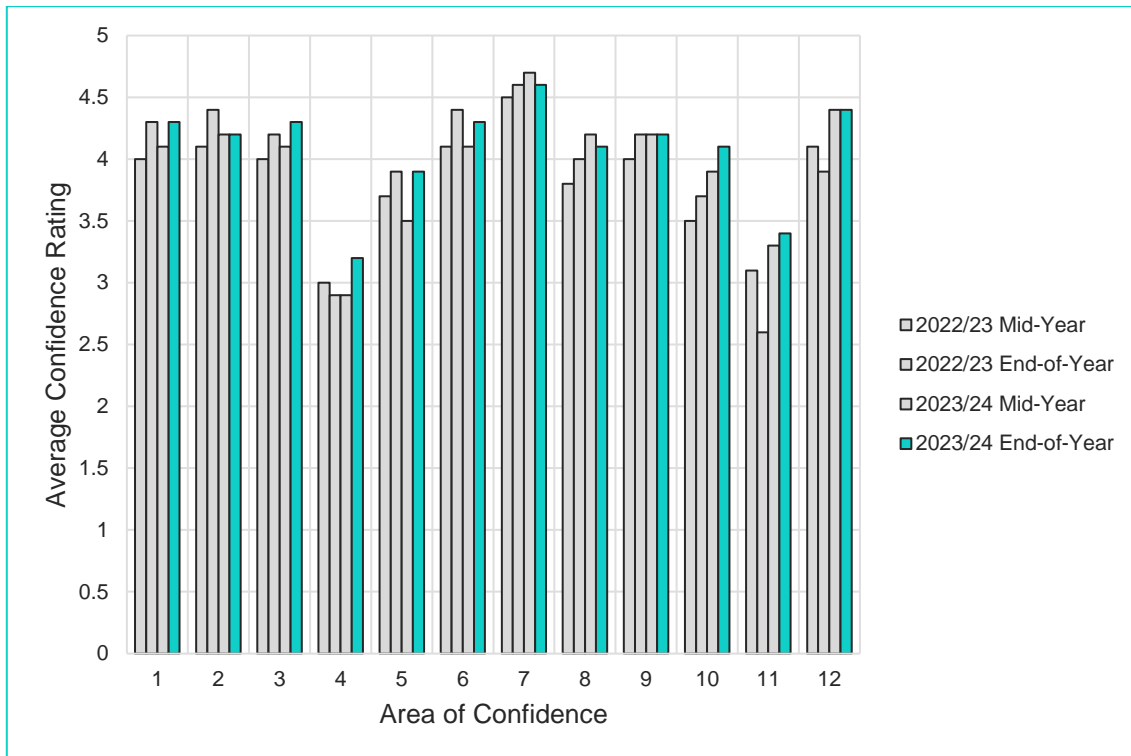


**Average: 4.4 stars (No change from December 2023)**

## Average responses over time

For each area of confidence, we aspire for the most recent sampling of responses (indicated in **Teal**), to be equal or greater than the previous sampling period.

For 2023/24, end-of-year responses were equal to or greater than the mid-year responses for 2023/24 in **10 out of 12** measured areas.



## Responses to additional comments provided

Comments provided	UEL response
<p>"Reflecting on my onboarding at the University, I am grateful for a mostly positive experience despite encountering some initial hurdles with system access. While the process took longer than expected, I understand the complexities of digital systems. I am thankful to the team, especially [the Course Leader], for their prompt efforts in resolving these challenges and ensuring everything is in place."</p>	<p>Thank you for this feedback.</p> <p>We are pleased that you had a mostly positive experience during your onboarding and that any issues were resolved.</p>
<p>"I am very happy to be studying at the University of East London, but my first few weeks were very bumpy. I did not get my student ID card until 4-5 weeks after the start of the course, so I did not have Moodle access. The tutors disseminated as much information as they were able to, but I felt the process was disorganised and anxiety-inducing."</p>	<p>Thank you for this feedback.</p> <p>We have a dedicated Intranet page for any queries relating to student ID cards, available at: <a href="https://uelac.sharepoint.com/sites/trackmyfuture/SitePages/How-do-I-gain-my-UEL-Access-Card-.aspx">https://uelac.sharepoint.com/sites/trackmyfuture/SitePages/How-do-I-gain-my-UEL-Access-Card-.aspx</a>.</p> <p>As student ID cards are not printed on-site at the University, sometimes there can be delays but we are pleased that this issue has now been resolved.</p>

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