

Appendix 4 - Feedback on new changes

Tutor feedback:

- Definitely less stressful process
- With this new process, you don't have to spend most of your time having to fix technology issues as they do not need to login to anything.
- No one had any issues completing the IA form
- You can concentrate much more on the interviews as you're not trying to juggle four other learners at the same time all at different stages or having technical issues
- You get a proper chance to chat with the learners and they have time to ask the questions they need to so that they can choose the most appropriate course for them. I also think because it is a proper 1:1 they feel more comfortable discussing any concerns or declaring any additional needs
- Learners are more inclined to complete the IA if they know they won't get a pre-course interview otherwise.

Learner feedback:

- The process was easy, efficient, and straightforward. I would never have thought it was something new. What I would have appreciated, is some feedback on my initial assessment and a bit more time to talk through my needs. But I appreciate that this might happen next week when I do the diagnostic
- I found it all really easy. The tutor was lovely and I'm happily working through my course now
- It was all pretty straight forward
- I found it a very easy and smooth process.
- I found it perfect
- I had to contact the technical team myself to get my account set up to access the interview. Apart from that the online process is a very good idea.
- It all seemed straightforward enough, bearing in mind it's all online, so no issues with access.