

Apprentice Voice

2023 Annual Results*

SDS Evaluation & Research

September 2024

Apprentice Voice

The SDS Evaluation and Research team now gathers feedback from across the apprenticeship family using a streamlined rolling approach and reporting it in real time.

- Multiple previous set-piece surveys of apprentices have been replaced by an automatic distribution of questionnaires via SDS's management system (FIPS)
- All apprentices are given the opportunity to provide feedback shortly after they start their apprenticeship, shortly after they leave and again, 15 months after they leave.
- Anonymised information from FIPS is matched to responses, supporting deeper analysis and insight in real time
- New data tools and techniques have been adopted by the Evaluation and Research Team to streamline the collection, reporting and analysis process
- The Evaluation and Research team can produce a wider range of outputs and analyses more quickly, thanks to the time saved through automatic questionnaire distribution
- The analysis and insight will be strengthened by additional deep-dives and further qualitative research.

Apprentice Voice 2023

SDS' Evaluation and Research Team introduced a new innovative approach to gathering apprentices' views on their learning and outcomes across the apprenticeship family called Apprentice Voice.

All apprentices are given the opportunity to provide feedback at three key stages via automated surveys issued automatically via SDS's Management system via FIPS as follows:

- **In training (issued 6 months after starting)**
- **Leavers (issued 3 months after leaving)**
- **Short Term Outcomes (issued 15 months after leaving)**

These results cover feedback from apprentices between 1st January 2023 and 31st December 2023 with responses from nearly 9,800 Modern Apprentices: 4,396 responses for In training survey, 3,654 for Leavers and 1,811 for Short Term Outcomes.

The research forms part of a wider SDS programme of research and evaluation to inform continuous improvement actions and

the delivery of apprenticeships in Scotland.

Notes: The survey responses have been reweighted by gender, apprenticeship type and survey type to ensure that they are representative of the sample population.

For many apprentices who completed the surveys during 2023, they would have been in training while there were some **COVID-19** restrictions in place which may have affected their employment and training, and subsequently their views on their experience.

Benefits of Apprentice Voice

- An improved evidence base – in real time to inform decision making
- A consolidated and co-ordinated approach to evaluation and research across the apprenticeship family, using consistent measures of outcomes, perceptions and benefits
- More inclusive as all apprentices are given the opportunity to provide feedback at key stages of their apprenticeship
- Making better use of management information to complement feedback and support deeper insight
- Developing a longitudinal dataset to support tracking individuals through different apprenticeships
- Generating greater insight through deep-dive analysis and more qualitative research across key customer groups
- Automating questionnaire distribution to focus effort on analysis, research and insight
- Using new data tools and techniques to accelerate analysis and sharing of insight, including real time reporting.

Apprentice Voice

Modern Apprenticeships

In Training 2023*



“Great opportunity for people coming out of school [...], also gives them a qualification that can get them into other jobs they may want in the future.”

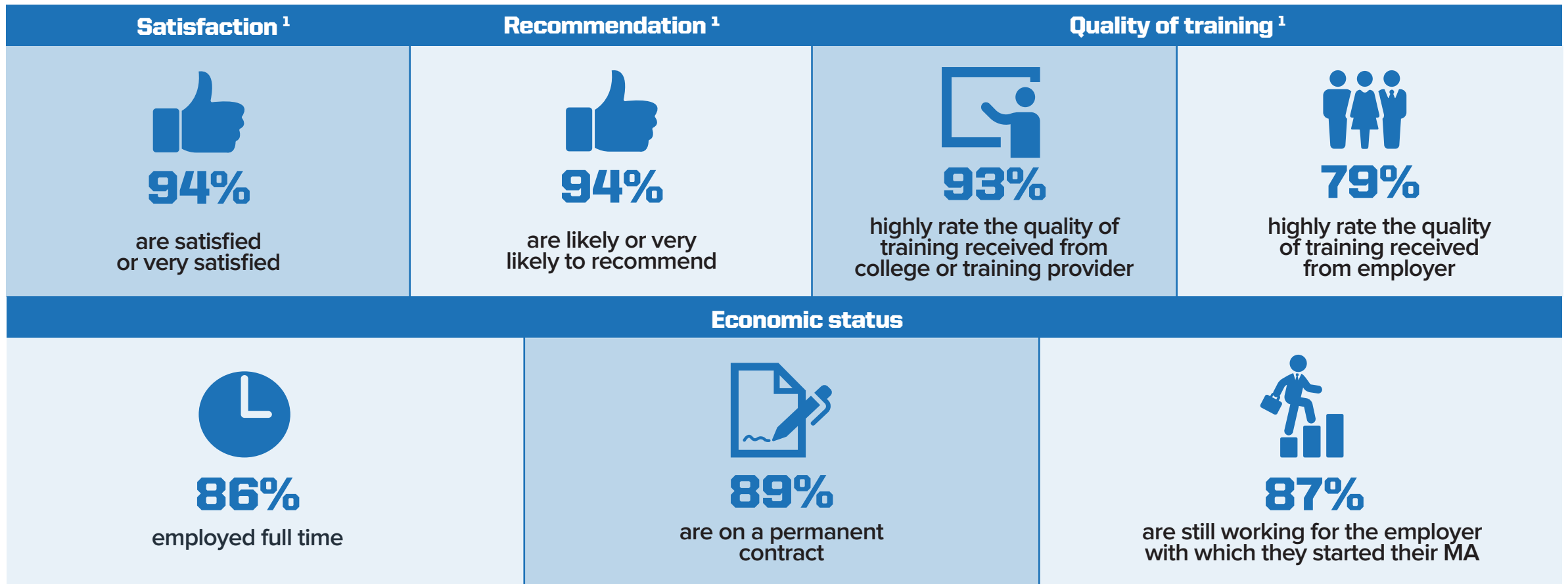
“Great way to progress in all aspects of life, gain confidence and learn while earning. Couldn't ask for anything else.”

* 6 months after start date | ¹ Percent of those selecting 6 and above on a 10-point scale | ² of those stating becoming more confident was important when selecting MA | ³ of those stating learning new skills was important when selecting MA

Apprentice Voice

Modern Apprenticeships

Leavers 2023*



* 3 months after leaving, completers | ¹ Percent of those selecting 6 and above on a 10-point scale |

Apprentice Voice

Modern Apprenticeships

Short Term Outcomes 2023*

Economic status



83%

employed full time



92%

are on a permanent contract



71%

are still working for the employer with which they completed their MA

Satisfaction ¹



91%

are satisfied or very satisfied

Recommendation ¹



93%

are likely or very likely to recommend

“I felt that the apprenticeship was exactly how I would have wanted it to go. Getting support both from my assessor and my mentor while learning how to do the job and getting paid to earn a qualification was the exact right thing for me to do and I would do it all over again the same way.”