

HOT Apprenticeship Feedback process & requirements

It is important to collect feedback from apprentices and employers. The below process and requirements set out structure in place for collecting regular feedback. This process includes ways:

- of getting feedback
- to respond to feedback
- to use feedback to improve your training offer

We recommend sharing feedback from apprentices, if they consent, with employers. This will help employers to improve the support and in learning hours training they offer future apprentices. It is important that you look at the differences in feedback by people with particular characteristics to share and act on any lessons learned.

The requirements is to regularly give meaningful feedback to apprentices. This will help them understand what they need to improve to make progress.

We publish apprentice and employer feedback on find apprenticeship training. We are also collecting exit feedback from apprentices who withdraw early.

Employer feedback

The process requirement is that employer feedback is best when obtained at the end of every intervention with the Apprentice or at least quarterly as a minimum.

This is collected through the survey on PICS, survey monkey or text messaging surveys.

The average feedback rating is cumulative. To ensure we only review recent performance, we'll use the academic year average rating to determine whether as a provider we trigger the employer feedback threshold.

The academic year rating is to be available to view in the quarterly operations report.

Audit and Compliance Administrator will be updating the dashboard to show this information on quarterly basis.

PICS process requirements for gathering employer feedback are available here and need to be fully followed by staff members to ensure full compliance with process requirements and adherence:

<https://pellcomp.atlassian.net/wiki/spaces/POH/pages/930054266/Notes+in+the+PICSWeb+Learner+Review+Summary>

Unique ID: APP054	Document Owner: Apprenticeships	Current Version: January 2025	Archive Period: 1 year
Master Document Kept: P Drive/ Apprenticeships	Document: Feedback Process and Requirements		Review Date: January 2026

Apprentice feedback

The process requirement is that Apprentice feedback is best when obtained at the end of every intervention or at least quarterly as a minimum.

This is collected through the apprentice feedback tool which is through PICS, survey monkey or text messaging service.

A threshold for this indicator is to be set following the feedback.

Review of the apprentice feedback monitor apprentice feedback data to support self-improvement for the provision and to share good practice and success stories to be incorporated into quarterly feedback reports produced by the Audit and Compliance Administrator.

PICS process requirements for gathering Apprentice feedback are available here and need to be fully followed by staff members to ensure full compliance with process requirements and adherence:

<https://pellcomp.atlassian.net/wiki/spaces/POH/pages/930742303>

Case studies

A case study is collected by interviewing and observing an apprentice, they will provide a summary of their experience and our service delivery.

This will then be published by the Marketing team.


Below are 2 examples of case studies:

[Sumera's Story - Halifax Opportunities Trust](#)

[Salma's Story - Case Study - Halifax Opportunities Trust](#)

Newsletter

All feedback received from the above, is collated and published quarterly in the apprenticeship newsletter.

Document	File & location	Purpose of use	Who is responsible for completion and evidencing, uploading onto the Apprentice portfolio
Case Study Template	 APP045 Case Study Template.docx P:\Learning\Apprenticeships\Document Templates\2. On Programme	Gathering feedback and review of information to share success stories and address areas for improvement	Tutor, Assessor, Administrator, Delivery manager,

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