



Performance Through People

Your Views Count!

Thank you to all our learners who have provided feedback on our service over the last 4 months. Your views are very important to us; helping us to continually improve the teaching and learning experience.

You rated us 9.5 out of 10 for your overall experience and 98% of learners would recommend PTP to others.

Here are just a few comments about what you enjoyed about your learning programme

“Improving my Maths and English”

“Gaining skills for my individual job role”

“I loved everything! A brilliant experience whilst learning”

“Gaining more knowledge and confidence”

“The friendly atmosphere and quality of service provided by my tutor”

“I enjoyed learning whilst working”

“Enhancing and benefiting my career”

And some comments about what you didn't enjoy

“Exams, particularly Maths and English”

“Changing my assessor”

“Being recorded”

What we are going to do to improve this:

- We have invested in a new on-line product to support learners understanding functional skills which will help to prepare you better for taking exams and help our tutors to provide you with additional support.
- Where it is necessary to provide learners with a new assessor we have improved our staff processes in order to provide a seamless transfer and to ensure that your learning is not interrupted.
- Using digital recorders is a useful way of providing evidence without undertaking written work. We know learners can sometimes feel a bit uncomfortable and this is why our training advisers will always discuss options with you when you first join us on your learning journey and they will provide you with the confidence and support you may require.

We are continually improving our services and here are just a few things we have done based on what you told us;

- You said that you would like more workshops (Administration) – we have introduced additional off-the-job training sessions at PTP.
- You asked us for more support and resources in preparing for examinations – we have introduced online resources (Google Classroom) and past papers. Additional workshops delivered in our centres.
- You said our computers were too slow – we invested in 30 new computers and increased the speed of our internet access.
- You said we need to improve on facilities for the disabled in Birmingham – when choosing our new Birmingham centre we paid particular attention to the location, security and accessibility. Car parking is immediately in front of the building and all training rooms and facilities are on the ground floor.

Other improvements we have made:

- We have revamped our website to provide easily accessible information including a learner intranet.
- We have revised our Learner Handbook.
- We have introduced workbooks for the hospitality programmes as computer access can be problematic within the industry
- We have improved our internal communications to ensure that everyone involved in your learning journey supports you effectively.