

Project Evaluation

June 2023

Appendices

Appendix 1 - Subject areas requested by users of entitledtolearn

Appendix 2 - Barriers to Learning

Appendix 3 – Course subject case studies

Appendix 4 – Responses to user questionnaire

Appendix 1 – Subject areas requested by users of entitledtolearn (August 2022 – April 2023)

Course Subject Area	% of Total requests
Accounting & bookkeeping	3
Agriculture	0.3
Art & crafts	0.9
Aviation & Travel	1
Business & management	4
Careers guidance professional	0.5
Carpentry	1.2
Childcare	2.5
Cleaning	0.3
Construction other	1.5
Culinary courses and catering	1
Counselling, therapy & mental health	3
Criminology & psychology	1
Customer Service & Retail	3.3

Dental	0.8
Disabilities	0.5
Driving other (driving instructor, delivery driver etc)	0.3
Electrical	3.4
English and maths	0.5
Environment and green curriculum	1
Finance	2.3
Fitness, nutrition, & wellbeing	1.3
Gardening & tree surgery	0.6
Hairdressing, beauty & salon management	3.8
Health & safety	1
Health & social care	4
HGV & special goods vehicles licences	2.5
Housing officer	0.9
HR	1.4
IT, programming, & other digital skills courses	6.1
Languages	0.3
Law and legal secretary	2.5

Library and archives	0.8
Management & Leadership	1.9
Marketing & advertising	0.9
Mechanic	0.8
Media	0.3
Medicine and related	5
Mentoring & coaching	1
Music	0.5
Osteopathy, chiropractic, and other physical therapies	0.5
Painting & decorating	0.6
Pharmacy	0.9
Photography	0.6
Plumbing & gas	0.9
Policing, prison officers	0.3
Receptionist & business administration	2.7
Recruitment	0.3
Science	1.9
Security	0.6

Social work	1.9
Teaching & teaching assistant courses	9.4
Pharmacy	0.9
Photography	0.6
Plumbing & gas	0.9
Unsure / No input / "working from home"	3.8
Veterinary & animal care courses	3
Writing & journalism	0.6
Other*	3.1

* The 'Other' category is defined by courses or sectors which received only one request. The full list of these is as follows:

Production planning, Document control, Architecture, Property management, Chaplaincy, Lifeguarding, Valuing and assessing, Event planning, Cosmetics Chemistry, Transport services, Fire services, Aquarium work, Youth studies, Production design, Barista training, Quality assurance professional training, Museum work, Warehouse work, Interpreting, and Graphic design.

Appendix 2 – Barriers to Learning

A number of key barriers to learning have emerged from our user feedback. In communication which followed up with users who had been handed off to training providers, it emerged that most of these users had not proceeded with training. The barriers to learning cited in these conversations, as well as further quantitative data gathered in our feedback questionnaire, are detailed below.

Barrier to Learning	% of respondents cited	Notes
Financial barriers	23	While entitledtolearn caters towards government-funded courses, this funding may not always be available. The cost of courses is a barrier to learning for many.
Difficulties with the process of finding and applying to a course	19	For some learners, the process of finding and applying to courses is off-putting and difficult. As discussed, finding the right course is one of the greatest barriers experienced throughout the entitledtolearn project. Furthermore, for many who were passed on to training providers by entitledtolearn, lack of communication from the training providers discouraged their application.
Time pressures (work, childcare etc)	16	Several respondents, particularly women, have indicated that childcare concerns and other caring responsibilities are a barrier to learning. Many people who are in part-time or full-time employment also stated that finding time to study was an issue.
Difficulties with learning	7	Some respondents indicated that dyslexia and other learning difficulties make study difficult. Many find the idea of tests and assessments off-putting.
Problems finding in-person courses.	7	A lack of local training providers may mean some cannot attend in-person courses, and there are no online alternatives.

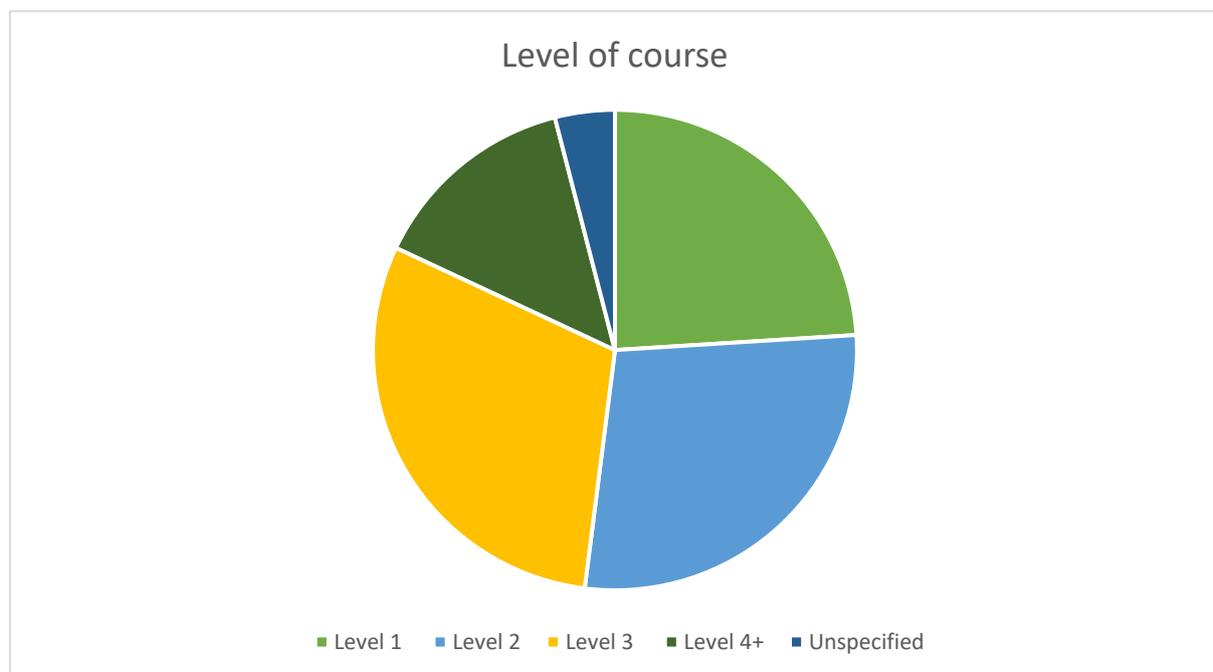
Illness or disability	6	Illness and disability can disrupt study and make attending courses difficult.
Fears about training disrupting benefits	6	Starting a course can interfere with benefits such as Job Seeker's Allowance.
Lack of GCSEs preventing further education	4	Many courses require passes in GCSE maths and English, or equivalent functional skills qualifications. For learners who do not have these qualifications, vocational or other courses cannot be completed until these qualifications are attained.
Technological barriers	4	Lack of access to a computer, or lack of digital skills, precludes learning for some, particularly as many courses now have online components.
Age as a barrier to learning	3	Some have cited feeling that they are too old to study.
Other personal reasons	1	e.g. family crisis, immigration issues.

Appendix 3 - Subject Areas Case Studies

The three most popular course categories were teaching and teaching assistant courses with 9.4% of responses, IT and digital skills courses with 6.1%, and medicine and related courses with 5%. Taking these 3 categories as examples, we can see the disparities between user expectations and the realities of funded adult education courses.

Case Study: Teaching Assistant courses

Of the 60 respondents who expressed an interest in teaching and teaching assistant courses, 50 of those were interested in teaching assistant training. See the chart below for a breakdown of which levels of course these individuals were seeking:



While there are options to study Levels 1 and 2 courses in this area online for free, of the 26 people who requested information about courses at those levels, only 8 people or 31% responded to our initial email. In opposition to this, 11 out of 14, or 79% of requests for Level 3 courses were followed up. Thus the users who would have been most easily placed on courses showed the lowest level of interest.

Level 3 Supporting Teaching and Learning courses do receive funding, however these courses are partially work-based. Therefore in many cases where appropriate relevant courses were suggested to leads, their lack of current employment in this job sector prevented them from taking the course.

Case study: IT & digital skills courses

Of the proportion of users who expressed an interest in courses related to IT and digital skills, many were seeking entry-level courses. In these cases, the most viable options were the government funded Skills Bootcamps.

Skills Bootcamps

Skills Bootcamps are short government funded courses. The criteria for entry is not restrictive, and eligibility and course availability differs by region. Skills Bootcamps were a useful resource where applicable, however the courses mainly fall in a limited number of areas. IT and other digital skills courses are well served by these bootcamps, with other subjects available including green skills, construction, and HGV driving. HGV driving was another relatively popular course area, however despite the seeming wide availability of these bootcamps, they were in many cases oversubscribed, so finding a place was difficult.

Case study: Medicine and related courses

5% of leads indicated an interest in medicine and other related courses, including biomedical science and nursing. These career fields largely require specialised vocational degrees, thus finding places on relevant funded courses was difficult, particularly as entitledtolearn was not designed to find places on Level 4 courses such as undergraduate degrees.

The best option for many of these leads would have been Access to Higher Education courses. These Level 3 vocational diplomas are designed to provide the necessary skills and qualifications to create pathways into degree level courses. While Access courses in areas such as Allied Health Professions, Nursing, and Biomedical Sciences, were appealing to many and receive funding under the AEB, finding places on these courses was difficult. This was largely due to the courses mostly being held in-person, so finding available places at local providers, which would also fit around other time-pressures, was challenging.

Funding Gaps

Accounting and bookkeeping courses also proved to be popular, receiving 3% of total requests. In the majority of cases, these individuals sought AAT accredited courses. While the AAT courses are listed as being ESFA funded on the DfE search tool, finding funded places on these courses proved nigh-on impossible. There are many subsidized opportunities to study these courses, however the remaining fee of £200 to £400, and the additional AAT fee of around £50 is off-putting to most.

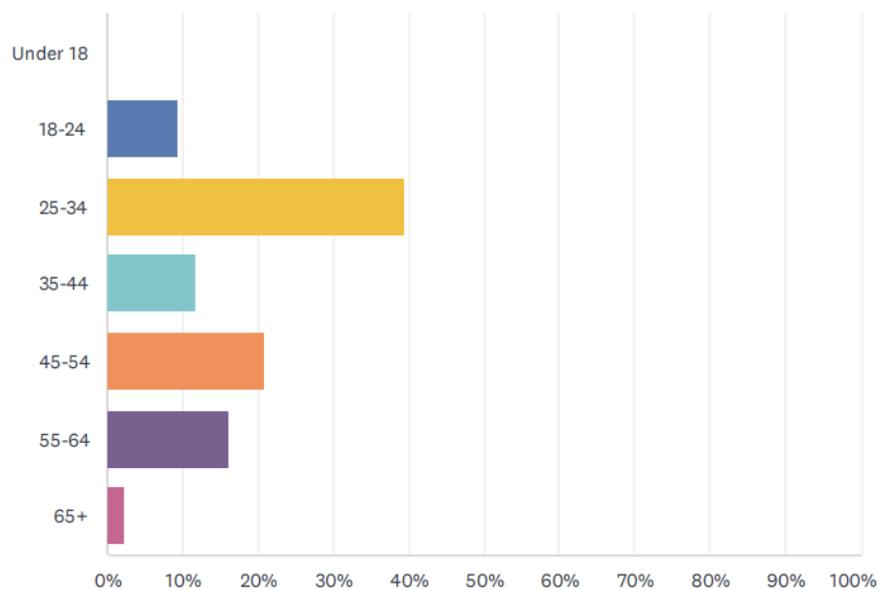
The same could be said of the people who requested health and safety courses. Most sought NEBOSH courses, which are again listed as ESFA funded, but funded places were incredibly hard to find.

Appendix 4 – User Questionnaire

The entitledtolearn user questionnaire, sent on 09/03/23 to 624 people, aimed to gain further feedback on the service and website, as well as further insights about the user base and their experiences in the world of work and training. We received 43 responses. The question and responses were as follows:

Q2 How old are you?

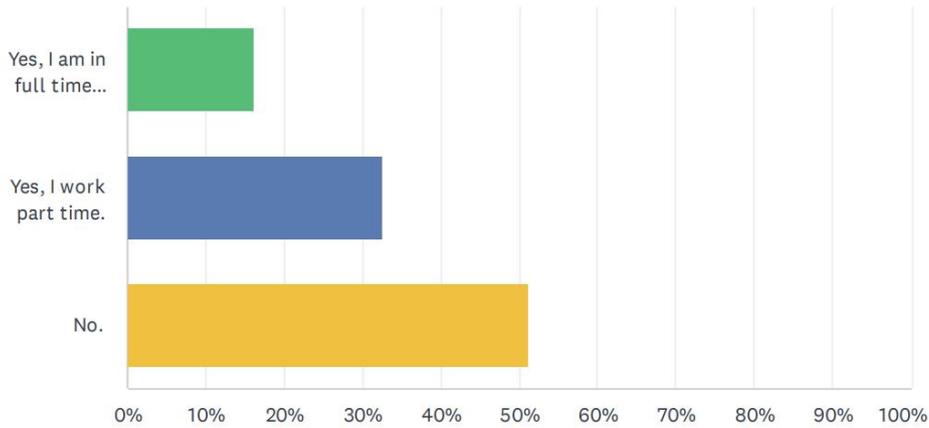
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES
Under 18	0.00% 0
18-24	9.30% 4
25-34	39.53% 17
35-44	11.63% 5
45-54	20.93% 9
55-64	16.28% 7
65+	2.33% 1
TOTAL	43

Q3 Are you currently employed?

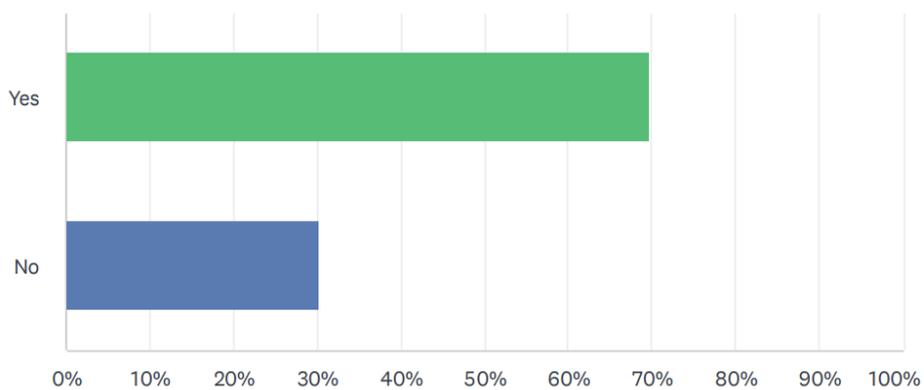
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, I am in full time employment.	16.28%	7
Yes, I work part time.	32.56%	14
No.	51.16%	22
TOTAL		43

Q4 Do you currently receive benefits from the government?

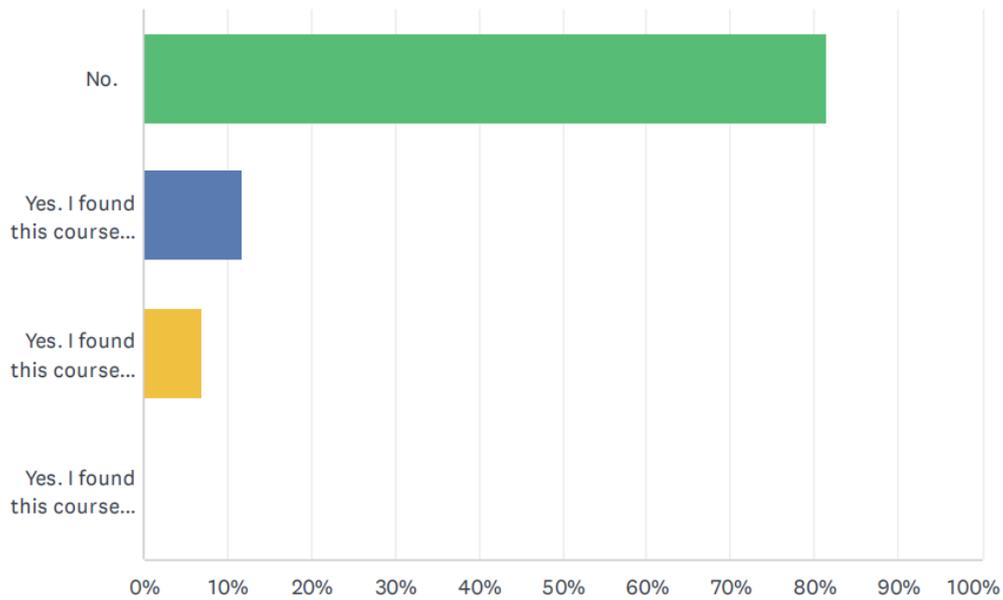
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	69.77%	30
No	30.23%	13
TOTAL		43

Q6 Have you started a new course of training recently?

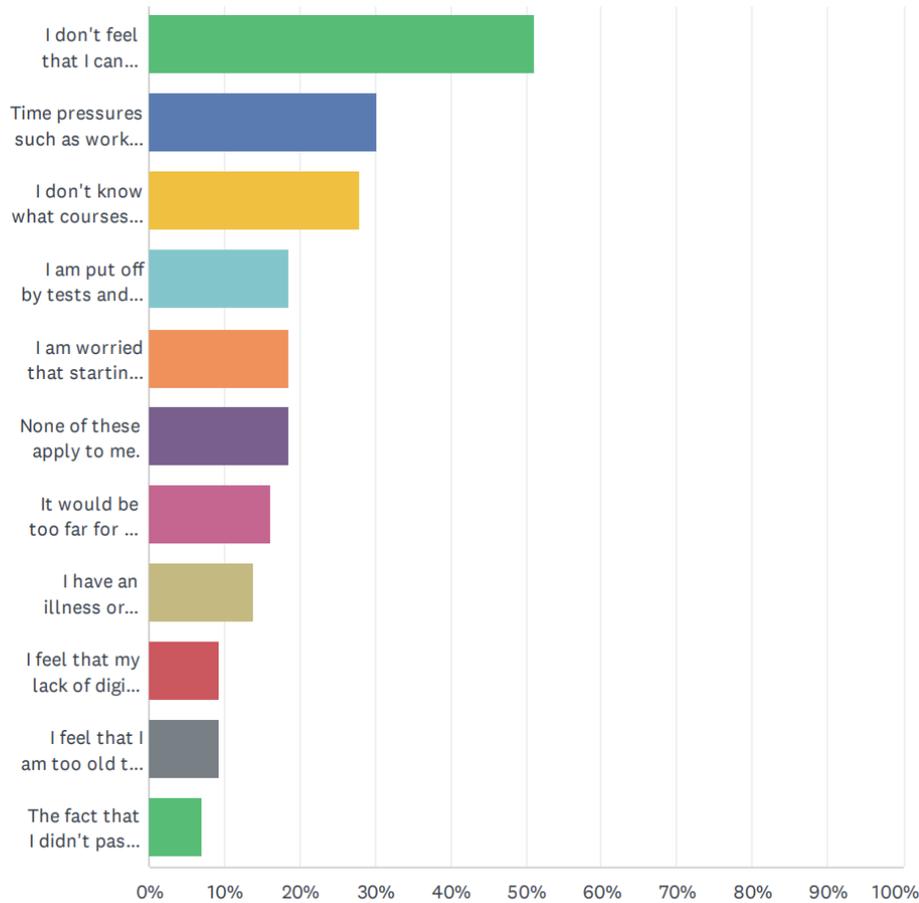
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
No.	81.40%	35
Yes. I found this course with the help of entitledtolearn.	11.63%	5
Yes. I found this course independently.	6.98%	3
Yes. I found this course with the help of another service.	0.00%	0
TOTAL		43

Q7 Please select any of the following statements which you feel apply to you.

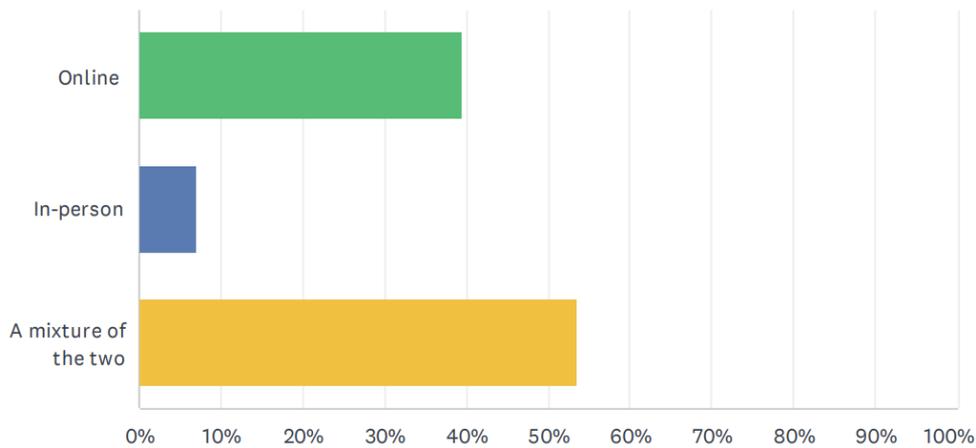
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
I don't feel that I can afford to study.	51.16%	22
Time pressures such as work and childcare would make study hard.	30.23%	13
I don't know what courses are available and this is putting me off training and education.	27.91%	12
I am put off by tests and exams.	18.60%	8
I am worried that starting a course will interfere with my benefits.	18.60%	8
None of these apply to me.	18.60%	8
It would be too far for me to travel to study in-person.	16.28%	7
I have an illness or disability which is a barrier to learning.	13.95%	6
I feel that my lack of digital skills is preventing me from studying.	9.30%	4
I feel that I am too old to study.	9.30%	4
The fact that I didn't pass GCSE maths and english has interfered with my ability to do a course.	6.98%	3
Total Respondents: 43		

Q8 If you were to start a training course, would you be interested in studying online or in-person?

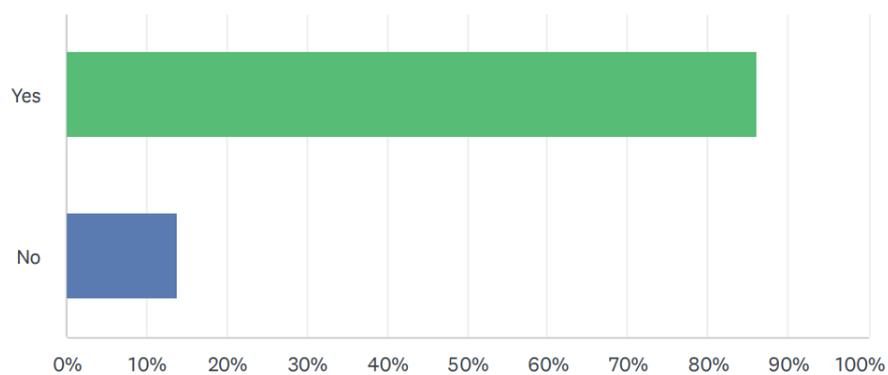
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES
Online	39.53% 17
In-person	6.98% 3
A mixture of the two	53.49% 23

Q9 Would you recommend entitledtolearn to a friend?

Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	86.05% 37
No	13.95% 6
TOTAL	43

Q10 Please enter any further feedback you have below.

Answered: 20 Skipped: 23

#	RESPONSES	DATE
1	Look forward to the next course	4/4/2023 5:15 PM
2	Had great emails and communication thank you	4/4/2023 4:33 PM
3	I don't know enough about it	4/4/2023 2:07 PM
4	The lady I was in contact with sent me lots of information and all with much empathy, enthusiasm and kindness. She was a star ★	4/4/2023 11:55 AM
5	Always get good advice and calculators	4/4/2023 11:42 AM
6	Need to ensure better communications on timelines and what is expected from students	4/4/2023 11:41 AM
7	I think not now. When I start then I will let you know.	3/20/2023 12:58 PM
8	Thank you for providing excellent services.	3/13/2023 10:46 AM
9	I am not starting now so I don't have any.	3/10/2023 9:59 AM
10	Your business name is catchy	3/10/2023 4:11 AM
11	Brilliant service and would love to have been able to have done a course or two	3/10/2023 12:18 AM
12	The lady who helped md was amazing couldn't do enough for me	3/9/2023 7:21 PM
13	I find this sit very useful	3/9/2023 6:08 PM
14	Online is great as Im a single mum with two kids	3/9/2023 4:31 PM
15	Simple and easy to use.	3/9/2023 4:12 PM
16	Keep up the good work.	3/9/2023 4:09 PM
17	It's been very helpful	3/9/2023 3:59 PM
18	Need more accessible courses for home and more courses throughout the uk	3/9/2023 3:55 PM
19	Nil	3/9/2023 3:18 PM
20	The guy who enrolled me was great because he called and spoke to me, the lack of communication with online everything is very frustrating, and means everything takes longer, I am sure it puts people off and a more personal left kpi leed approach would achieve more.	3/9/2023 3:17 PM