

Our Recent Survey Results

The Federation for Industry Sector Skills &
Standards and ACE360



POWERING

Apprenticeship Certificates
England

Apprenticeship Certification
Wales

Modern Apprenticeship
Online



Customer Satisfaction Insights Report
February 2023



Foreword

As part of FISSS's ongoing commitment to continual improvement and strengthening its already solidified role within the FE sector, the team have conducted customer satisfaction research across their UK user base, for satisfaction relating to use of the ACE, ACW, MAO and ACE360 platforms.

With 151 survey respondents, of which 66% were Training Providers using ACE, ACW or MAO, 34% being Training Providers using ACE360 for standards and 22% being End Point Assessment Organisations, the following headline findings were uncovered for FISSS systems:

Regular Use of Systems

We are pleased to see a strong percentage of respondents (**69%**) indicating regular use of the ACE, ACW and MAO platforms, with a strong **45%** of respondents regularly using ACE360.

First Point of Contact

Demonstrating the sector's trust in the Federation, **66%** of respondents stated that they consult FISSS as their first point of contact with queries relating to the progress of their learners, with the remaining **33%** initially making direct contact with their associated Certification Body, often before contacting the Federation thereafter.

69%

of respondents regularly use ACE, ACW or MAO and 45% use ACE360



Apprenticeship Frameworks

Findings for The Federation's Certification Systems

FISSS were glad to uncover that **94%** of respondents believed that The Federation's overall customer experience either exceeded or met expectations.

Of the total number of initial contacts with the Federation regarding Certification Systems, **99%** of respondents were either very satisfied or satisfied. Respondents noted the following when expanding on their positive feedback:

- Promptness of response
- Helpfulness
- Resolution delivered
- Competence of team
- Online resources as valuable customer service material

During the pandemic, support and guidance provided during lockdown periods was acknowledged by respondents, with **99%** stating that FISSS had met or exceeded expectations, with digital alternatives to Apprenticeship completion approvals and regular, clear communication with users being areas recognised particularly.

99% of respondents are satisfied or very satisfied with FISSS' Certification System



Apprenticeship Standards

Findings for ACE360's Apprenticeship Management Solution

FISSS were glad to read respondent's answers which highlighted a high level of uptake for the new ACE360 Standards system, with almost half (**46%**) stating that they currently use ACE360 – a number which we expect to increase with the accelerated adoption of Apprenticeship Standards over Frameworks, but an impressive percentage nonetheless given the relatively recent introduction of Standards.

Of the respondents stating that they don't use ACE360, only **21.95%** are using competing solutions, with **67.07%** stating any of the following:

- Their Organisation has an ACE360 account, but have no apprentices ready
- Their Organisation uses ACE360, but they themselves are not allocated users
- Their Organisation currently has no plans to deliver Apprenticeship Standards
- They are not aware of ACE360, but are keen to get started by creating an account

46% already using ACE360, in line with gradual adoption of Apprenticeship Standards



With **93%** of respondents rating ACE360 as very easy to use, and **86%** of respondents agreeing that ACE360 helps them meet their business goals and objectives, The FISSS team believe this feedback to be encouraging as yet further advancements and development is planned for the system to build upon existing customer successes to date.

When asked to rate specific features, the following findings were evident:

Useful Features

Dashboard functionality – **82% (useful or very useful)**

Drag & drop – **65% (useful)**

Reporting – **53% (useful)**

Overall Satisfaction

With 90% of users stating that ACE360 had exceeded or met expectations, the Federation are pleased that ongoing improvements to the system have been noticed – and valued – and look forward to further improvements through upcoming feature improvement updates and new releases.

93%

**of respondents believe
ACE360 is very easy to use**



In Conclusion

On balance a very positive survey outcome with customer satisfaction ratings notably high, outperforming industry average satisfaction ratings.

Our consistently high levels of customer satisfaction ratings aren't something that we take for granted. We have developed and maintained them over the years to ensure we continue our quality service levels. As such, it is fantastic to notice that customers using our newest platform, ACE360, are also reporting high levels of satisfaction with not only the system itself but the range of support and resources provided by FISSS staff at no extra cost.

Any issues raised in the survey and/or areas for system or service improvement have been noted and shared with the relevant teams within the Federation. By acknowledging the feedback received and acting upon it, ensures that we continue to be responsive to our customers' needs and provide the high quality, responsive and timely customer support that underpins our core business activities. Thank you for your input as without it, achieving these goals would not be possible.



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Info@fiss.org | 0300-303-4444 | www.fiss.org

In Conclusion
Maintaining and Actioning

