



National Induction
Panel for Teachers

CUSTOMER SATISFACTION QUESTIONNAIRE

In our pledge to continuously review and improve our service to you, please could you take a few moments to feed back to us on the following questions relating to your experience of the NIPT service. If you have any further feedback or suggested improvements to any aspect of the service we offer, please feel free to comment in the box at the bottom of the questionnaire. Please return your questionnaire to admin@nqtinduction.co.uk

NIPT General / Training	Excellent	Good	Satisfactory	Unsatisfactory	N/A
How user friendly do you find the NIPT System (NQT Manager) to use?	66%	31%	3%		
If you have used any of the NIPT support material (found in the Resources Section of NQT Manager), how helpful was it?	34%	52%	3%		10%
If anyone at your school has attended the NIPT Induction Co-ordinator training, how useful did they find it?	28%	14%	3%		55%
How helpful have you found the comments made by the QA officer in response to the assessments submitted by your school?	45%	48%	7%		
How robust do you feel the process is overall?	66%	34%			
How do you rate the overall value for money?	48%	14%	10%		28%

NIPT Admin / Support/Communication	Excellent	Good	Satisfactory	Unsatisfactory	N/A
If you have contacted the NIPT office with a question or a request for support, how timely was the response?	66%	17%			17%
Overall how would you rate the resolution to your problem / question?	69%	14%			17%
How useful are the termly newsletters for NQTs and Induction Co-ordinators?	21%	62%	14%		3%
How would you rate general communications from NIPT?	72%	17%	11%		

Quality Assurance Visits	Excellent	Good	Satisfactory	Unsatisfactory	N/A *
How did you find the communication prior to and following on from the visit?	34%	10%			55%
How would you rate the approachability of the QA officer?	48%	10%			41%
How would you rate the expertise of the QA officer?	48%	10%			41%
How well handled were any questions you had during the visit?	52%	7%			41%
How robust was the QA visit process?	55%	3%			41%
Overall how would you rate the visit and the value that your school got from it?	52%	3%			45%

* these schools have not yet had a Quality Assurance visit

Do you have any suggested improvements to any aspect of our service? (a selection of quotes below)

‘We have not had NQTs for a couple of years, but have just employed two for September. Due to the support and robustness of the paperwork we have decided to remain/re-sign with NIPT.’

‘None – using NIPT has worked incredibly well for us over the past 3 years.’

‘I have worked with you company now for three years and the only suggestion I have is that you do not change the support service you provide. Helen is always at the end of the phone or replies to emails promptly. I have dealt with Brad over the past two weeks and again whatever has been promised has been delivered. As long as this type of service is provided I will certainly keep my business with you company.’

‘No – all my experiences have been helpful and positive.’

‘I have been very pleased with the service this year and the response time to any questions.’

Comments with areas for possible improvement: (a selection of quotes below)

‘When submitting the termly assessments, it would be reassuring to receive an acknowledgement or receipt to confirm it has been successful.

Once the final signature has been added to an assessment, the status on the assessment will change to ‘With Appropriate Body’. Once it has been reviewed, you will receive an email with the review comments and the status will change to ‘Reviewed’.

Also, when attending the training, it would be useful to have some sample assessments to use as a guideline. It was the first time we had completed these and felt unsure of the level of detail expected.’

Sample assessments have been produced in response to requests from our schools, and these have been uploaded to the Resources section of NQT Manager.

‘Continue to grow the bank of example forms and materials on the resources section of the site. It was requested at our quality assurance meeting that an example Induction Policy be put on (I know there is there is a brief guidance document) be put on the website, but not actioned as yet.’

The example in the Resources Section of NQT Manager ‘Developing an Induction Policy for NQTs’ includes the basic requirements of a policy. You are welcome to tailor this document to your individual schools’ requirements.

‘The process feels quite paper heavy – is there a way of reducing the amount of paperwork suggested on the timeline? My NQT and I did not want to leave aspects blank so did use the paperwork but it did take a long time and took away from our discussions to some extent.’

The Resources available on NQT Manager can be used in addition to, or instead of, your own school documentation. We do not insist upon you using our documentation if you have other suitable paperwork within your school.

'The email reminders about the assessments are good – I wonder if we can have reminders about development plans, even if they are not submitted?'

The assessment form is the only mandatory document required by the Department for Education hence why we provide reminders. The shape and timing of the rest induction process can be designed to fit with the context of your school and we have no plans to be any more prescriptive about when and how development plans should be submitted. Experience of other schools and MATs tells us that the best practice in this regard is where Induction Coordinators are in regular email contact with tutors and NQTs to update them on what they should be doing at various points during the term.

'It would be useful prior to a QA Visit to have a little more information about what is required.'

Prior to a QA visit, each school is contacted and emailed both with an outline structure of the visit and a list of which documentation is required during the visit. If further information is required, please contact the NIPT office for additional support.

'In general, I think the process and using the form are very easy – although it would be helpful to create a series of competency statements which surround each of the teacher standard headings on the form – this would enable each box to be filled out concisely and with the correct evidence.'

The individual Teachers' Standards are produced by the Department for Education and it is not within NIPT's remit to amplify them. We currently have a new online video on collecting evidence in production, which should assist you in gathering appropriate evidence against each of the Teachers' Standards.

'Would be good to see the previous report alongside.'

Previous NQT Reports are available on NQT Manager. From your Dashboard, click on 'Your NQTs' where you can select the individual NQT and display or print off a copy of their previous reports.

Numeric/Letter grading for each area to show progress/no progress instead of narrative'

It is a statutory requirement that In order to show progress against the Teachers' Standards, narrative is required.

'There are so many documents – which all have a purpose – perhaps an easier way of quickly identifying them - not sure how! Maybe colour coded for frequency?'

We offer a wide range of documentation which can be used instead of or alongside documentation within your school. Each school is free to select which documents they find useful and when to use them. The colour coding you suggest may be useful for your school to do internally, depending on the particular priorities for your induction process and the existing documentation available/used within your school.

'Possibility of training for new tutors, such as effective lesson observations/coaching. Although, I understand that this would have an impact on the costs.'

NIPT is responsible for checking the processes and consistency, equity and fairness and that the Teachers' Standards are being met in the context of the school. As part of our drive for continuous improvement we are constantly reviewing our systems and support available, and at this stage, tutor training is currently being investigated as an additional option. We do have many resources already available in the Resources Section of NQT Manager and any future training/support offered would need to be entirely compatible with our role as an Appropriate Body and in no way in tension with this.

Are there any further comments you would like to add? (a selection of quotes below)

‘On the whole, we have found the process clear and the reminder emails about when an assessment was due were extremely helpful.’

‘NIPT is a professional service that is user friendly and meets the needs and demands of all users. Helen is always on hand and is friendly, supportive and helpful. I always discuss the easy nature of the ICT with our Tutors and NQTs and say how great Helen is at responding to any questions or queries. NIPT is a much better provider than our previous provider; it very much feels like a partnership to achieve the best possible outcomes for our NQTs. I recommend NIPT highly and really enjoy working with you.’

‘I have found NIPT to be robust and supportive. My NQT teachers have appreciated the resources and clear structures and deadlines.’

‘As a member of staff new to the role and responsible for co-ordinating NQT provision, the support and guidance received has been excellent. We have encountered difficult situations with members of staff that were not meeting our expectations, we were supported throughout with a clear direction for the provision. Our QA inspector was approachable and fair, we are extremely pleased with the service provided.’

‘I just wanted to take the time to write my thanks to Justine Hocking. This is the second QA visit I have had with her and again it was a really helpful experience. I feel that she takes the time to ask good probing questions and also offers sound advice from the feedback she receives from the NQT’s and Mentors.’

‘I would also like to thank the NIPT team for their support this year in making my role achievable by supporting me with any questions I may have had.’

‘The QA visit for our school (Brad) was an invaluable experience in our first year with NIPT. The clarification it gave us in terms of the quality of what our school delivers and also the feedback in terms of our grading of the assessments was incredibly useful. Having the opportunity to be given the guidance from the QA officer really supported the next round of assessments.’

Thank you for helping us by taking the time to complete this short questionnaire. Should you wish to discuss any of the points in more detail with a member of the NIPT Team please contact admin@ngtinduction.co.uk

Name of School (optional)	
Role within the school (optional)	
How many years have you used NIPT?	
Would you recommend the NIPT Service to another school or MAT?	Yes 93% / No 3% / Not answered 3% (3% represents one school)