

## Candidate Focus Groups

Skills4Stem operates a number of forums where HN candidates/apprentices can engage directly with Skills4Stem to enhance their programmes, namely:

- o Candidate Focus Group
- o Questionnaires
- o Feedback from telephone calls made by the Customer Services team
- o Feedback via Quarterly Reviews

The Skills4Stem also engages individually with candidates/apprentices through:

- o informal contacts at course level
- o Skills4Stem on-programme survey

The Quality Manager or Operations Manager chairs the Candidate Focus Group to speak with them directly about their experience and outcomes from student questionnaires.

Candidate representatives should be elected by the course colleagues.

All elected candidate representatives should undergo training to help them fulfil their role.

There is specific training devised for student representatives.

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