

# Ofsted Learner View



## Learner View results

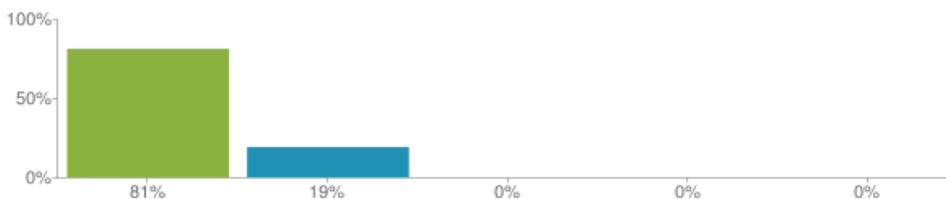
### Search results - Brooks & Kirk Limited

Brooks & Kirk Limited  
63 Wide Bargate  
Boston  
Lincolnshire

PE21 6SG

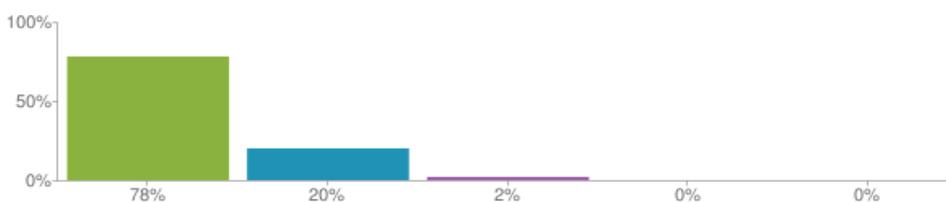
- URN: 1236706
- Telephone number: 01205 355464
- Responses for this provider: 64
- [View inspection reports](#)

### 1. My course/programme meets my needs



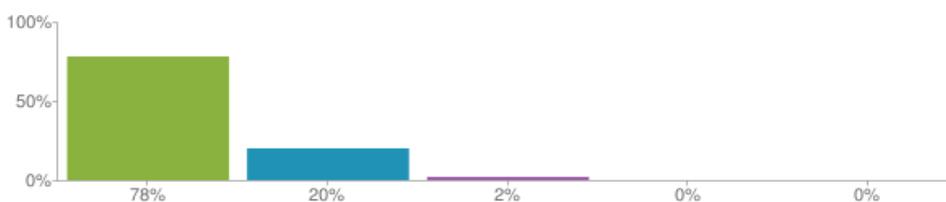
- Figures based on 64 responses up to 16-02-2017

### 2. I receive the support I need to help me to progress



- Figures based on 64 responses up to 16-02-2017

### 3. I am treated fairly

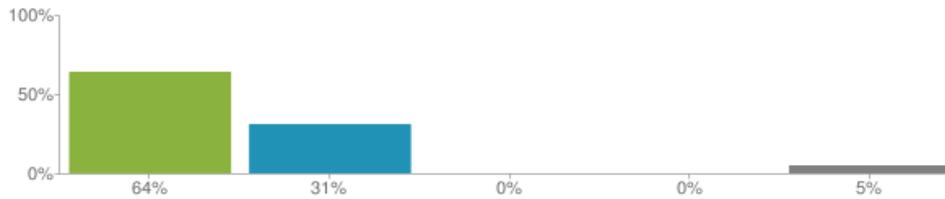


- Figures based on 64 responses up to 16-02-2017

Key to results

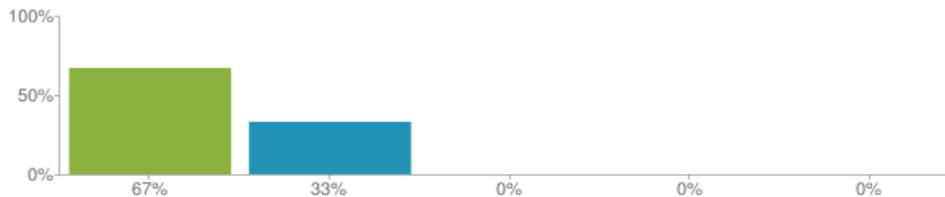
- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

#### 4. My lessons/training sessions are well taught



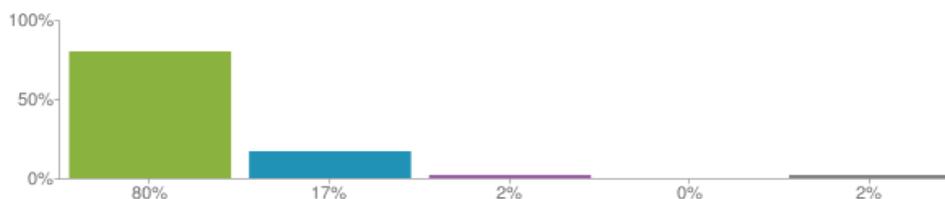
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#### 5. My work is assessed regularly



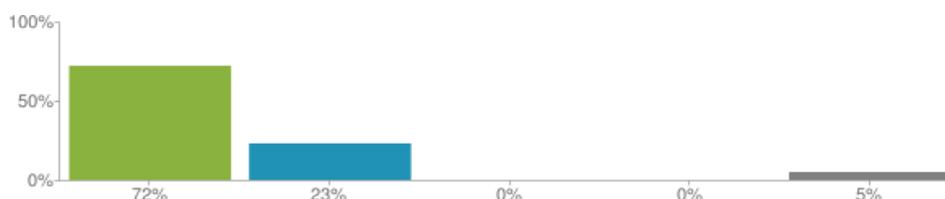
- Figures based on 64 responses up to 16-02-2017

#### 6. I am given feedback that helps me to improve



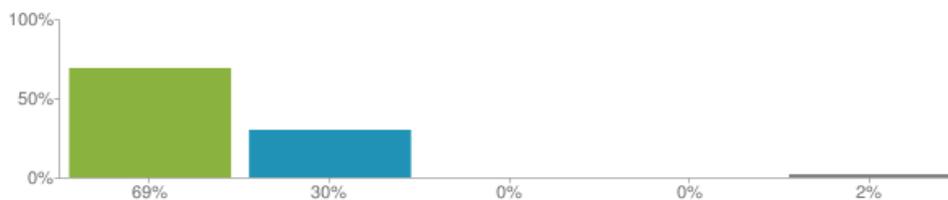
- Figures based on 64 responses up to 16-02-2017

#### 7. My course/programme is preparing me for my chosen next steps (this may be into employment, another course, university and so on)



- Figures based on 64 responses up to 16-02-2017

#### 8. I am enabled and empowered to use technology and online resources to support my learning



- Figures based on 64 responses up to 16-02-2017

## 9. Would you recommend this provider to a friend?



- Figures based on 64 responses up to 16-02-2017

## 10. What do you like best about your provider?

- A very organised and empowering learning provider.
- All staff that I have dealt with have been extremely helpful ,respectful , efficient and professional .
- All the staff and tutors are really supportive and approachable with a high level of subject knowledge. I really value their insight and guidance.
- All the staff I have had contact with have been very helpful and easy talk to. They are easy to contact and always very friendly. I have never had to wait long for feedback or help with a topic. The software (Moodle) is also easy to use.
- although they 'teach' online (which was what i wanted as this gives me the flexibility to study whenever i choose, I still felt they gave the 'personal' touch often lacking on online courses. i also felt they cared about my progress and was even phoned on a few occasions when it seemed i was unclear about some of the feedback i received from them.
- Aprocable and understanding in relation to my long term health issues. I completed my course whilst my brain was swollen and would often make stupid mistakes.
- Available to communicate with if their is any questions or issues about the course I'm studying.
- Communication
- Convenient as I was able to work when I could . I then got feedback quickly and could act on this. It was clear what I had to do from my assignments and had hints of places to look for the answers if I was unsure.
- Easily accessible and support is always at hand
- Easy to use online learning environment. Speedy responses to queries
- Enthusiastic and knowledgeable staff who are able to reply to any query quickly. I liked the fact that my assessed work was always returned with constructive feedback which was worded in a positive way and always directed me to resources which enabled me to develop my research skills to further my development. I was always encouraged to challenge my own learning which was highly beneficial to me.
- Excellent service
- Flexibility to complete the course whilst working full time.

- Friendly approach and they seem to know their stuff. Fast turnaround of assessments.
- Great course providers
- Great support, very good at what they do
- Happy with the courses, I've learnt a lot about what it takes to be an assessor.
- Helpful and they are there on the end of the phone when I need them
- I enjoy the course content the accessibility of the course and the patience and understanding of the tutors and staff
- I feel appropriately valued as a learner and I am given necessary assistance to progress. The lessons are taught clearly and I receive help where and if I need one.
- I found the staff extremely helpful. Every time I rang I was either helped immediately or the person who could help me the most rang me back very quickly
- I have been suffering with mental health problems. The provider has been very supportive and taken away the extra stress with their understanding approach. The learning materials are also very clear and there is always someone at the end of the phone to help if needed.
- I like the fact that they work as a team and I have seen this as proof. They are always supportive and always makes sure that students are up to date and in track with their learning. They always greet me in such a polite way and are always helpful when I phone. If I leave a message they make sure they get back to me asap.
- I was able to complete my work in my own time whilst working classes at the centre were small which made me feel more comfortable as I get very nervous when meeting new people
- It fits around my personal circumstances, I receive alerts through my email (phone) and can access it anywhere I need to where internet is accessible
- It is well managed, professional and very helpful. When I have needed extra help there has always been someone who has been able to help me. I have recommended this company.
- It's very flexible, and encourages you to set your own pace, which removes unnecessary stress.
- Knowledgeable, professional, approachable
- My provider has given me a lot of support during my bereavement as I was unable to continue with my studies so gave me an extension throughout my learning they have kept a check on my progress
- Nothing is too much trouble, if there is something in which you are not sure about especially the online presentation and what you need to do, there is always someone willing to help, no matter how small the issue. Having a provider that is proactive is paramount to the success of the course you are undertaking and at Brooks & Kirk that is exactly what you get.
- Online learning
- Online system and great support over the phone.
- Quick feedback. Very good instructors always answering calls. Clarity of instructions
- Right from the beginning they were very supportive, someone was always on the other end of the phone if help was needed. The course was well designed and clear, the two day in house training was well planned, and all staff involved had excellent knowledge and clearly loved their jobs
- Support is available whenever I need it. My queries are quickly answered enabling me to carry on effectively.
- That I went to full time job as assessor straight away. I will take my IQA with Brooks and Kirk in the future
- The assessors at Brooks and Kirk are very welcoming, friendly, helpful and accessible.
- The flexibility of the course duration as well as the support from assessors. The feedback is very helpful and relevant; it's given in a timely manner.

They kept in contact to ensure that I was happy pursuing my course. They can be easily contacted and the tutor support is just brilliant.

- The help with the units that help to Complete the tasks and being able to talk if I need any help and no pressure so I can do the tasks in my own time
- The innovative use of technology through distance learning but also knowing the support is there should I need it. Excellent assessors and well organised company.
- The online course is laid out well and the feedback I receive is both supporting and helpful.
- The online learning platform is great and I love being able to submit my work electronically
- The programme is very flexible and does meet my needs. The teachers are always available to answer to any questions that I may have regarding the assignments. they are professional group of people.
- The staff can't do enough for you and I feel very supported
- The support is fantastic. The content is well presented and easy to understand.
- The understanding of learners circumstances that might hinder their studies and the support the assessors give is unbelievable.
- Their flexibility, understanding about the type of students I work with. The fact that they are ready to adapt their own teaching to my "needs" i.e. I am training to teach Special Needs students, which is not what people normally enjoy studying about.
- They always respond promptly if I need any support
- They are always there to assist within my learning and always respond to any questions promptly via email, phone.
- They are efficient and effective in their provision of online education. They are quick to deal with questions and queries and they follow up questions to ensure a satisfactory conclusion.
- They are understanding to my need, friendly and happy to help they have a good communication if I have any problems or help. I'm very pleased with all aspects of the service they have provided.
- They are very competent and reliable
- They are very efficient and supportive of the learner. The distance learning system is easy to navigate and they respond to queries in a timely manner
- They deal with learners (me) with empathy and always endeavor to help when there is any problem relating to course work or need assistance in learning activity. Furthermore, the teaching staff know their stuff and transfer knowledge and skills in line with the current requirement of job thus making me employable.
- They gave me a free course when I enrolled on my current course
- They have everything you need to complete the course on their moodle. There are even links to websites that will with the studying
- They provided learners to assess. Also the delivery of the face to face training days were very good. Friendly bunch of people who went out of their way to help
- Very friendly and supportive. Prompt in assessing work. Constructive feedback
- Very helpful and informative
- Very pleased with Brookes and Kirk as a educational provider.
- Very professional up to date and current in everything online email telephone service and meet up can't fault them in anyway but Laura and Dan Kirk I feel if wasn't for them back wouldn't of been able to pass this course I'm sure go see for yourselves you won't be disappointed
- Very supportive assessors and support team. Clear,easy to use virtual learning. Clear, timely feedback. Highly recommend. I am now studying with them again!
- What i like best about this provider is the amount of resources for the students and the support given in different formats, such as email, live chat

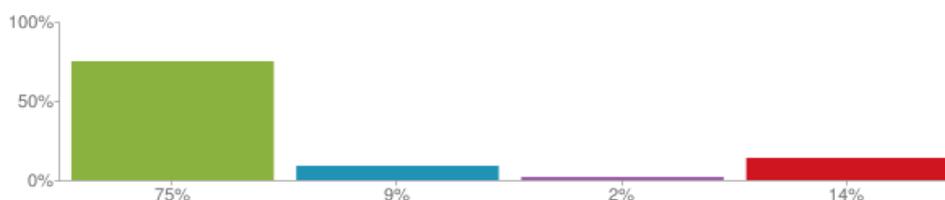
or by phone.

## 11. What could your provider do to improve?

- A sample (exemplar) would be helpful, although I understand this could create problems evidencing individuals capabilities.
- Add more courses.
- As it is an online based mixed with face to face assessment learning course, learners could do with a bit more interaction with other learners be it in a group chat or forum to spice up the learning mode a bit so as to reduce feeling isolated and to have a bit of a laugh with other learners.
- Better feedback. Getting in touch to ask what they can do to help if I haven't submitted.
- Can not think of any thing specific.
- Detailed course material. I find some areas a bit sketch.
- Difficult question as i felt fully supported throughout. Provided excellent guidance to using technology.
- give me free money.
- Have more face to face sessions
- have n extra tab on their online course platform, called course resources, and have all the course handbooks stored there (e.g. course guide, referencing guide, course objectives etc). i was not always able to quickly find them when i wanted them
- Have one to one support available with a assesor to the learners house or provide names of learners within your area for support
- I am extremely happy with the service provided
- I am not in a position to comment other than I would study with them again if I knew what else they taught and it was beneficial to my career.
- I believe they are working at their best with all angles covered.
- I can't think of nothing at present
- I cannot think of anything based on my experience with them
- I cant think of any further improvements as this provider met my learning needs for development to qualify as an assessor.
- I do not think at this point there is much from a learner prospective that needs improving. Communication is vital and they do that very well.
- I don't think they could do anything to improve.
- I feel that sometimes when I haven't met the criteria for a lesson - the first time I am given reasonable feedback. After I make what I assume are the required changes - if I fail again, I sometimes only get a "see previous comment" type of response. It makes it hard to ascertain what part I am still failing on, especially when there were several criteria needing to be met.
- I feel their website could be easier to navigate around. I
- I found it helpful in all areas
- I havent found anything that they could improve on yet
- I presently can find no fault with the course design and provision but I suppose it can be said that there is always room for improvement; although at the moment, I cannot point my finger at what it is that can be improved on.
- I think the course session, should be organised in a proper work environment, instead within a office environment.
- I'm happy with the provider and can't think of anything of that needs improvement
- I'm very satisfied with the provider.
- In my experience I cannot add anything here as I have been extremely

- happy with the training etc, provided
- Just maintain their high levels of operating and strive to improve the overall outcomes of the organisation ) Brooks & Kirk ) .
- Longer time to finish course
- Maximum 500 characters
- meet with us more often as a group
- More days at the centre
- N/A
- no
- No current issues to address
- None
- Not a great deal. Maybe follow up on completion of courses with opportunities to further develop
- Not sure at this moment.
- Not sure yet, haven't been studying with them long
- Nothing
- Nothing at present
- Nothing at the moment
- Nothing everything covered
- Nothing immediately springs to mind
- Nothing really comes to mind. I very much believe they've got everything I need and have expected covered.
- Nothing.
- Offer paper resources rather than online course resources. I like to handwrite work before doing it on a computer.
- Only very occasionally do I not understand something that isn't as simple as it seems but I know I can always ask
- Perhaps level two qualification need a bit more detailed content!
- The course has only 2 training days available which I understand but I have throughout my course been struggling with my anxiety and don't feel when I have explained this enough help has been offered to overcome this even with me asking if I could bring a chaperone to ease my nerves and this has held me back a lot from completing the course
- They already adapt to the needs of my students. So this is good enough for me.
- They are very helpful have no problems
- They could change the music they always play on all their videos and on their phone answer machine. I've heard it too many times its making the course a bit annoying everytime I hear it.
- They could perhaps give feedback on work submitted quicker
- They need the opportunity to get themselves known by others as they do their very best to make you feel good about yourself.
- Video quality

## 12. How did you hear about Learner View?



- Figures based on 64 responses up to 16-02-2017

