

FEEDBACK FROM CAREERS LEADERS!

> [Log on | move on](#) >



Thank you!

We recently asked for feedback about our >log on | move on> website and our Service Level Agreement. Here are the results!

Usefulness

How useful is >log on | move on> to your careers programme?

9.5/10

Value

Does the >log on | move on> SLA provide value for money?

8.5/10

100%

Would recommend >log on | move on> to a friend or colleague.

Your top 5 tools...

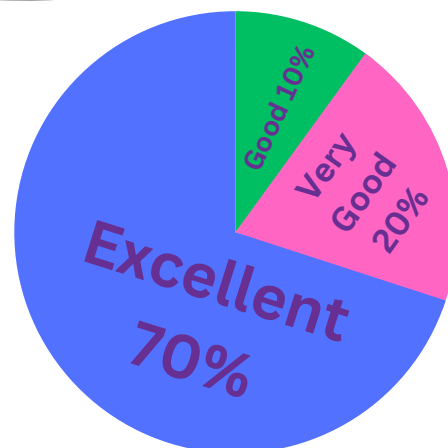
1. Common Application Process
2. Opportunities
3. CV Writer tool
4. Events
5. Skills passport

How can we help?

You said, support us by...

1. Attending careers fairs and exhibitions
2. Delivering classroom sessions
3. Providing training and user guides for eProspectus

You rated our help desk service...



FEEDBACK FROM PROVIDERS!

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Thank you!

We recently asked for feedback about our >log on | move on> website and our Service Level Agreement. Here are the results!

You said...

The Service Level Agreement provides 'good' value for money.

Supporting you!

You said, we can best support through...

1. Promoting events
2. Social media
3. Area calendar

100%

Would recommend >log on | move on> to a friend or colleague.

Common Application Process (CAP)

You said the CAP works well for you; the dashboard is useful, processing applications is smooth, weekly notifications about unprocessed applications are helpful.

How easy is it?

On the whole, providers find tasks on eProspectus easy to manage.

Some respondents identified issues with course upload and rollovers. We are providing additional guidance and training to help.

Most valued by you...



RESPONDING TO YOUR EXPERIENCES

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A provider said...

"Log on Move on is a great way of promoting our apprenticeships to school leavers. We are able to give them information on what we offer and also promote our upcoming events."

Login issues & navigation

On the whole, schools 'rarely' have technical issues with using >log on | move on>. Where issues do exist, these were focussed on logging in and navigating the website.

To improve the learner log in process we have... created stronger passwords and tweaked usernames to allow for you to upload your own if you prefer.

With regards to navigating the website, the >log on |move on> team have overhauled the Information & Inspiration pages to make improve content and how to find information with clearly defined sections.

Accessing accounts post-16

"Many NEET young people remember lomo from schools but as Y12/13 have forgotten their log in details"

Young people can access their accounts until age 19 (25 SEND, LAC) and we encourage them to include a personal email to ensure they can still access their account after Y11. This means they will receive notifications and can use the 'forgotten password' facility. Alternatively, they can click the 'get in touch' button for technical support.

A careers leader said...

"We would recommend the use of >log on | move on> for your school. The team has supported us with engaging sessions for Years 8-11 over the last few years which has enabled pupils to find information about providers and courses easily, create CVs, develop employability passports and apply to post-16 provision from one central platform".



EAST RIDING
OF YORKSHIRE COUNCIL

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Hull
City Council