

# FAQ:

## Frequently Asked Questions



### Who are QDP?

**QDP are specialists in delivering questionnaire based feedback services to schools.** We offer schools an unbeatable service at unbelievable prices. As the UK's largest independent specialist in questionnaire based feedback services to the Education and Skills sector we provide a proven track record of making survey projects a success.

**Let QDP guide you through the survey process.** We are here to provide as much support as you need throughout the survey process. We want to build successful long term partnerships with all our school customers and believe that high quality customer service is vital.

**QDP Surveys are designed by head teachers for head teachers.** Our surveys are designed in collaboration with management staff and are quality assured by external advisors to ensure that we deliver quality feedback which:

- Enable you to monitor the viewpoint of students, staff, parents and governors providing evidence for change and input for development planning;
- Give you valuable input for your self-assessment
- Provide evidence for your MAT and individual school action plans and for inspections;
- Provide you with data that allows you to compare your school with others within the MAT and across the UK.

### What does QDP offer?

QDP undertake all your survey work on your behalf. We will:

- Provide models for your selected target audience which can be changed to suit your particular needs. Just select the questions you require from our matrix or models. You can change the wording to suit your MAT or even an individual school or add questions of your own.
- Guide you on how to get the best from your reports by detailed targeting.
- Build your questionnaires and load your targeting information.
- Provide the links ready for invigilation or, if required, print your questionnaires and despatch them to you with a business reply envelope for you to return them.
- Produce a full set of reports which will be available online to allow all your staff to view them 24/7 at work or at home.
- Online reports training is available and free of charge should you need it.

### What surveys can I run?

The 360 package allows you to run the full suite of surveys, pupil, parent, staff, governor and any other surveys you may wish to run as often as you like within a twelve month period. The charge covers the costs of running them all online, and a limited number on paper or a combination of the two and includes the production of a full set of reports. QDP provide ready built questionnaire models for all your all target groups.

You can:

- Use these as they stand if you wish
- Amend question wordings – the revised wording will be checked to ensure it remains compatible with the benchmarks
- Add your own questions or remove questions
- Or create a questionnaire of your own from scratch

The choice is yours.

## What questionnaires are available?

Questionnaire models are available for:

- Pupils – models for the early years, one for years 3 to 6 and one each year from year 7 through to year 13. These provide a single view of the teaching across each school and the MAT. Years 3 to 6 is enclosed. (Example 1)
- Pupils – the questionnaire can also be split to target each subject the pupils are taking. An example of the Years 10 and 11 Teaching and Learning questionnaire is enclosed. (Example 2)
- Parent/ Carers – gives a view of each class, year, school and across the MAT. An example of the questionnaire is enclosed. (Example 3)
- Staff.
- Governors.
- E-safety for both parents and pupils
- Safeguarding
- And more.

## What reports do I get?

QDP produce a comprehensive set of reports for every survey undertaken. These reports are easy to understand whilst still containing all the detail you need to make informed decisions when planning for change. All our reports have been specifically designed in collaboration with senior educational professionals to ensure you get real value from their survey projects.

QDP reports provide invaluable, impartial evidence for school and MAT self-assessment, they highlight success and identify areas of weakness and can be used to inform your development plans. They can be used to compare schools across the MAT, issue by issue given you the ability to target those areas where help is required and can be provided by strongly performing schools. Reports can be produced in Inspection Framework order if required.

If you want support interpreting your report information please call us and one of our Customer Services Team will guide you through using your own report data.

Examples of the report styles enclosed are:

- Graphical Report with External Benchmark. (Example 4) Provides a comparison of your MAT and schools against similar schools at MAT level, school level and also by year and each demographic. Shows how each part of the MAT compares to others and the change from previous year.
- Internal Benchmarking Report. (Example 5) Places the scores for each school and each issue side by side to highlight strengths and area requiring improvement.
- Other reports are available include Internal Benchmarks and Distance Travelled.

## Is QDP GDPR compliant?

QDP comply with all the requirements of the GDPR. All data is held on secure servers within the UK.

## What do I need to do?

QDP will help you every step of the way. We aim to take as much of the work and hassle away from you as possible.

To get started simply give our Customer Service Team a call! If you would like any extra information please call **01625 501917** or visit our website at [www.qdpservices.co.uk](http://www.qdpservices.co.uk)

**Thank you for your interest in QDP's services.**