2026 ANNUAL SURVEY RESULTS

Overview

We conduct an annual survey, capturing feedback from all our training provider clients to discover what's important to them, how we measure up and identify how we can be even better.

We believe that our way of working is what differentiates us from our competitors and are pleased to share the results of the latest survey.



Service

Using a scale of 1-5, clients rated our service performance as follows:

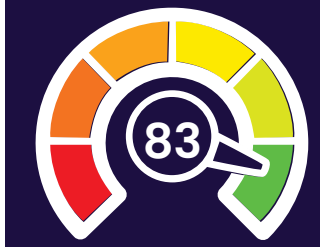
Turnaround of Gateway Approval	4.9
Account Management	4.8
Operations / Support Team	4.7
Toolkits	4.7
Subject Matter Expertise	4.6
Additional Resources	4.6
Turnaround of Results	4.6
Standard-Specific Training	4.5
Response Times	4.5
Assessment Booking Process	4.5
Webinars	4.4
Administration Portal	4.4
MI, Reports & Dashboards	4.3
Feedback to Apprentices	4.3

Behaviours

Clients rated their satisfaction against our business behaviours as follows:

97% Helpfulness	97% Professional	97% Easy to Work With
97% Knowledge	97% Authenticity	97% Credibility
96% Honesty & Integrity	95% Reliability	95% Solution Focused





NPS 83

-100-0	1-30	31-70	71-100
Poor	Fair	Good	Excellent

Feedback

"I value the professionalism and the relationship we have with operations and account management. We have always been able to speak freely and voice concerns."

"I really value the relationship I have with DSW, they are always extremely helpful, understanding, and want the best for our learners."

"We are only a small provider in comparison to many, but this doesn't mean we are treated any differently. We have had many changes internally over the 4 years we have worked with DSW, and they have made this manageable by firstly listening to our challenges and then helping us to come up with solutions."

"Account management and customer service from DSW is excellent"