

2025 ANNUAL SURVEY RESULTS



Overview

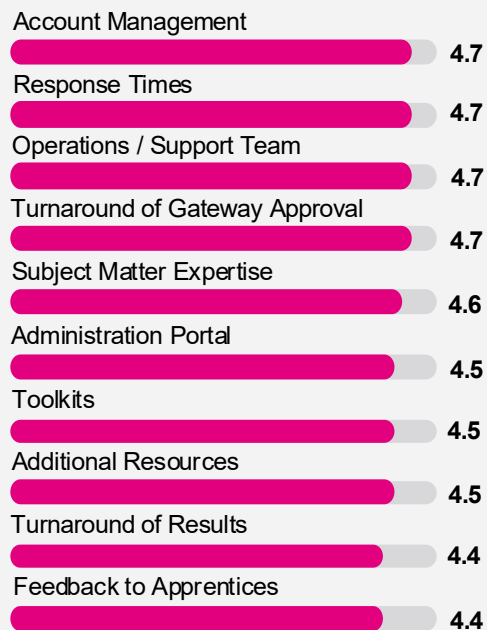
We conduct an annual survey, capturing feedback from all our training provider clients to discover what's important to them, how we measure up and identify how we can be even better.

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:



Behaviours

Clients rated their satisfaction against our business behaviours as follows:



Feedback

"DSW consistently demonstrate a proactive and unified approach to overcoming our challenges, always prioritising the best possible outcomes."

"I most value DSW's consistent professionalism, clarity of communication, and deep understanding of apprenticeship standards. Feedback from apprentices suggests the Assessors are knowledgeable, fair, and approachable, which helps put learners at ease during what can be a stressful time."

"We have maintained a solid and professional relationship with DSW for over 3 years now and I am pleased that we will be continuing to do so in the future. We find DSW very easy to work with and value their no-nonsense approach to problem solving and meeting the needs of our learners."

