

## KPI methodology

### A. Percentage of people commencing a vocational profile that achieve a paid outcome

We will assume that all starters on a programme have a vocational profile starting at the date of the service start. We will calculate the percentage of starters who secure paid employment.

Scoring:

>10% = score 1; >20% = score 2; >30% = score 3; >40% = score 4; >50% = score 5

### B. Average time from service start to job start

This is the time period (in weeks) between the date of the service start and the date of a job start. We will calculate this average figure using data for all job starters.

Scoring:

<52 weeks = score 1; <39 weeks = score 2; <26 weeks = score 3; <16 weeks = score 4; <10 weeks = score 5

### C. Employer average satisfaction ratings

We will calculate an average of the overall satisfaction ratings from employer questionnaires. Questionnaires should ask employers about a number of factors regarding their experience of participating in the programme but should include a question asking for an overall evaluation rating. This is the figure we will use.

Scoring:

>50% = score 1; >60% = score 2; >70% = score 3; >80% = score 4; >90% = score 5

### D. Jobseeker/employee satisfaction ratings:

We will calculate an average of the overall satisfaction ratings from jobseeker/employee questionnaires. Questionnaires should ask customers about a number of factors regarding their experience of participating in the programme but should include a question asking for an overall evaluation rating. This is the figure we will use.

Scoring:

>50% = score 1; >60% = score 2; >70% = score 3; >80% = score 4; >90% = score 5

## E. Percentage of people starting work who sustain paid work for 6 months

We will look at all jobstarters who became employed more than 6 months before the date of audit. We will calculate the percentage of these who sustain paid employment for a period of 26 weeks or more.

Scoring:

>50% = score 1; >60% = score 2; >70% = score 3; >80% = score 4; >90% = score 5

Any queries regarding these indicators should be forwarded to [admin@base-uk.org](mailto:admin@base-uk.org)