



EMPLOYER SATISFACTION SURVEY

This form does not replace the government Quality Indicator Employer Survey form which may still have to be completed as required by your training authority. If you do complete the Quality Indicator form then you do not have to use this form as well unless you want to.

Please check appropriate box:

Is this feedback in relation to a your Employee Trainee Apprentice Other please state

Thank you for taking the time to complete this feedback about our services. We will use your responses 'in confidence' as part of our commitment to continuous improve the services we offer. Please answer the following questions to provide us with feedback to help us improve our training and assessment services to you.

Employee name:.....

Date:...../...../.....

Course name:.....

Scale	Not at all	Not very well	Fairly well	Very well	Extremely well
	1	2	3	4	5
	Poor	Fair	Good	Very good	Excellent

If any question is not relevant to you please select not applicable (N / A).

Please put a tick in the box you agree with.

Employee Learning	1	2	3	4	5	N / A
The learning your employee received met the required skills' objectives of your organisation?						
The training was relevant to the employees work and/or required skill development?						
The employee has applied the content they learnt to daily work activities?						
Training was completed in the agreed timeframe?						
Training was integrated with work commitments well?						
As a result of training your employee received do you feel they have become a more valued employee to your organisation?						

Any additional comments

What was your experience working with our staff?	1	2	3	4	5	N / A
Our training staff were friendly and courteous?						
Were staff available when you tried to contact / talk to them?						
Were staff helpful with any queries that you had?						
Staff provided information on support services we offer?						
Did staff communicate with you on a regular basis?						
Did staff turn up on time and when they had arranged to?						
Was any enrolment / course information sufficient to answer all your questions?						

Any additional comments

General questions?	Yes	No	N / A
Would you prefer training outside of normal working hours?			
Did the price of our course(s) prevent you or your staff from using some of our services?			
Was cost a major factor in deciding to use our services?			
Do you think you received value for money?			
Does value for money have a strong bearing on your decision to train?			

Any additional comments

General questions?	Yes	No	N / A
Would further related courses be of interest to you or your company?			
Are there other courses that you would like us to offer?			
Do you get training from other companies that we could provide for you and your company?			
Would you recommend our organisation to other organisations in your industry?			
Comments and feedback on your employee's assessment was helpful?			
Would you recommend our organisation to others seeking training?			

Any additional comments

How did you find out about us?
<i>Word of month Newspaper Magazine Media Website</i>

How did you first contact us?
<i>Telephone -In person -Facsimile -Website / Email</i>

Is there any other training you would like us to conduct?
<i>Please list other training</i>

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Is there any question(s) you would like to see included in this employee satisfaction feedback sheet?

Please list other question(s)

Any additional comments?

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Thank you once again for taking the time to complete this Employer Satisfaction Feedback Form.

We will use this information to assist in the development and improvement of our courses and services.

