

Training **Plus** merseyside

Employer Satisfaction Questionnaire

First Name:.....Surname:.....

Position Held:.....Name of Company.....

Type of Business:.....(i.e. Hairdressers, Nursery, Solicitors)

This questionnaire has been designed for the purpose of Training Plus merseyside Quality Department to evaluate the service that is provided to you during the length of time your Learner(s) stays in training. The grading of the questions have been re-designed to reflect the "Common Inspection Framework" so it would be appreciated if you would take the next 5 minutes to complete it and return it back to your learner's Personal Assessor. *Thank you.*

Recruitment & Sign up Process

1. How would you rate the information, advice and guidance provided for you by the Recruitment Consultant prior to your Learner starting with Training Plus merseyside (Programme details, policies, contracts etc)?

Outstanding Good Satisfactory Inadequate

2. (FfE) How would you rate the level of understanding that Training Plus merseyside has of your organisations training needs?

Outstanding Good Satisfactory Inadequate

3. How would you rate the information, guidance and policies provided in the "Employer Manual" in relation to Learner Health, Safety & Welfare, Equality & Diversity, Safeguarding, & Arrangements for learners with a learning difficulty / disability?

Outstanding Good Satisfactory Inadequate

Teaching & Learning

4. How would you rate your understanding of the 'Qualification' your Learner is undertaking? (NVQ; Key Skills and/or; Technical Certificate?)

Outstanding Good Satisfactory Inadequate

5. (FfE) How do you rate the standard of teaching & learning that reflects up-to-date practices in your industry / sector?

Outstanding Good Satisfactory Inadequate

6. (FfE) How would you rate the flexibility of training / assessment to meet your needs?

Outstanding Good Satisfactory Inadequate

7. (FfE) How would you rate the professionalism of the staff delivering training and/or assessment?

Outstanding Good Satisfactory Inadequate

Support & Guidance

8. Please rate how well your Assessor involves you* (you* should be the person responsible for Managing/Mentoring the Learner) in planning and reviewing your Learner's progression through their course work?

Outstanding Good Satisfactory Inadequate

9. Please rate how well you believe your Learner has progressed so far?

Outstanding Good Satisfactory Inadequate

10. (FfE) How would you rate the overall efficiency of Training Plus merseyside in their dealings with you?

Outstanding Good Satisfactory Inadequate

11. (FfE) How would you rate your satisfaction overall with the quality of the training provided?

Outstanding Good Satisfactory Inadequate

