

# Training *Plus* merseyside

## Learner Satisfaction Questionnaire

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

Programme Type: Apprenticeship  Advanced Apprenticeship  Train 2 Gain

Programme Title: Hairdressing  Child Care  Business Admin

Start Date:..... Due End Date:.....

Name of Employer.....Assessor's Name:.....

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 you spend on programme. It would be appreciated if you would take the next 5 minutes to complete it and return it back to your Personal Assessor.

*Thank you.*

### Recruitment & Induction

1. (FFE) How good was the information, advice & guidance you were given when you were choosing your learning programme?	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Inadequate
2. How good were the arrangements for interview, induction and preparation for work?	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Inadequate
3. How good were the arrangements for establishing your Maths, English and individual support needs?	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Inadequate
4. (FFE) How good was the help staff gave you in the first few weeks of your learning programme?	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Inadequate

### Assessment, Teaching & Learning

5. Please rate how effective your 'Assessment Plan Reviews' help you plan your progression through your qualification?	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Inadequate
6. (FFE) How would you rate your teaching and learning in the Training Centre?	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Inadequate
7. How well do the course activities meet your needs and interests?	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Inadequate
8. How good do you rate your current enjoyment of the course?	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Inadequate
9. Please give an overall rating of the centre facilities, teaching resources and training rooms at Training Plus merseyside?	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Inadequate
10. (FFE) How good is the training in your place of work?	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Inadequate

### Support & Guidance

<b>11. (FFE) How good is the support you get on this learning programme?</b>
<input type="checkbox"/> Outstanding <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Inadequate
<b>12. Please rate how effectively your personal assessor supports and guides you?</b>
<input type="checkbox"/> Outstanding <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Inadequate
<b>13. (FFE) How good is the learning provider at listening to the views of the learners?</b>
<input type="checkbox"/> Outstanding <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Inadequate
<b>14. (FFE) How good is the learning provider at acting on these views?</b>
<input type="checkbox"/> Outstanding <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Inadequate
<b>15. (FFE) How good is the respect staff show to you?</b>
<input type="checkbox"/> Outstanding <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Inadequate

### Progression & Exit

<b>16. How good do you feel you are progressing through your learning programme?</b>
<input type="checkbox"/> Outstanding <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Inadequate
<b>17. (FFE) Overall how good do you think the learning provider is?</b>
<input type="checkbox"/> Outstanding <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Inadequate
<b>18. (FFE) How good has the information, advice and guidance about what you can do after this learning programme been?</b>
<input type="checkbox"/> Outstanding <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Inadequate

Thank you for using your valuable time to complete the questionnaire, please could you complete your Personal details below, this is to ensure our database information is current.

Learner Name:	
Name of Employer:	
Current Address:	
Postal Code:	
Telephone Number:	
Mobile Number:	
Email Address:	

If you have any issues or queries and need to make an additional comment about any of our services please detail below.

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#### Data Protection Act 1998

The information you provide on this document will be collected for administrative, statistical and research purposes only. This will allow Training Plus merseyside to monitor performance, improve quality and plan future development.