

Employer Course Completion Evaluation

Important instructions

Please tell us about the training provided by the organisation that sent you this questionnaire. Your feedback will play an important role in developing the quality of training at this organisation. In this questionnaire, the term 'training' refers to learning experiences provided by the training organisation. The term 'trainer' refers to trainers, teachers, lecturers or instructors from your training organisation.

Provide one response to each item on the form. Complete using a black or blue pen. Print neatly in CAPITAL letters. Place a clear 'x' inside each box.

Leave the box blank if the statement does not apply. If you want to change your answer, fill in the entire box and mark the correct box with an 'x'.

Example: ☐ ☒ ☐ ☐ or ☒ ☒ ☐ ☐

Instructions: please indicate how much you agree with the following statements.

This response can be completed and submitted anonymously, however this will restrict our ability to provide focused or remedial improvements in your particular situation.

Name (Optional but preferred)

Trainer:

Date:

Please tick the appropriate response.

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. Trainers were effective in their teaching.				
2. Trainers had good knowledge and experience of the industry.				
3. Trainers were able to relate material to the workplace.				
4. Overall, we are satisfied with the training.				
5. We would recommend the training to others.				
6. Assessments were based on realistic activities.				
7. The training organisation gave appropriate recognition of existing knowledge and skills.				
8. Assessment was at an appropriate standard.				
9. The training focused on relevant skills.				
10. The training prepared employees well for work.				
11. The training had a good mix of theory and practice.				
12. We would recommend the training organisation to others.				
13. The training was an effective investment.				
14. The training reflected current practice.				
15. The training was effectively integrated into our organisation.				

16. Our employees gained the skills they needed from this training.				
17. The training has helped our employees work with people.				
	Strongly Disagree	Disagree	Agree	Strongly Agree
18. The training helped employees identify how to build on their current knowledge and skills.				
19. Our employees gained the knowledge they needed from this training.				
20. The training prepared our employees for the demands of work.				
21. The training used up-to-date equipment, facilities and materials.				
22. The training resources were appropriate for learner needs.				
23. Training resources and equipment were in good condition.				
24. The training organisation acted on feedback from employers.				
25. The training organisation developed customised programs.				
26. The way employees were assessed was a fair test of their skills and knowledge.				
27. The training organisation was flexible enough to meet our needs.				
28. The training organisation dealt satisfactorily with any issues or complaints.				
29. The training organisation provided good support for workplace training and assessment.				
30. The training organisation clearly explained what was expected from employers.				
31. <i>The RTO supported my staffs efforts to learn and complete this qualification</i>				
32. <i>The RTO's pre enrolment information was clear and easy to understand</i>				
33. <i>The enrolment process was quick and easy to complete</i>				
34. <i>The RTO accommodated my staffs special needs</i>				
35. <i>The RTO was receptive to all my enquires</i>				

Please use this space to make any additional comments regarding the Training and Assessment processes:

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And comments on client services:

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