Questions used in the Employer Views Survey – 2009/10

BACKGROUND INFORMATION ABOUT YOUR ORGANISATION

1. Between August 2008 and July 2009, approximately how many of your staff received any training or assessment from this training provider?

2. As the employer, did you have to pay for any of this training?

RATING THE TRAINING PROVIDED

In the next section you are asked to rate the overall quality of the training delivered by the training provider between the period August 2008 and July 2009.

3. How do you rate their overall performance in each of the following aspects, on a scale of 1-10, where 1 = very poor and 10 = excellent?
   - Understanding your organisation’s training needs
   - Offering training and/or assessment in a flexible way to meet your needs
   - Communicating effectively with you throughout the process
   - Their overall efficiency in their dealings with you
   - The professionalism of the staff delivering training and/or assessment
   - Delivering training that reflects up-to-date practices in your industry/sector

OVERALL SATISFACTION

4. How would you rate the benefits of the training to your organisation, on a scale of 1-10?

5. How satisfied or dissatisfied were you overall with the quality of the training, on a scale of 1-10?

6. How likely would you be to recommend this training provider to another employer seeking similar training, on a scale of 1-10?

FINAL COMMENTS

If you have any suggestions to help improve the service offered to employers by this training provider please record these in the box below.