

## CLIENT SURVEY FORM

Please complete this evaluation form as thoroughly as you can, in order for us to continuously improve our training quality. The purpose of the evaluation form is to evaluate the areas below:

- logistics and support
- facilitation
- training material
- assessment

Your honest and detailed input is therefore, of great value to us, and we appreciate your assistance in completing this evaluation form!

|  |  |                               |  |
|--|--|-------------------------------|--|
| <b>Unit of Competency Code &amp; Title</b> |  | <b>Trainer/ Assessor Name</b> |  |
| <b>Student Name (Optional)</b>             |  | <b>Dates of Training</b>      |  |
| <b>Employer/Work site (if applicable)</b>  |  | <b>Date of Evaluation</b>     |  |

| <b>A Logistics and Support Evaluation</b> |  |                   |          |         |       |                |
|---|--|-------------------|----------|---------|-------|----------------|
| No.                                       | Criteria/Question  | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
| 1   | The communication regarding the required attendance and time to study to pass this unit was correct                          |                   |          |         |       |                |
| 2   | The staff were efficient and helpful.  |                   |          |         |       |                |
| 3   | The training equipment and material used was effective and prepared.   |                   |          |         |       |                |
| 4   | The training venue was conducive to learning (set-up for convenience of students, comfortable in terms of temperature, etc.) |                   |          |         |       |                |

**Additional Comments on Logistics and Support**

| <b>B Trainer/Assessor Evaluation</b>                  |  |                          |                 |                |              |                       |
|---|--|--------------------------|-----------------|----------------|--------------|-----------------------|
| <b>No.</b>  | <b>Criteria/Question</b>   | <b>Strongly Disagree</b> | <b>Disagree</b> | <b>Neutral</b> | <b>Agree</b> | <b>Strongly Agree</b> |
| 1   | The trainer/assessor was prepared and knowledgeable on the subject of the program            |                          |                 |                |              |                       |
| 2   | The trainer/assessor encouraged student participation and input                              |                          |                 |                |              |                       |
| 3   | The trainer/assessor made use of a variety of methods, exercises, activities and discussions |                          |                 |                |              |                       |
| 4   | The trainer/assessor used the material in a structured and effective manner                  |                          |                 |                |              |                       |
| 5   | The trainer/assessor was approachable and respectful of the learners                         |                          |                 |                |              |                       |
| 6   | The trainer/assessor was punctual and kept to the schedule                                   |                          |                 |                |              |                       |
| 7   | The trainer/assessor was easy to understand and used the correct language                    |                          |                 |                |              |                       |
| <b>Additional Comments on Training and Assessment</b> |  |                          |                 |                |              |                       |
|   |  |                          |                 |                |              |                       |

| <b>C Learning Evaluation</b>                      |  |                          |                 |                |              |                       |
|---|--|--------------------------|-----------------|----------------|--------------|-----------------------|
| <b>No.</b>  | <b>Criteria/Question</b>   | <b>Strongly Disagree</b> | <b>Disagree</b> | <b>Neutral</b> | <b>Agree</b> | <b>Strongly Agree</b> |
| 1   | The learning outcomes of the unit are relevant and suitable.   |                          |                 |                |              |                       |
| 2   | The content of the unit was relevant and suitable for the target group.                                    |                          |                 |                |              |                       |
| 3   | The length of the training was suitable for the unit.  |                          |                 |                |              |                       |
| 4   | The learning material assisted in the learning of new knowledge and skills to apply in a practical manner. |                          |                 |                |              |                       |
| 5   | The learning material was free from spelling and grammar errors  |                          |                 |                |              |                       |
| 6   | Handouts and exercises were clear, concise and relevant to the outcomes and content.                       |                          |                 |                |              |                       |
| 7   | Learning material was generally of a high standard, and user friendly                                      |                          |                 |                |              |                       |
| <b>Additional Comments on Learning Evaluation</b> |  |                          |                 |                |              |                       |
|   |  |                          |                 |                |              |                       |