

| Person   | 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10  | 11 | 12  | 13 | 14 | 15 | 16 | 17 | 18  | 19 | 20  | 21  | 22 | 23  | 24 | 25 | 26 | 27 | 28 | 29  | 30 | 31  | 32 | 33 | 34 | 35 | Average |       |       |
|--|-----|---|---|---|---|---|---|---|---|-----|----|-----|----|----|----|----|----|-----|----|-----|-----|----|-----|----|----|----|----|----|-----|----|-----|----|----|----|----|---------|-------|-------|
| <b>Why did you complete the course?</b>  |     |   |   |   |   |   |   |   |   |     |    |     |    |    |    |    |    |     |    |     |     |    |     |    |    |    |    |    |     |    |     |    |    |    |    |         |       |       |
| c) Manager agreed I should   | 1   | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 1   | 0  | 1   | 1  | 1  | 0  | 1  | 1  | 0   | 1  | 1   | 0   | 1  | 0   | 1  | 0  | 1  | 0  | 1  | 1   | 0  | 0   | 1  | 1  | 1  | 1  | 1       | 0     | 23    |
| d) I decided   | 0   | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0   | 1  | 0   | 0  | 0  | 1  | 0  | 0  | 1   | 0  | 0   | 1   | 0  | 1   | 0  | 1  | 0  | 0  | 0  | 1   | 1  | 0   | 0  | 0  | 0  | 0  | 0       | 1     | 12    |
| <b>1. Pre Course</b>   |     |   |   |   |   |   |   |   |   |     |    |     |    |    |    |    |    |     |    |     |     |    |     |    |    |    |    |    |     |    |     |    |    |    |    |         |       |       |
| Rate level of knowledge prior to course/?  | 1   | 0 | 0 | 0 | 2 | 2 | 2 | 1 | 0 | 1   | 0  | 1   | 0  | 0  | 2  | 3  | 2  | 0   | 0  | 2   | 1   | 1  | 0   | 2  | 1  | 1  | 1  | 0  | 1   | 1  | 1   | 1  | 1  | 1  | 2  | 2       | 2     | 1.029 |
| <b>2. Organisation</b>   |     |   |   |   |   |   |   |   |   |     |    |     |    |    |    |    |    |     |    |     |     |    |     |    |    |    |    |    |     |    |     |    |    |    |    |         |       |       |
| How satisfied were you with the organisation of the training?  | 2   | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 2   | 2  | 3   | 3  | 3  | 3  | 2  | 3  | 3   | 3  | 3   | 2   | 3  | 3   | 3  | 3  | 2  | 3  | 3  | 3   | 3  | 3   | 3  | 3  | 3  | 3  | 3       | 3     | 2.743 |
| Was the room suitable?   | 2   | 2 | 1 | 2 | 2 | 2 | 3 | 1 | 3 | 1   | 2  | 1   | 2  | 3  | 3  | 3  | 3  | 3   | 3  | 1   | 2   | 3  | 2   | 3  | 2  | 2  | 3  | 3  | 2   | 3  | 2   | 1  | 2  | 3  | 3  | 3       | 2.257 |       |
| <b>3. Content</b>  |     |   |   |   |   |   |   |   |   |     |    |     |    |    |    |    |    |     |    |     |     |    |     |    |    |    |    |    |     |    |     |    |    |    |    |         |       |       |
| Was the duration with regard to course content correct?  | 3   | 3 | 3 | 3 | 2 | 3 | 0 | 3 | 3 | 2   | 2  | 3   | 2  | 2  | 3  | 3  | 3  | 2   | 2  | 2   | 2   | 3  | 2   | 3  | 3  | 1  | 3  | 3  | 3   | 3  | 2   | 2  | 2  | 2  | 3  | 3       | 2.486 |       |
| Were any case studies, simulation or practical exercises used? And if so, did they enhance learning and subject understanding? | 3   | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2   | 3  | 3   | 3  | 3  | 3  | 2  | 3  | 3   | 3  | 3   | 2   | 3  | 2   | 3  | 3  | 2  | 3  | 3  | 3   | 3  | 3   | 3  | 3  | 3  | 3  | 3       | 3     | 2.829 |
| Were the objectives of the training achieved?  | 2   | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2   | 3  | 3   | 2  | 2  | 3  | 2  | 3  | 2   | 3  | 3   | 2   | 3  | 3   | 3  | 3  | 2  | 3  | 3  | 3   | 3  | 2   | 2  | 3  | 3  | 3  | 3       | 2.686 |       |
| <b>4. Trainer Effectiveness</b>  |     |   |   |   |   |   |   |   |   |     |    |     |    |    |    |    |    |     |    |     |     |    |     |    |    |    |    |    |     |    |     |    |    |    |    |         |       |       |
| How effectively did the trainer transfer his knowledge?  | 3   | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 3 | 2   | 2  | 3   | 2  | 2  | 3  | 2  | 3  | 3   | 3  | 3   | 2   | 3  | 3   | 3  | 3  | 2  | 3  | 3  | 3   | 3  | 2   | 3  | 3  | 3  | 3  | 3       | 2.657 |       |
| Were you satisfied with the course pace?   | 2   | 3 | 2 | 3 | 2 | 3 | 0 | 3 | 3 | 2   | 1  | 3   | 2  | 2  | 2  | 2  | 3  | 2   | 2  | 3   | 2   | 3  | 3   | 3  | 3  | 1  | 3  | 3  | 3   | 3  | 2   | 2  | 2  | 2  | 3  | 3       | 2.400 |       |
| Was the proportion of practical exercise to theoretical knowledge sufficiently balanced?                                       | 2   | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2   | 2  | 3   | 2  | 3  | 2  | 3  | 3  | 3   | 2  | 3   | 2   | 3  | 3   | 3  | 2  | 2  | 3  | 3  | 3   | 3  | 3   | 3  | 3  | 2  | 3  | 3       | 2.657 |       |
| How would you rate the professional competence of the trainer?   | 3   | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2   | 3  | 3   | 3  | 3  | 3  | 3  | 3  | 3   | 3  | 3   | 2   | 3  | 3   | 3  | 3  | 3  | 3  | 3  | 3   | 3  | 3   | 3  | 3  | 3  | 3  | 3       | 3     | 2.886 |
| How engaging and interactive was the training experience?  | 3   | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2   | 3  | 3   | 2  | 3  | 3  | 2  | 3  | 3   | 3  | 3   | 2   | 3  | 3   | 3  | 3  | 2  | 3  | 2  | 2   | 3  | 3   | 3  | 3  | 3  | 3  | 3       | 2     | 2.686 |
| <b>5. Trusted to Deliver Excellence</b>  |     |   |   |   |   |   |   |   |   |     |    |     |    |    |    |    |    |     |    |     |     |    |     |    |    |    |    |    |     |    |     |    |    |    |    |         |       |       |
| To what extent did the learning improve your understanding of what is required for Trusted to Deliver Excellence?              | N/A | 2 | 2 | 1 | 2 | 2 | 0 | 0 | 3 | N/A | 3  | N/A | 1  | 2  | 3  | 1  | 2  | N/A | 2  | N/A | N/A | 3  | N/A | 3  | 3  | 2  | 2  | 1  | N/A | 3  | N/A | 2  | 2  | 2  | 2  | N/A     |       |       |
| <b>6. Overall Impression</b>   |     |   |   |   |   |   |   |   |   |     |    |     |    |    |    |    |    |     |    |     |     |    |     |    |    |    |    |    |     |    |     |    |    |    |    |         |       |       |
| Were your expectations met?  | 2   | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2   | 3  | 3   | 2  | 3  | 3  | 2  | 3  | 3   | 3  | 3   | 2   | 3  | 3   | 3  | 3  | 2  | 3  | 3  | 2   | 3  | 3   | 3  | 2  | 3  | 3  | 2.600   |       |       |
| The additional knowledge I gained from this course will help me perform my role?   | 0   | 2 | 1 | 2 | 3 | 2 | 3 | 2 | 3 | 2   | 3  | 2   | 1  | 3  | 3  | 3  | 3  | 3   | 3  | 3   | 2   | 3  | 2   | 3  | 3  | 3  | 2  | 2  | 2   | 3  | 2   | 2  | 3  | 2  | 3  | 2.400   |       |       |
| How would you rate the effectiveness of the media used to deliver the course?  | 2   | 2 | 2 | 1 | 3 | 2 | 3 | 2 | 3 | 2   | 3  | 2   | 2  | 3  | 3  | 3  | 3  | 2   | 3  | 3   | 2   | 3  | 3   | 3  | 3  | 2  | 2  | 3  | 2   | 3  | 2   | 3  | 3  | 3  | 3  | 3       | 2.543 |       |
| Were you satisfied with the training material and does it contain all information required for further utilisation?            | 2   | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 2   | 3  | 3   | 2  | 3  | 3  | 3  | 3  | 2   | 3  | 3   | 2   | 3  | 3   | 3  | 2  | 2  | 3  | 3  | 3   | 2  | 2   | 3  | 3  | 3  | 3  | 3       | 2.629 |       |
| How did you find the course atmosphere?  | 3   | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 2   | 3  | 3   | 3  | 3  | 3  | 3  | 3  | 3   | 3  | 3   | 2   | 3  | 3   | 3  | 3  | 2  | 2  | 3  | 3   | 3  | 2   | 3  | 3  | 3  | 3  | 3       | 2.771 |       |
| What is your overall rating for the course?  | 3   | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2   | 3  | 3   | 2  | 3  | 3  | 3  | 3  | 3   | 3  | 3   | 2   | 3  | 3   | 3  | 3  | 2  | 3  | 3  | 3   | 3  | 2   | 3  | 2  | 3  | 3  | 3       | 2.743 |       |

|                      |
|----------------------|
| Key                  |
| 3 Big smile          |
| 2 Smile              |
| 1 Neutral            |
| 0 Sad                |
| N/A – not applicable |