



Employer Evaluation Questionnaire

We hope that you have found the training process a simple, friendly, straight forward and worthwhile exercise. We certainly acknowledge that you, the supervisor, have an important role within the training process. We appreciate the time and support that you have given your trainee/apprentice.

Should you employ another trainee/apprentice, **we would like the opportunity to once again provide a quality service to you and your staff.**

We take pride in providing a customer focused service. To ensure that our service is customer focused we wish to ask you, the customer, about the service we have provided to you and your trainee/apprentice.

Accordingly, we request that you to complete the following questionnaire and return same to our office in the pre-paid envelope provided so that we can evaluate any area in which improvements can be made to our services.

Your assistance and co-operation in this matter is greatly appreciated.

Name: _____ (*no obligation)

Instructions

Please complete the questionnaire by **circling the one number** that best describes your answer to each question. Please read each question carefully. For surveys returning by mail, please place the completed questionnaire in the reply-paid envelope provided and post same within 14 days.

Q1. How strongly do you agree or disagree with the following statements about AVTES?

(*circle only one number for each statement)

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know/ Not Applicable
a. AVTES is currently meeting your organisation's training objectives	1	2	3	4	5	6
b. AVTES has a good understanding of your training needs and requirements	1	2	3	4	5	6
c. AVTES is responsive to your organisation's training delivery needs, ie. flexibility with training locations and times	1	2	3	4	5	6
d. AVTES has skilled staff to teach all aspects of the training program	1	2	3	4	5	6
e. Employees are able to carry out the skills they have gained through the training program to an acceptable standard in the workplace	1	2	3	4	5	6
f. Sufficient attention is given by AVTES in technical courses to general skills, ie. communication and occupational health and safety	1	2	3	4	5	6

Q2. Your views on the training program

How would you rate (on average) the following aspects of the training program you have just received?

(*circle only one number for each statement using the scale below)

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1	2	3	4	5	N/A

		STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE	NOT APPLICABLE
1	TRAINING/ASSESSMENT The trainer/assessor motivated your employee(s) to do their best	1	2	3	4	5	N/A
2	The trainer/assessor put a lot of time into discussing and commenting on program tasks with your employee(s)	1	2	3	4	5	N/A
3	The trainer/assessor made a real effort to understand any difficulties your employee(s) might be having with their training	1	2	3	4	5	N/A
4	The trainer/assessor normally gave helpful feedback in a positive manner on how your employee(s) was going	1	2	3	4	5	N/A
5	The trainer/assessor was extremely good at explaining things	1	2	3	4	5	N/A
6	The trainer/assessor worked hard to make each unit interesting	1	2	3	4	5	N/A
7	Assessments carried out were reliable, valid, flexible and fair	1	2	3	4	5	N/A
8	LEARNING/ASSESSMENT RESOURCES Resources were appropriate for your employee's needs	1	2	3	4	5	N/A
9	It was made clear what resources were available to help your employee(s) learn	1	2	3	4	5	N/A
10	The study materials were clear and concise	1	2	3	4	5	N/A
11	Training materials were relevant and up to date	1	2	3	4	5	N/A
12	Assessment methods and materials were discussed	1	2	3	4	5	N/A
13	Assessment materials used were appropriate	1	2	3	4	5	N/A
14	STUDENT SUPPORT Your employee(s) was able to access support when needed	1	2	3	4	5	N/A
15	Relevant learning resources were accessible when needed	1	2	3	4	5	N/A
16	GENERIC SKILLS The training has made your employee a better "problem solver"	1	2	3	4	5	N/A
17	The training helped your employee(s) with undertaking new things	1	2	3	4	5	N/A
18	The training developed your employee's ability to work better in a team	1	2	3	4	5	N/A
19	As a result of the training, your employee(s) is confident to try and handle new problems and use their initiative	1	2	3	4	5	N/A
20	The training helped your employee(s) to develop skills in planning their work or tasks	1	2	3	4	5	N/A
21	As a result of training your employee(s) has learnt more about your industry	1	2	3	4	5	N/A
22	WORKPLACE TRAINING The flexible learning approach was an effective method of learning for your employee(s)	1	2	3	4	5	N/A
23	Workplace training has helped improve your employee's overall work performance	1	2	3	4	5	N/A

