Delegate Feedback

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| Name |  |
| Organisation |  |
| Email address |  |
| Course |  |
| Dates |  |

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| What is your overall impression of the course? |
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| **Prior to the course, did you** | N/A | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| Find us easy to deal with |  |  |  |  |  |  |
| Receive prompt and satisfactory responses to enquiries |  |  |  |  |  |  |
| Have your booking handled in a straight-forward manner |  |  |  |  |  |  |
| Receive your joining instructions in a prompt manner |  |  |  |  |  |  |
| Receive any pre-course materials in a timely manner |  |  |  |  |  |  |

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| Please tell us how we could have done better |
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| **Did the Trainer** | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| Create a positive and energetic atmosphere |  |  |  |  |  |
| Show good knowledge of theory |  |  |  |  |  |
| Encourage group discussion and dialogue |  |  |  |  |  |
| Handle questions effectively |  |  |  |  |  |
| Find time to help individuals |  |  |  |  |  |
| Deal with difficult situations with a sense of humour |  |  |  |  |  |
| Support delegates in a sensitive and positive way |  |  |  |  |  |
| Demonstrate practical experience of the subject matter |  |  |  |  |  |

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| Please tell us how we could have done better |
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Please continue over

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| **Did the course material and structure** | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| Support your learning throughout the course |  |  |  |  |  |
| Help you with your overall understanding of the subject |  |  |  |  |  |
| Have the right amount of exercises and group sessions |  |  |  |  |  |
| Provide useful additional or background references |  |  |  |  |  |
| Prepare you well for the exams |  |  |  |  |  |

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| Please tell us how we could have done better |
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| **Did the venue offer** | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| A convenient and easy to find location |  |  |  |  |  |
| A comfortable training room |  |  |  |  |  |
| A good standard of refreshments during the day |  |  |  |  |  |
| Helpful venue staff |  |  |  |  |  |

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| Please tell us how we could have done better |
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| **Value** Were you satisfied with ... | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| The overall value of the course? |  |  |  |  |  |
| The overall value of the material encountered? |  |  |  |  |  |
| The length of the course? |  |  |  |  |  |
| The pace of the course? |  |  |  |  |  |

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| What is your overall impression of the value of the course? |
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€ May we use your feedback above in our marketing material?

€ Would you like to receive value added materials related to the course subject?

€ Would you like more information on our other training offerings?