



**Delegate Feedback Analysis
Public Courses 2010
IRCA Certified
Quality Auditor/Lead Auditor Training**



A17059



A02172

Basis Of Analysis

The feedback analysis is presented in histogram form and is based on a questionnaire completed by all the delegates who attended public courses in 2010. They were asked to rate each point on a scale 1 to 7. The questions were: -

- 1 Do you consider the course objectives were met?
(not at all – 1, **completely 7**).
- 2 Do you consider the objectives were the right ones for you personally?
(not at all – 1, **completely 7**).
- 3 Did you feel that the information was presented clearly and pitched at the right level?
(not at all – 1, **completely 7**).
- 4 Was the length of time spent on each topic sufficient?
(too little – 1, **right amount – 4**, too much – 7).

Delegates were also asked here to identify topics on which they would have liked more time.

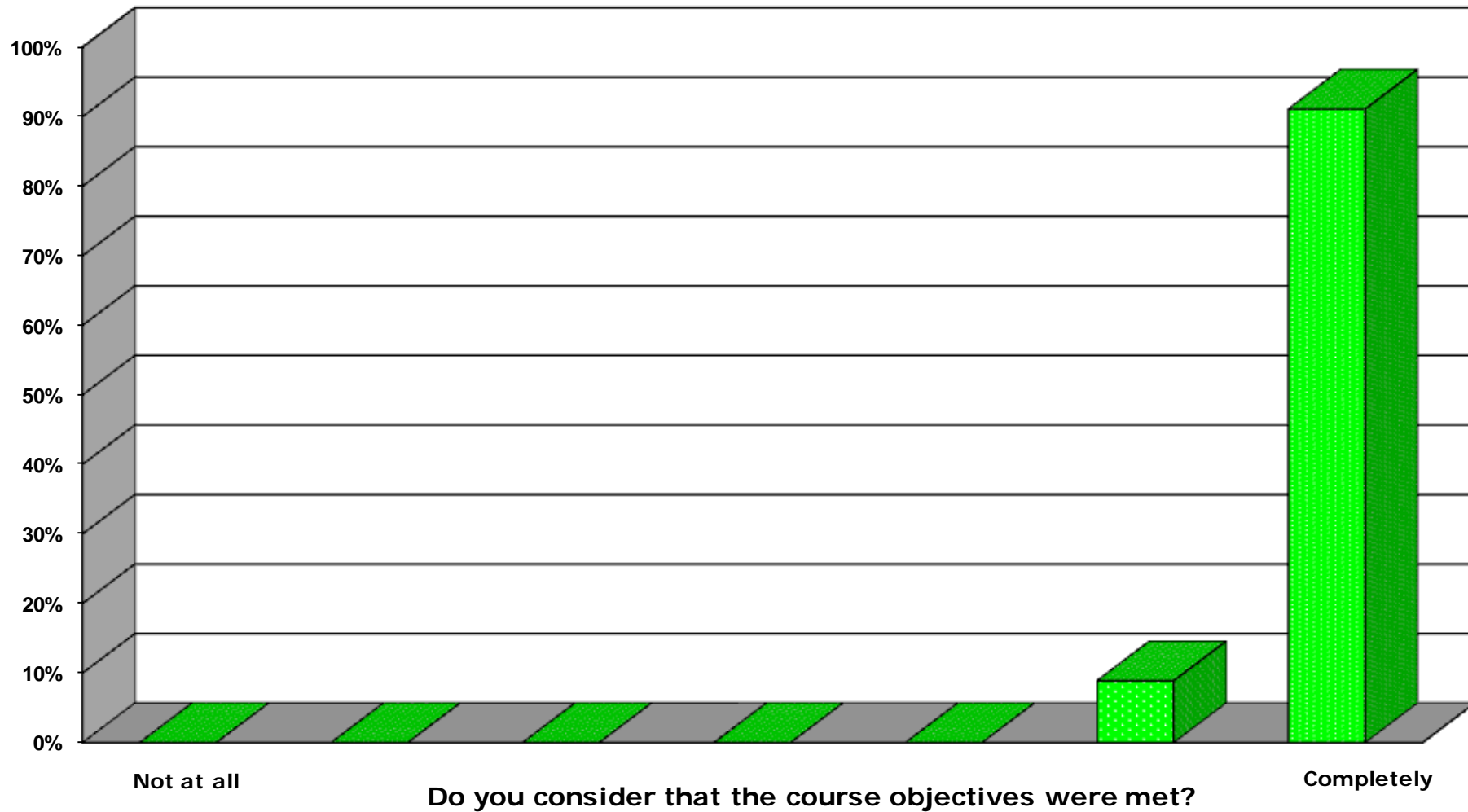
- 5 What is your view on the balance between practical work and formal inputs?
(too much theory – 1, **well balanced – 4**, too much practical – 7).
- 6 Were the practical sessions of benefit?
(no benefit – 1, **great benefit – 7**).
- 7 How much did you learn from the course?
(nothing – 1, **a lot – 7**).
- 8 Did you enjoy the course?
(not a lot – 1, **a lot 7**).
- 9 Comment on the standard of the accommodation and facilities
(very poor – 1, **very good 7**)
- 10 What do you think to the course notes, handout material, etc.?
(very poor – 1, **clear & comprehensive – 7**).
- 11 Please comment on the 1st course presenter, e.g. appearance, manner, knowledge, helpfulness etc.
(very poor – 1, **Fully competent and professional – 7**)
- 12 Please comment on the 2nd course presenter, e.g. appearance, manner, knowledge, helpfulness etc.
(very poor – 1, **Fully competent and professional – 7**)

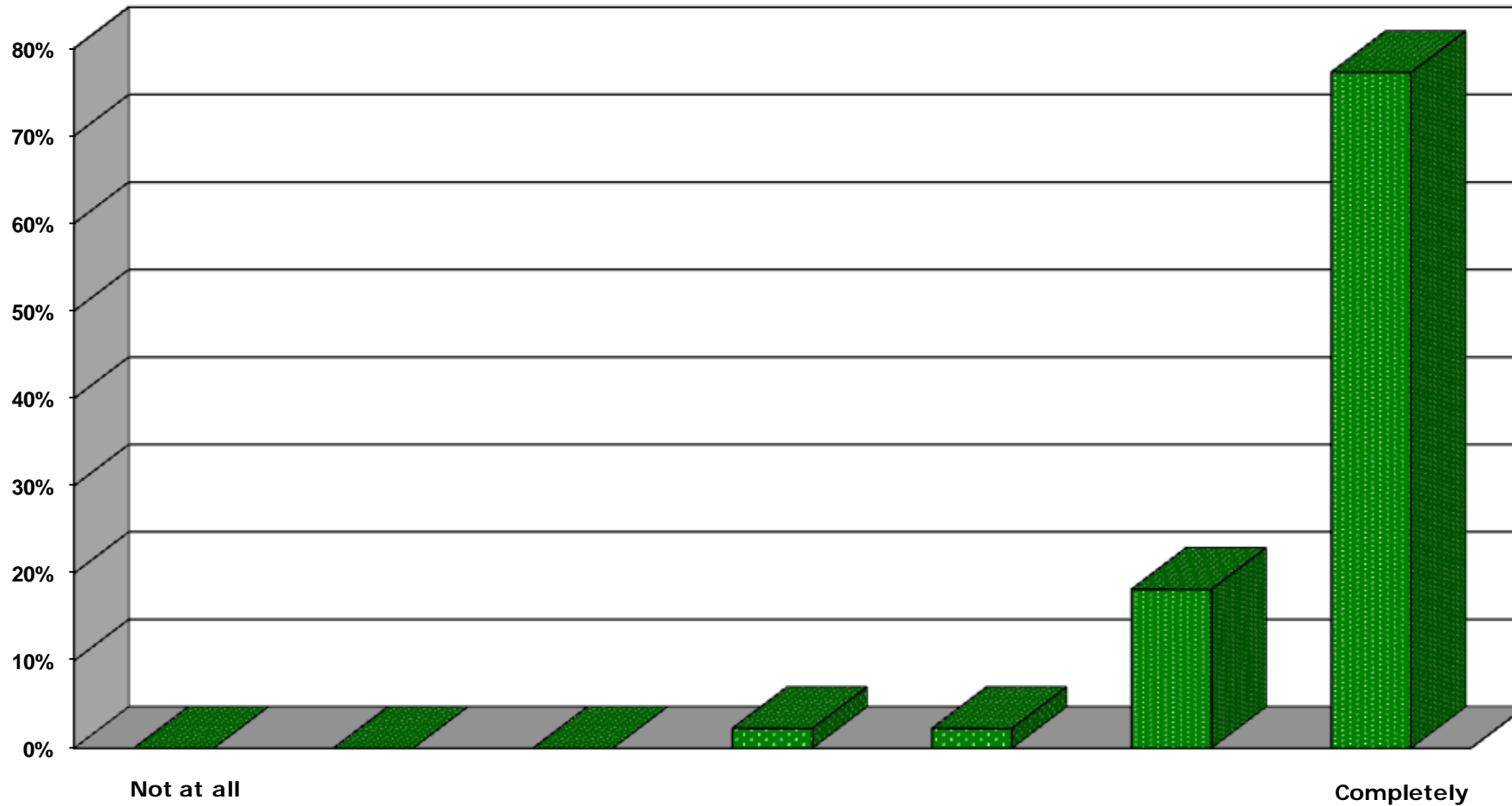
This analysis contains a summary of the histograms and of delegates' written comments.

Feedback Summary

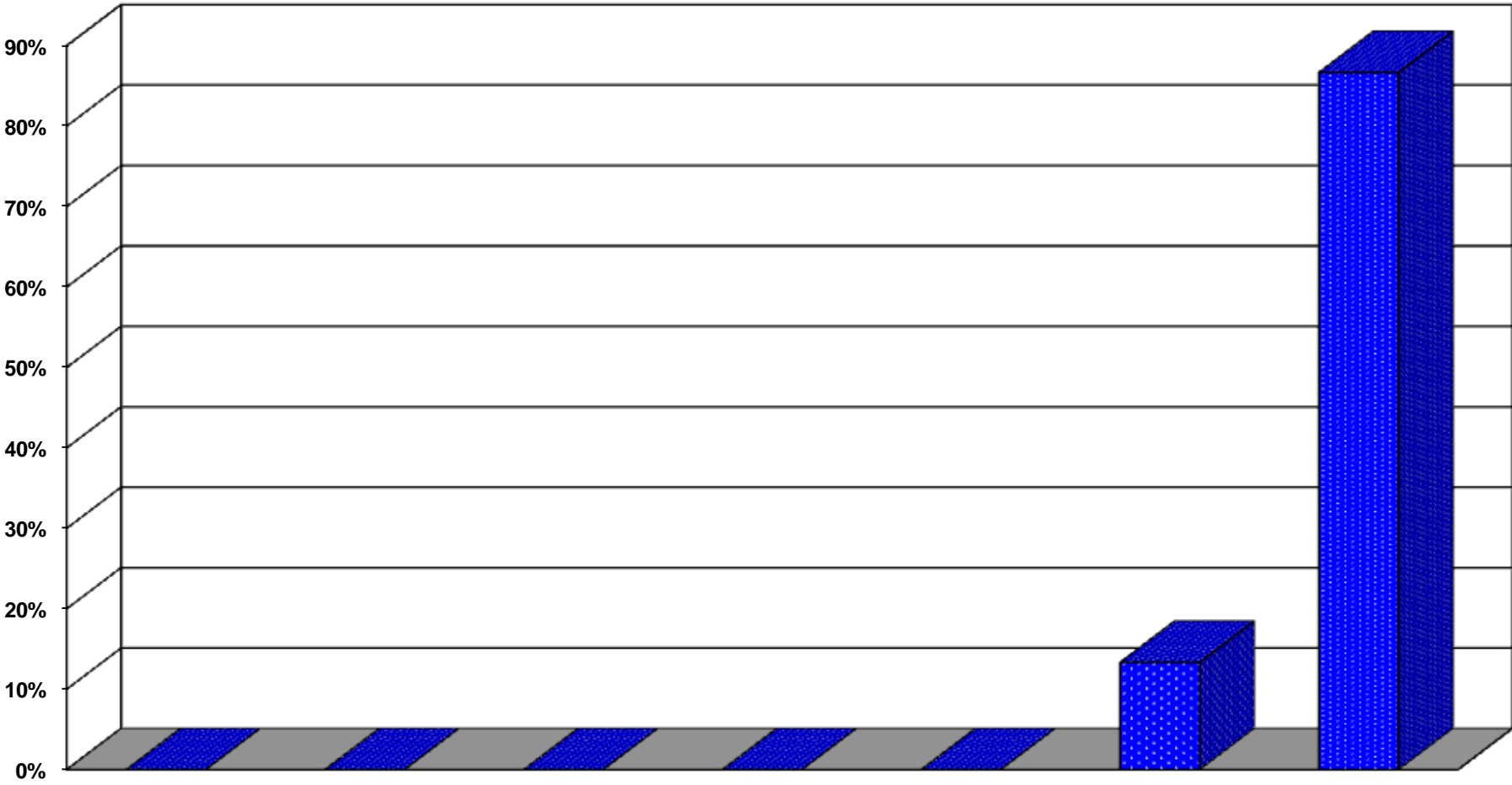
The feedback questionnaire responses to the courses were very good and indicate that the courses were well received.

1. The majority of attendees indicated in their feedback that the **course objectives** and their **personal objectives** had been achieved.
2. Most attendees indicated that the material was pitched at the right level and that the length of time spent on each topic was about right.
3. Most also indicated that the balance of theory to practical work was exactly right and the practical work was of benefit.
4. Most indicated that they had learned from the course and the majority also seemed to have enjoyed the course.
5. The course venue was well rated by most delegates, some of which were on a residential basis.
6. The majority of the attendees appeared to be satisfied with the course trainers and the materials, notes, visual aids etc.





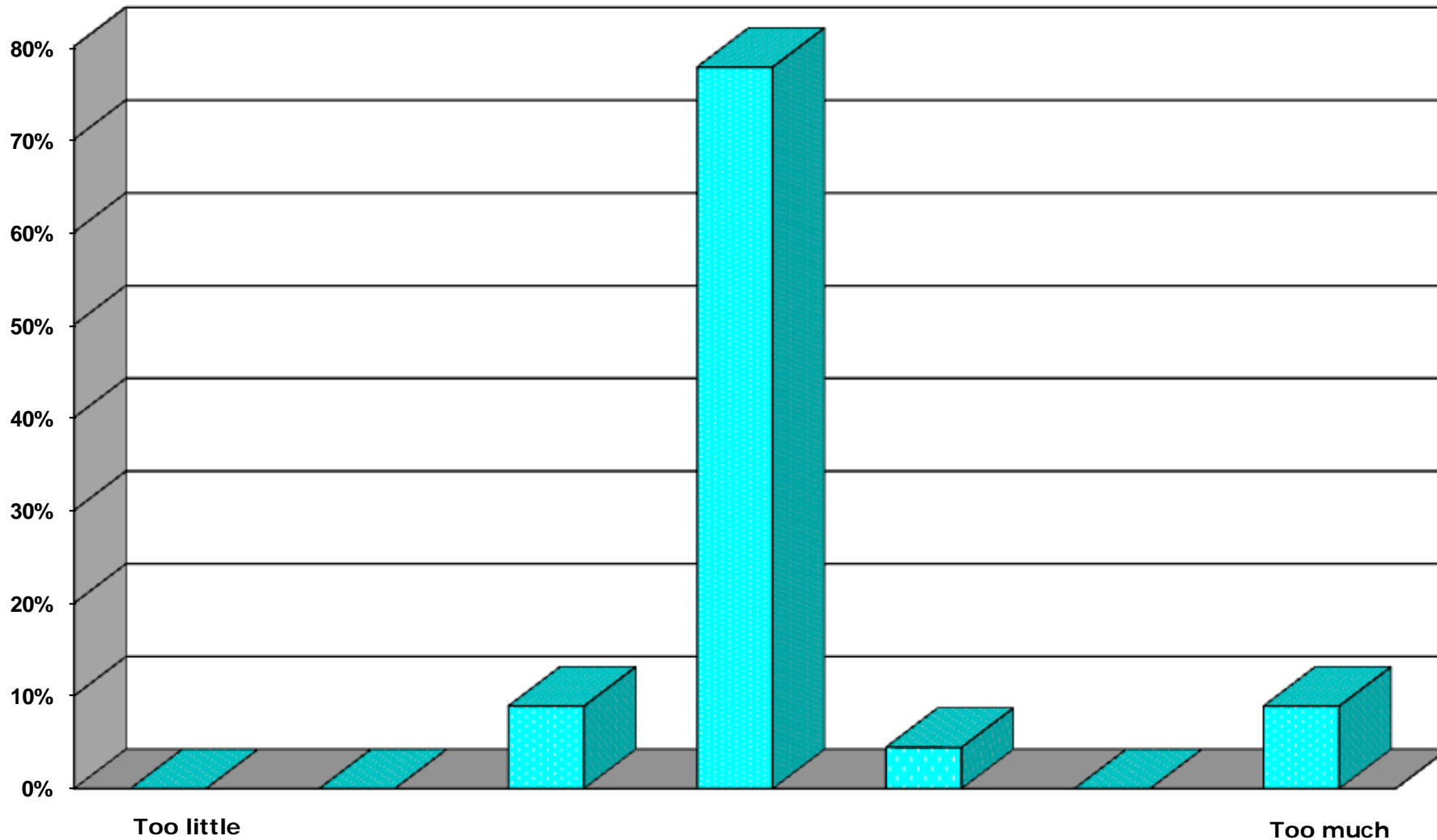
Do you consider that the objectives were the right ones for you personally?



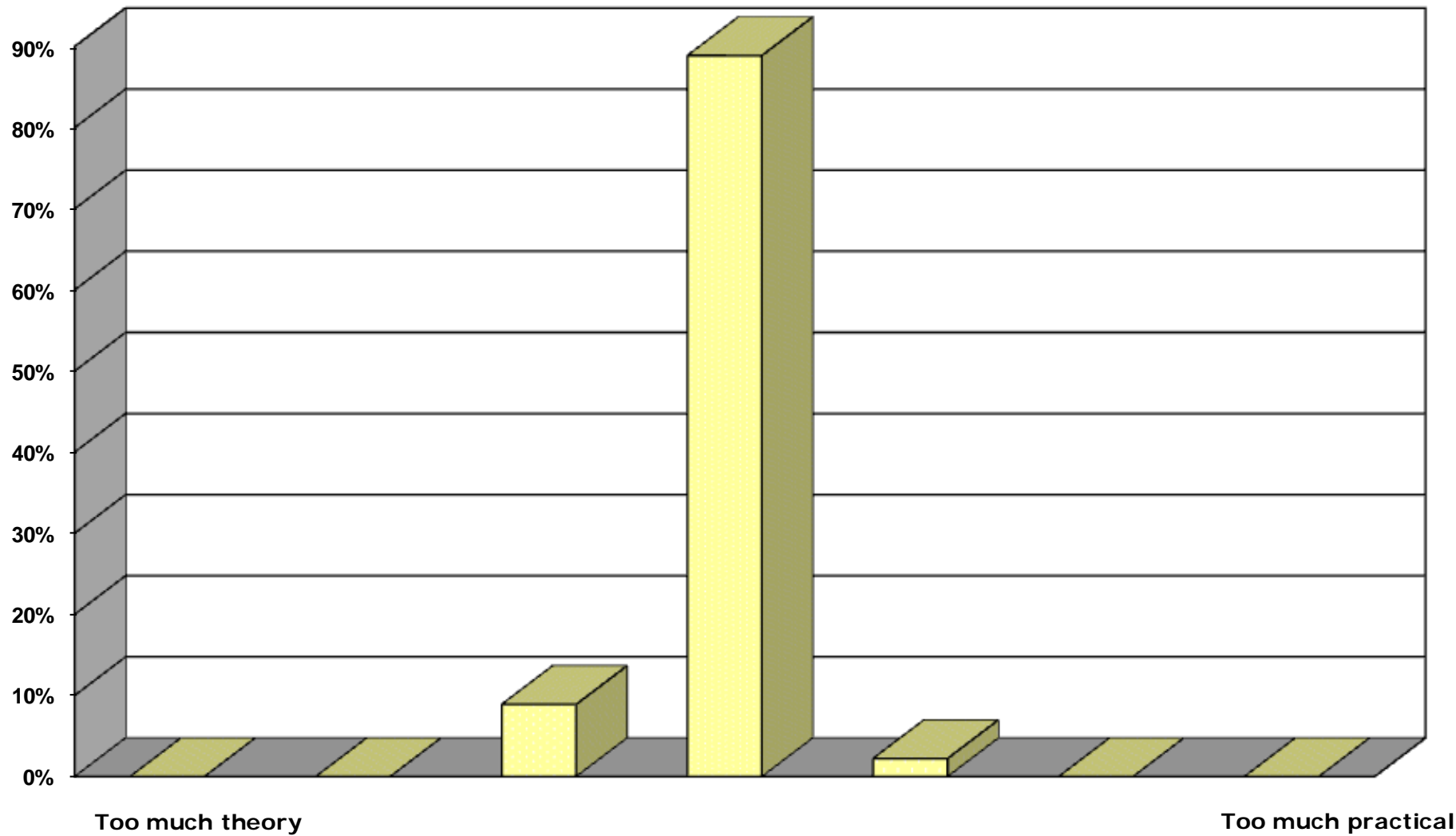
Not at all

Completely

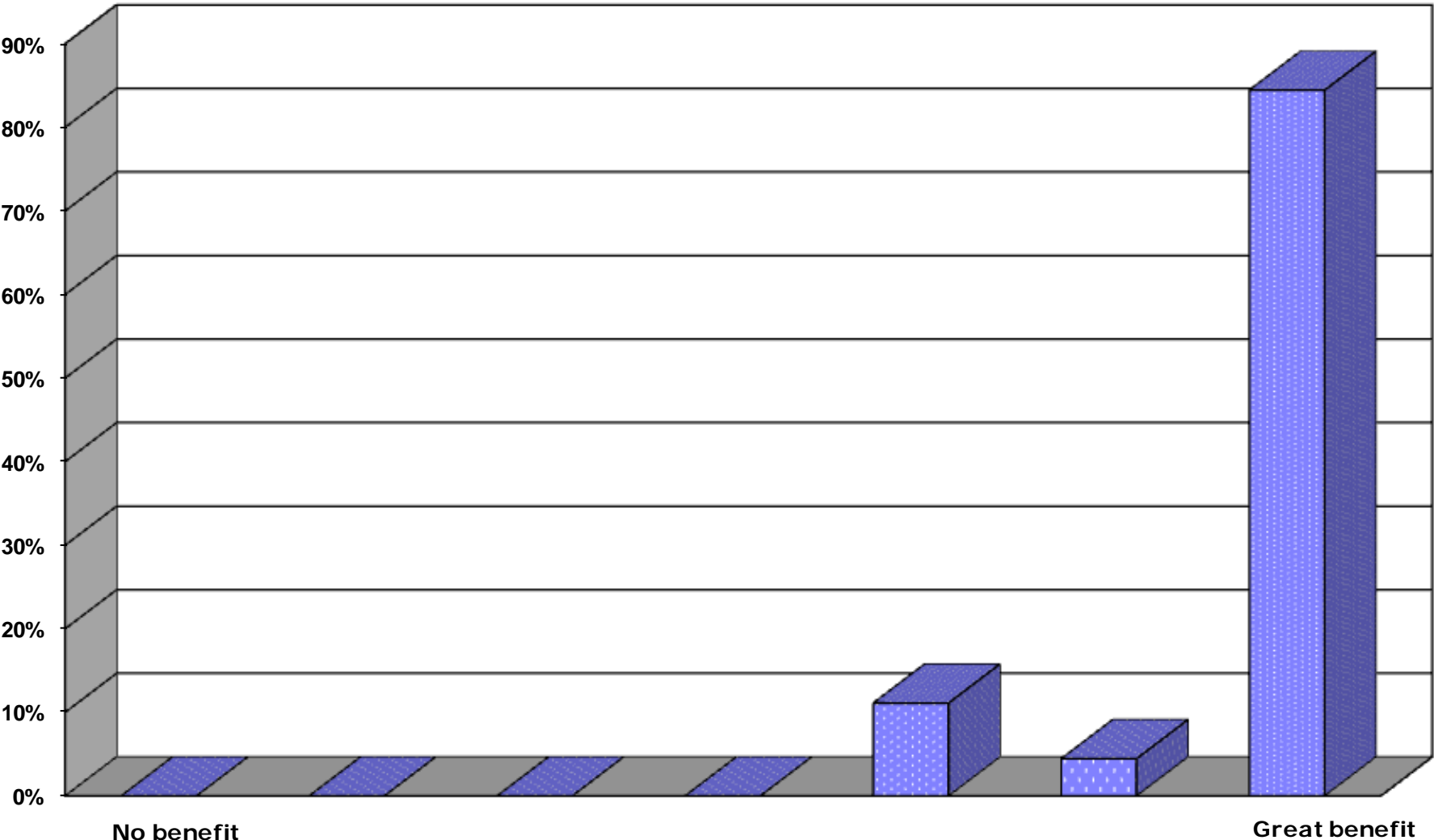
Do you feel that the information presented clearly and pitched at the right level?



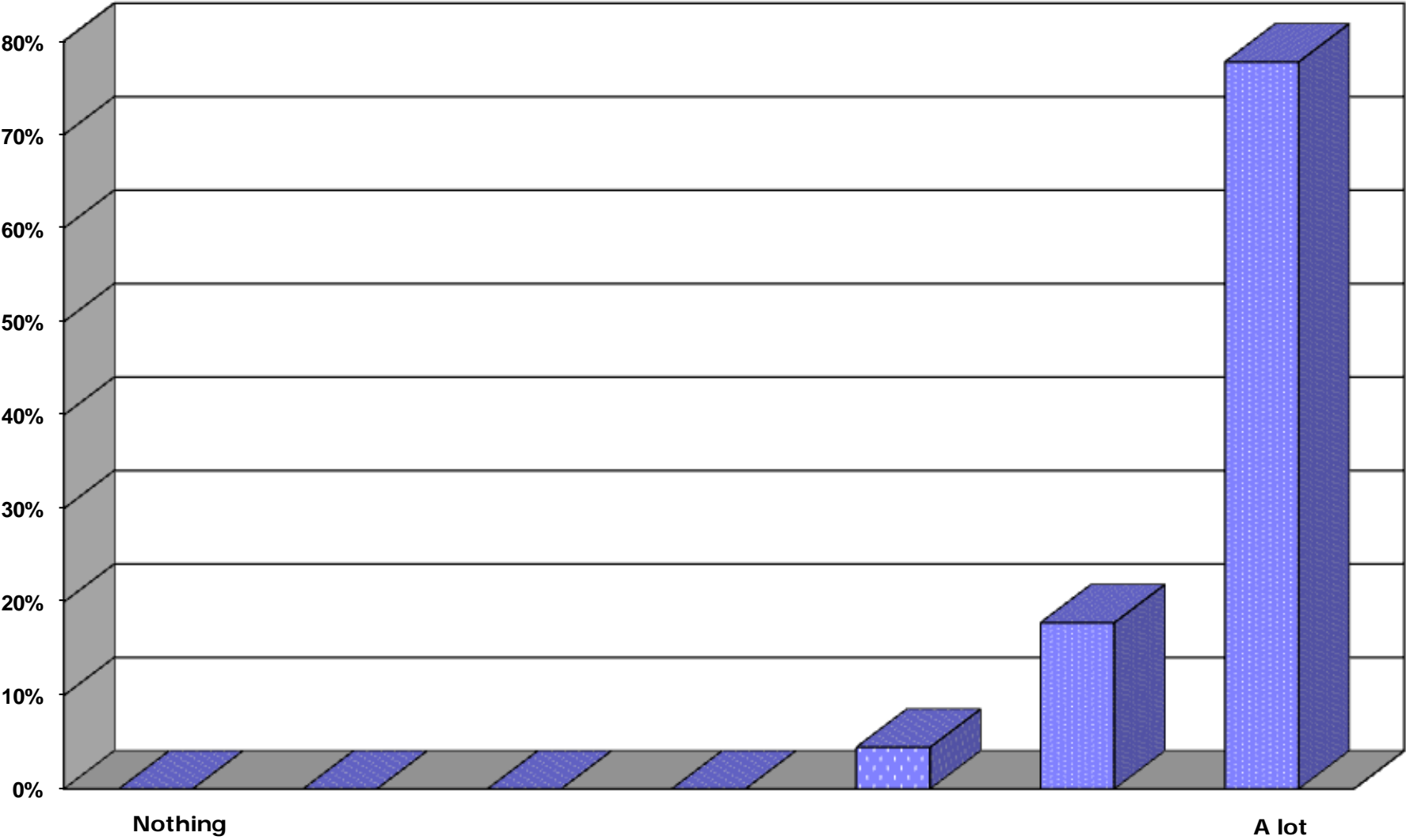
Was the length of time spent on each topic sufficient?



What is your view on the balance between practical work and formal lectures/discussions?



Were the practical sessions of benefit?



How much did you learn from the course?

