

Thinking about the training and/or assessment provided by BMR over the last 6 months, how do you rate our performance on each of the following factors:

	Your answer from 1 to 10 (1 = very poor, 10 = excellent)	Not Applicable	Don't know
Understanding your training needs as an employer.			
Tailoring the provision to meet your needs – and the appropriateness of the qualifications delivered			
Tailoring provision to meet your needs as well as the employee learners'.			
Delivering the training and/or assessment at a time and place that meets your requirements.			
Keeping you suitably informed about the progress of your staff with their learning.			
General communication, including the frequency and quality of communication, and how quickly we have responded to any queries.			
The professionalism and quality of the staff delivering the training.			
The professionalism and quality of the person or people undertaking the assessment of your staff.			
How up to date the course and its delivery is for your industry/sector.			
The accuracy and timeliness of paperwork and documentation.			

	Your answer from 1 – 10, with 1 = Disagree Completely agree and 10 = agree completely		
The training provided by BMR has significantly improved the ability of the staff trained, to do their job .			
The training has had a strong positive impact on the organisation.			
Overall I am very satisfied with the service BMR has provided.			

If there is any other feedback, positive or negative you would like to give us, please record your comments below.