



Apprentice Feedback 2nd Quarter 2008

Feedback helps us monitor whether we are meeting the needs of the people we service, what we can do to improve. It also helps us identify what services we are offering that are working well. We try to ensure that at least 85% of apprentices are satisfied overall with the services we offer. This includes the Coordinators, the Programme itself and G&H's extra services for Carpentry Apprentices.

Over 85% of apprentices who gave feedback in the 2nd quarter of 2008, were satisfied with the following statements:

THE MODERN APPRENTICESHIP COORDINATOR:

Visited them regularly every 3 months and kept to their appointments, set achievable and realistic goals to work on, reviewed and positively recorded progress and units passed, gave sound advice and positive encouragement.

Fully satisfied with the service provided by their G&H Modern Apprenticeship Coordinator.

THE MODERN APPRENTICESHIP PROGRAMME

They had a clear understanding of the requirements to complete their apprenticeship, the programme will help them achieve their career goals.

G&H'S EXTRA SERVICES FOR CARPENTRY APPRENTICES

My assessments were marked and returned in the stated time frame, markers comments were useful, having access to the branch tutor was helpful.

COMMENTS MADE BY APPRENTICES WERE:

50% of the comments were positive regarding their coordinator or the programme in general. 25% were neutral regarding the time frame of their apprenticeship and 25% were regarding the Industry Training Organisation.

APPRENTICES WERE LESS THAN 85% SATISFIED:

They will complete in the specified time frame and having access to email support is helpful.

A copy of this report has been sent to the Operations Manager for his attention. It will be reviewed with improvements made where reasonable and/or appropriate.

*From the Feedback Team @ Head Office
G&H Training Limited, July 2008*