

Guideline for Course Participant Feedback

1. **Purpose:** The purpose of this guideline is to outline the process and guidelines for course participants to provide feedback to the training organisation. Feedback is essential for improving the quality of our training programs and ensuring participant satisfaction.

2. **Scope:** This applies to all participants enrolled in training programs offered by the organisation.

3. **Types of Feedback** Participants are encouraged to provide feedback on the following aspects of the training:

- Course content and materials
- Quality of the training and/or assessment
- Effectiveness of trainers, assessors, and coaches
- Learning environment (physical or virtual)
- Administrative support
- Overall experience

4. **Feedback Channels** Participants can provide feedback through the following channels:

- **Feedback/Post-Course Evaluation Form:** Through the designated feedback form provided at the end of each course.
- **Email:** Participants can email their feedback to [designated email address] or the relevant staff members.
- **In-person:** Feedback can be shared directly with trainers or administrative staff.
- **Anonymous Feedback:** An anonymous feedback option will be made available for those who prefer confidentiality.

5. **Feedback Timing** Participants are encouraged to provide feedback:

- During the course (via interim evaluations or informal channels)
- At the conclusion of the course (via a formal feedback form)
- Any time after the course (via email or other channels)

6. **Feedback Guidelines** To ensure feedback is constructive and actionable, participants are encouraged to:

- Be specific about their observations and suggestions.
- Focus on aspects that can be improved or replicated.
- Use respectful and professional language.

7. Handling and Review of Feedback

- Feedback will be acknowledged within 5 working days of receipt.
- Complaints about the quality of training or assessment, appeals on assessment outcomes, and complaints against trainers, assessors, or coaches will follow these processes:

7A. Complaints About the Quality of Training or Assessment

1. Submit a written complaint within 10 days of completing the session via feedback form or email.
2. Include participant's name, contact information, and specific details of the issue.
3. Complaints will be reviewed by an independent committee.
4. Outcome will be communicated within 21 working days.

7B. Appeals on Assessment Outcomes

1. Submit an appeal using the designated appeal form within 10 days of receiving results.
2. Include participant's name, contact information, and specific grounds for appeal.
3. Appeals will be reviewed by an independent panel.
4. Review decision will be communicated within 30 working days.

7C. Complaints Against Trainers, Assessors, or Coaches

1. Submit a written complaint within 10 days of the incident via feedback form or email.
2. Include participant's name, contact information, name of the trainer, and detailed description of the issue.
3. Complaints will be reviewed by an independent investigator.
4. Findings and any resultant actions will be communicated within 30 working days.

8. Follow-Up and Communication

- Improvements based on feedback will be shared with participants where appropriate.
- Anonymous feedback will be acknowledged collectively, with general updates provided to all participants.

9. Confidentiality The organisation ensures that all feedback, including anonymous submissions, will be handled with confidentiality and respect. Identifiable details will be anonymized during reviews, where necessary.

10. Review of Guideline: This guideline will be reviewed annually to ensure its effectiveness and alignment with organisational goals.