

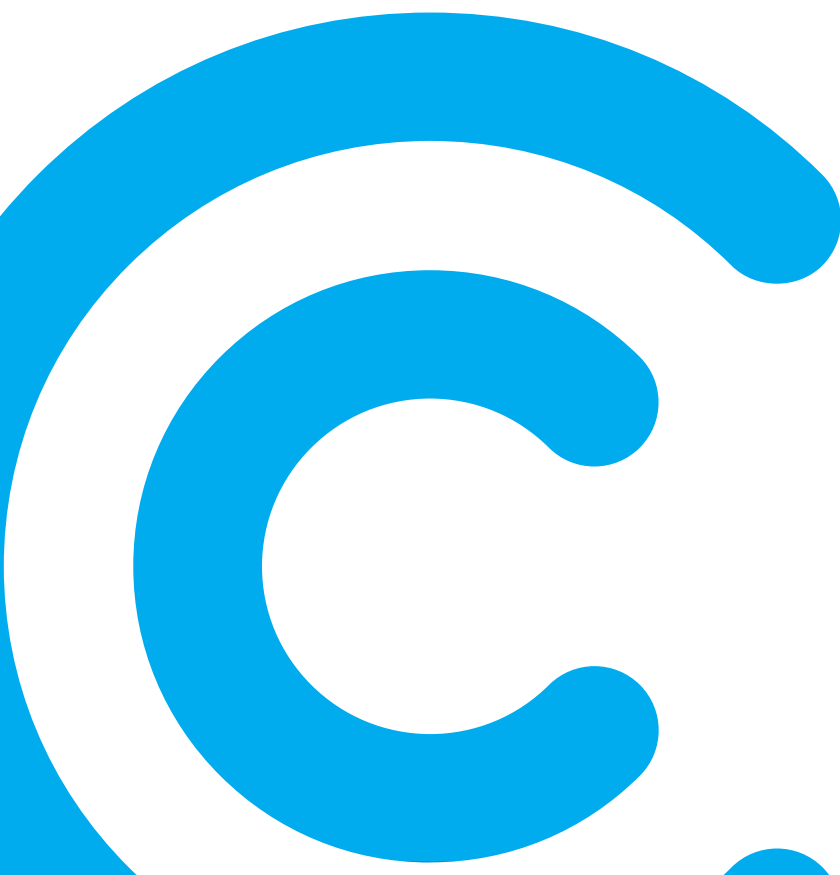


cqm training &
consultancy



Partner Survey 2021

Results Summary & Feedback



Executive Summary

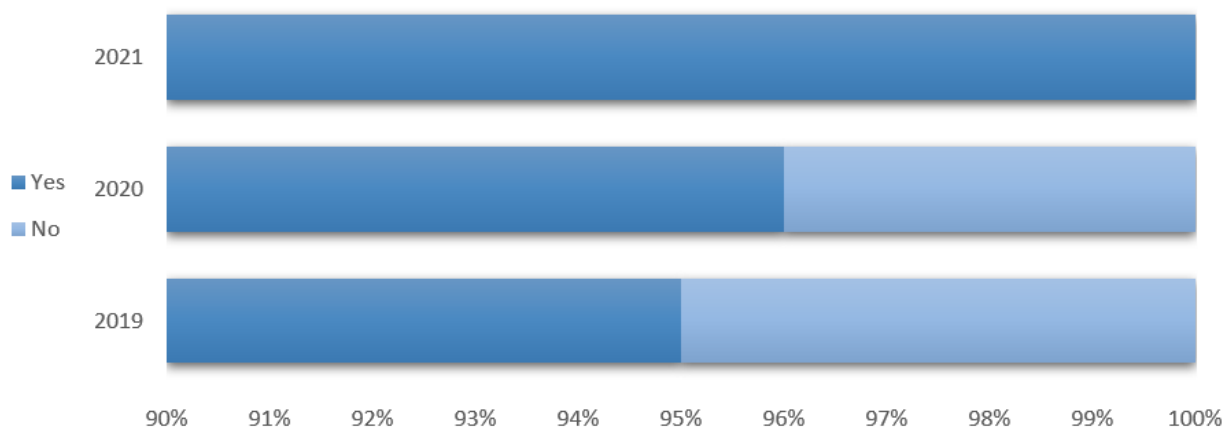
I am delighted and proud to say that our partners have given us the feedback in this survey, carried out late last year and reflecting our training programmes, including apprenticeship delivery. We have been working hard on understanding our partner needs even better and for the first time, we have a 100% recommendation rate coupled with a 100% rating on changing behaviours and culture.

The quality improvements we have implemented this year have been better progress visualisation, coupled with more regular governance meetings, which has influenced our communication score, now over 4.6/5.0.

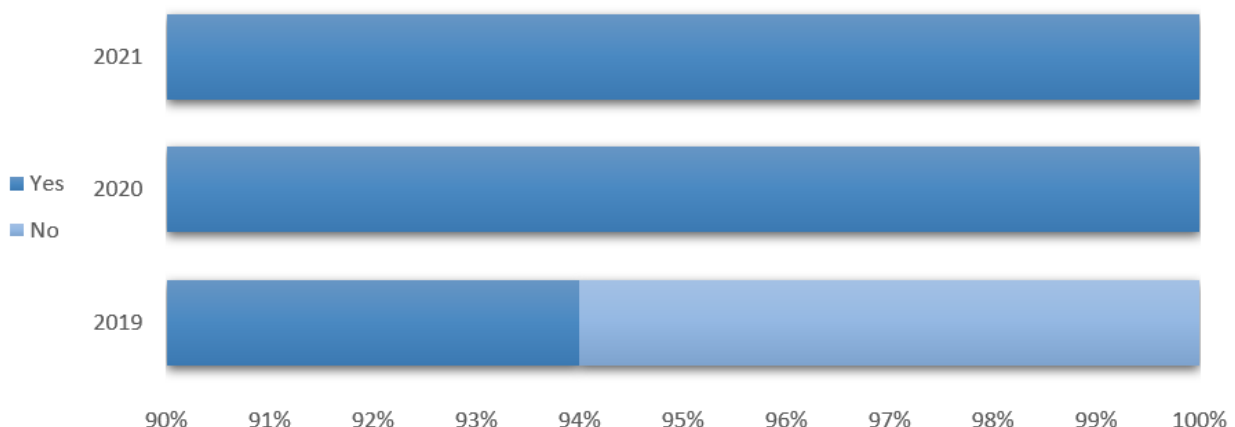
We never rest on our laurels and we'll be working particularly on moving programme tailoring to partners and learners to even higher scores in the coming year.

1- Overall Questions - Also compared to 2019 & 2020 results

Q - Would you recommend CQM Training and Consultancy to another employer seeking similar training?



Q - Do you see the training by CQM having a positive effect on the behaviours and culture on site?



2- Rating Questions

How do you rate CQM Training and Consultancy in terms of...

Average Score - Scale 1 to 5 (highest)



3- General Open Feedback -received from you, without editing!

"The trainers for our learners have been **very patient and flexible**. They have been very considerate about the needs of the business and our learners. They have very often gone above and beyond to keep learners on track in difficult times due to Covid"

"My IQA training was very **comprehensive and in-depth**. I feel confident with my quality assurance working practice and procedures"

"**Dave Griffin** has been extremely supportive and always happy to help, whenever I need some guidance or advice he has always replied within 24 hours. Great service, very experienced and knowledgeable within this field of expertise"

"**Excellent range** of apprenticeships and a very professional service"

"Excellent training **provider that delivers** what they say they will with great support in place for the learners"

"**Excellent service** provided by CQM, the team are extremely supportive and patiently working with the learners who have very busy workloads. We also appreciate the support we have received during difficulties throughout the pandemic"

"**Very flexible approach** tailored to company needs. Not afraid to do it in a different way to "standard" e.g. using company material or software packages"

"Very good provider who are flexible in their approach to meet the needs of the business"

"CQM are very adept and are good in ensuring training scope, content, delivery is **contextualized to our operations**"

"**Keith, Alan and Bev** have been brilliant, supportive and are open to new ideas to improve the delivery of our LEAN apprenticeship programme"

"I have always found CQM to have **excellent communication** with our business and they are willing to be flexible to meet our organisation's needs"

"**Very pleased with the relationship** so far, CQM have been very helpful and understanding with a difficult period in our Company history. I think the issues I see mainly relate to individual learners - trying to get them onboard and involved and I think it would be unfair to put this as the fault of CQM. It would always be good to have more of **Conor's** time but I think he has done the best he can under the circumstances"

4- Graded Questions

