



cqm training &
consultancy



Learner Survey 2022

Results Summary &
Feedback



Executive Summary

We take the views and feedback of our learners very seriously, to build and continually improve on their learning experience and outcomes that impact both their personal and professional lives. I am extremely pleased with the results and comments from our recent learner surveys conducted in July 2021 and February 2022.

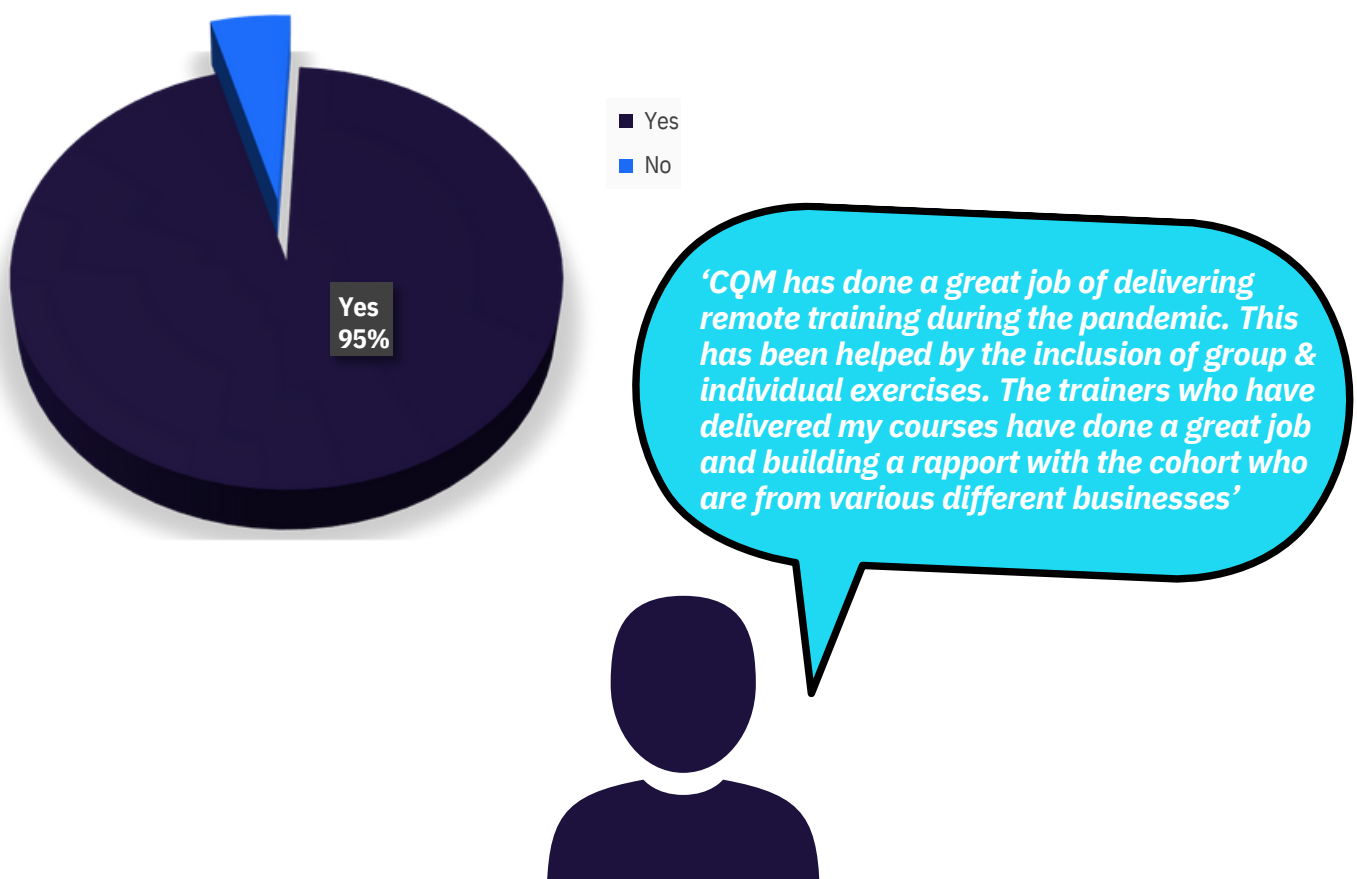
I think it goes a long way in showing how our team has pulled together, through what has been a challenging time where we've had to adapt our delivery including remote/virtual methods, to continue to provide an excellent service. This has been reinforced by the fact that, of learners spanning more than 50 organisations, **95% would recommend** us to a friend.

There are various areas that we will look to improve on too, such as the technology solutions we use to support how learners record their work, which is something we are already working on and are due to go live with very soon. It is pleasing to know our efforts are focussed on the right areas to make a meaningful difference.

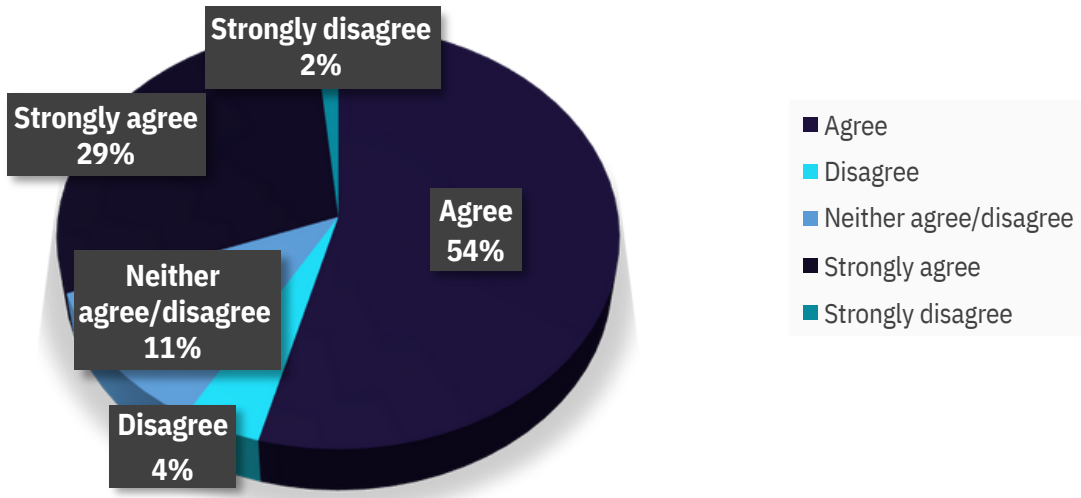
All in all, we work hard to support our learners to attain the best outcomes so it is reassuring this has been reflected in the surveys. The key findings were that most learners value their programmes, our knowledgeable staff and the resources that we provide them with and that we have adapted well/swiftly to the pressures of the pandemic, creating new opportunities to enhance our service delivery.

The Key Questions

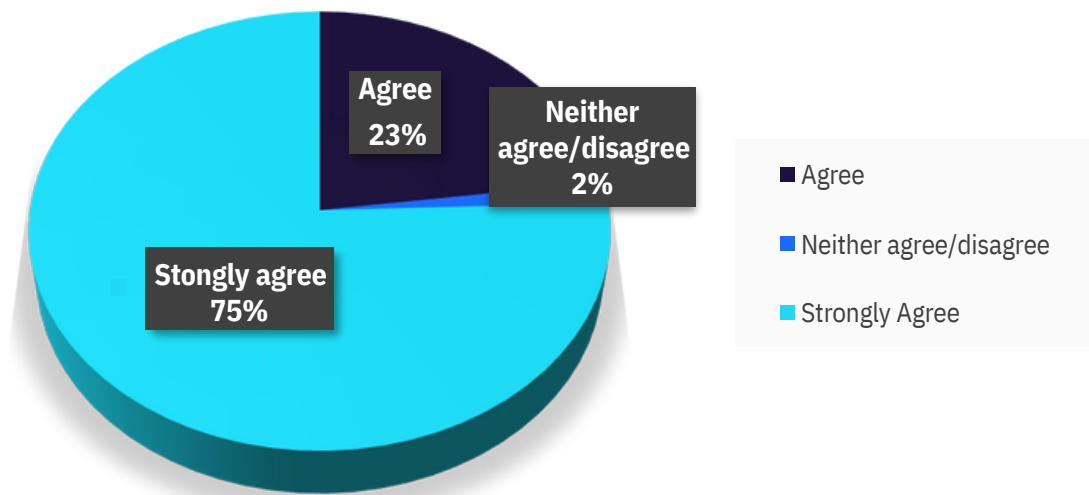
1. Would you recommend CQM to a friend?



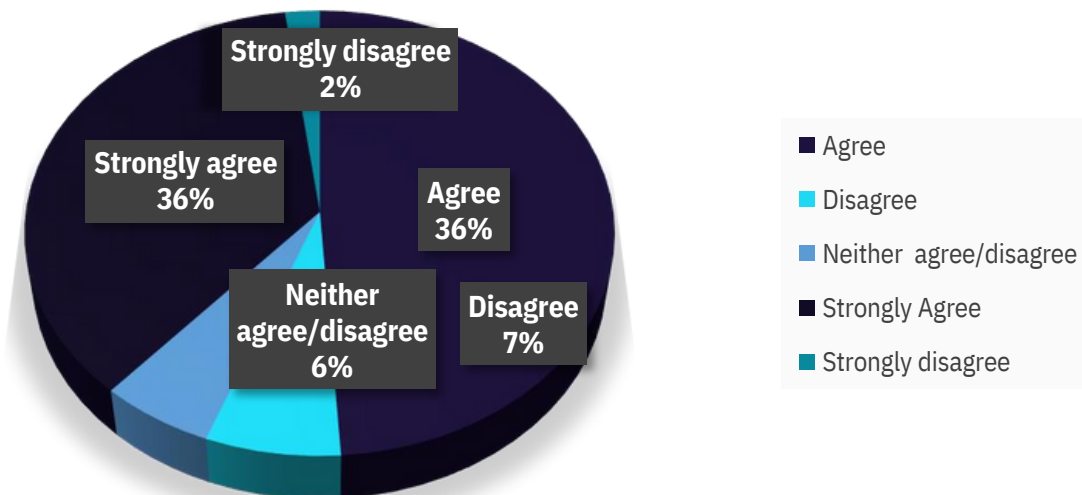
2. My course/programme meets my needs.



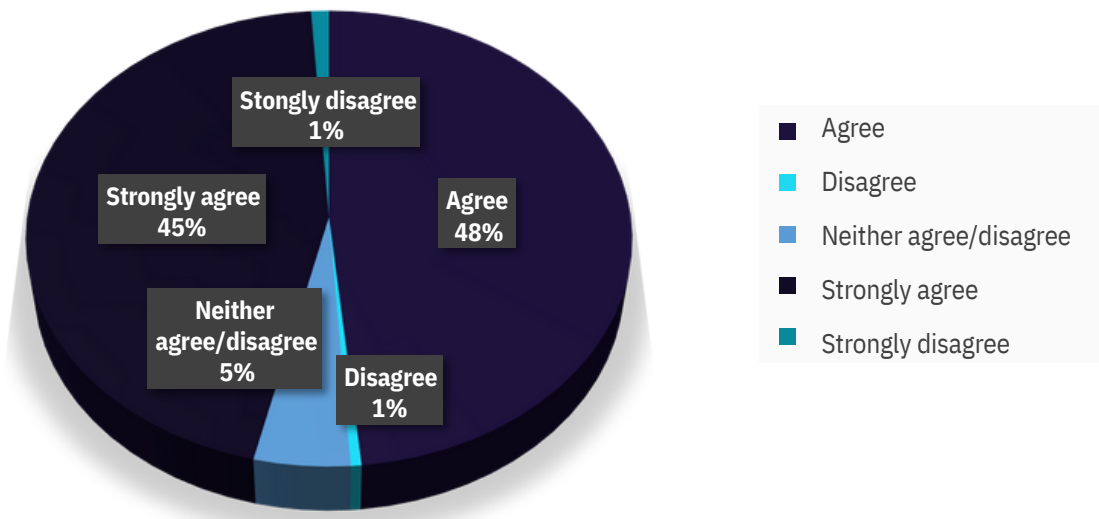
3. I am treated fairly by CQM's staff.



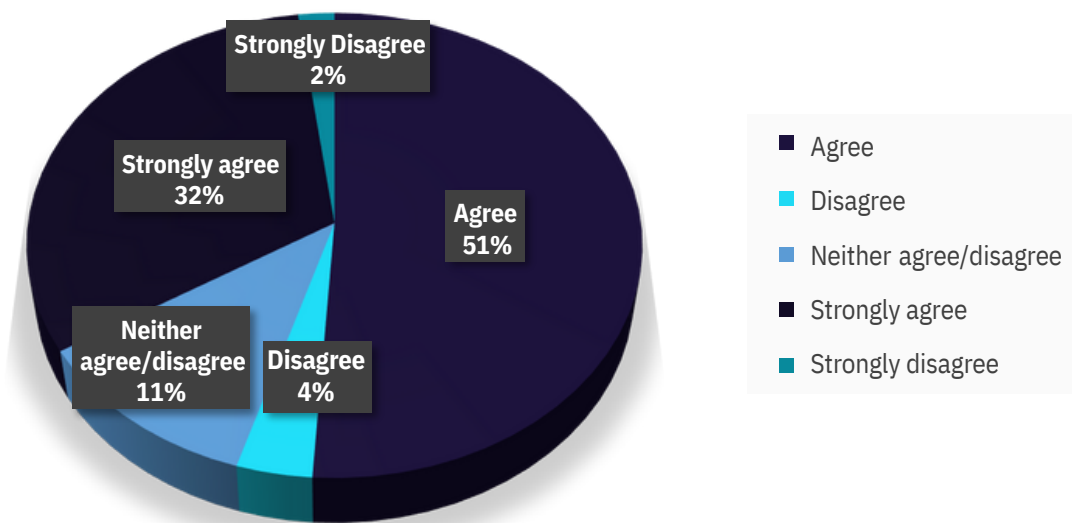
4. Training sessions are delivered in a way that helps me build on my existing knowledge.



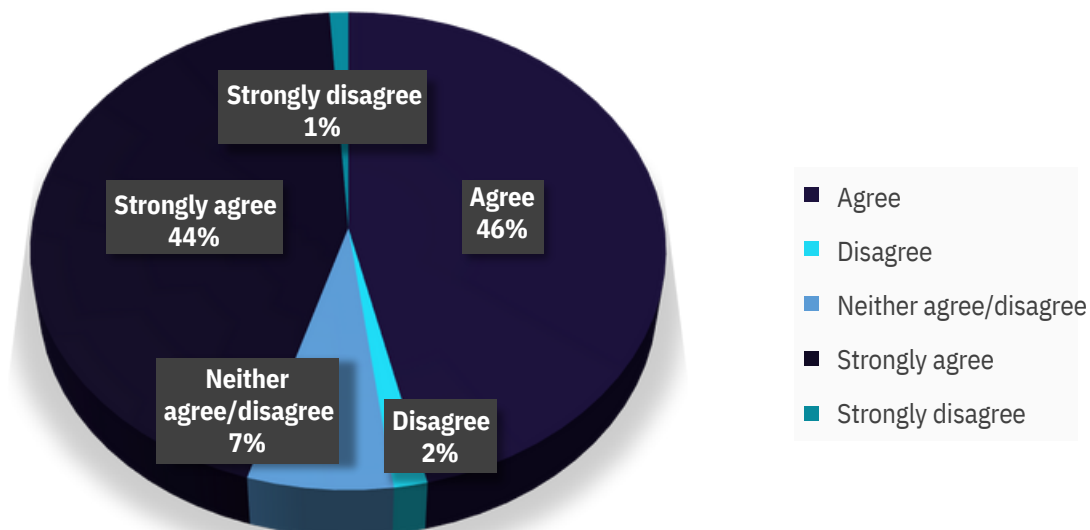
5. I am given feedback that helps me to improve.



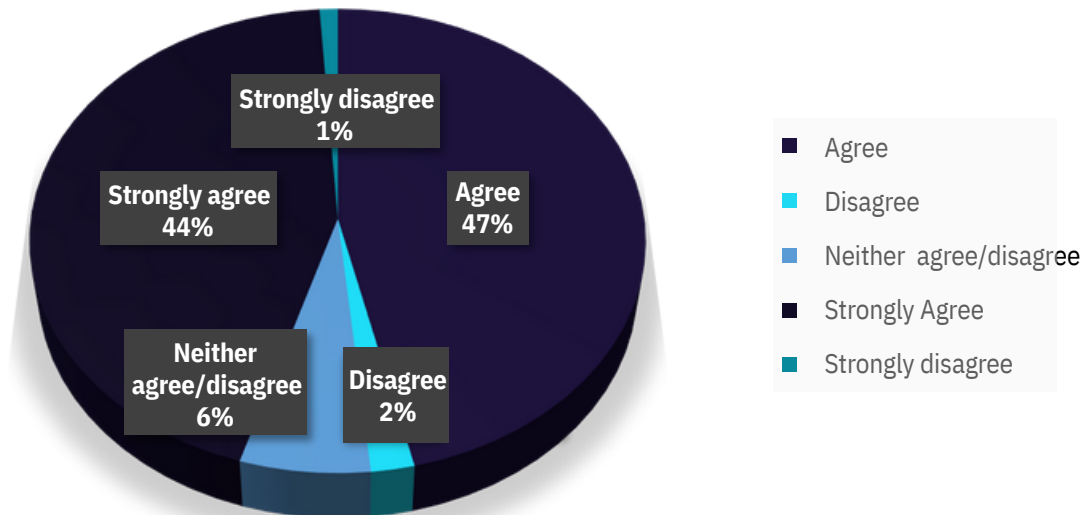
6. My programme is preparing me for what I want to do next.



7. I have access to the resources that I need to do well on my course.



8. CQM have continued to support me during the period of COVID-19 Pandemic.



What do our learners say about us?

What does CQM do well?

‘Specialists who have used the tools and techniques in a real Industry setting’

‘Adapting to on-line course delivery. This has exceeded my expectations’

‘Being able to tailor the pace of delivery to the individual student needs, having time to go back over the tricky bits’

‘I believe my 121 have been very beneficial during the lockdown periods for sure, and once I could start my project back up and running these have been very helpful’

What is it like to be a learner at CQM?

‘I feel relaxed and at ease whilst learning - it is a nice experience’

‘interesting and fun - great working with new colleagues from other sites’

‘I am really enjoying the course. I feel fulfilled and accomplished’

‘Challenging at times due to the level of the course, but positive’

‘I am enjoying it and, while there are plenty of work to do, it is a good 'break' from my job’