

	EMS Cognito Candidate Feedback Procedure	Approved	RK
		Date	29/05/14
		Review	29/05/17

Purpose:	The purpose of this procedure is to provide guidance to candidates and employees on how EMS Cognito collects feedback from the training we offer.
Outcome:	Candidates and employees understand their roles in the procedure and what information will be collected and how it will be handled.

Introduction

Candidates who participate in training provide by EMS Cognito will be required to complete a feedback form on completion of that stage of training. The process of collecting this information requires the participation of both the EMS Cognito consultant conducting the training and the candidate receiving it.

Roles and responsibilities

Consultant

The EMS Cognito consultant responsible for conducting the training is required to issue relevant feedback forms to all candidates on completion of each stage of training. Each stage of training is defined as per the programme taking place.

The consultant should encourage all candidates to complete the feedback form to the best of their ability and not influence any of the answers.

The consultant should collect all candidate feedback forms and deliver to the EMS Cognito office for recording and analysing.

Candidate

Any candidate who participates in training provided by EMS Cognito is required to complete a Candidate Feedback Form. The feedback form itself will give the candidate the opportunity to record any concerns or accolades towards the materials, the consultant and if relevant the venue the training took place.

We also ask that candidates provide us with some detail in regards to potential improvements with the training and the opportunity to provide a testimonial.

How will information be stored?

All candidate feedback forms will be delivered to the main EMS Cognito office for recording and analysing. Any personal information collected on the forms will be stored in accordance with the data protection act and not shared with any 3rd parties.

If you choose to provide a testimonial based on the training you have received you may receive contact from EMS Cognito to use your quote in future marketing material.

The feedback forms will be held electronically and held for 2 years.