



**EMS Cognito_02-001_LRCMQ_Candidate
Feedback Procedure v1.22**

Written	MG
Approved	RK
Date	20-Mar-2019
Review	20-Mar-2022

Change Summary

Updated to include review of feedback capture and the tracking of any potential actions identified

To complete this task you will need to use: Candidate feedback form
 Customer feedback Record Spreadsheet

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.

Review of the feedback is carried out at the monthly team meeting and any identified improvement actions are to be logged in the Customer Feedback spreadsheet.

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.

#	Instruction	Notes	Visual
1	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.		
2	The consultant should encourage all candidates to complete the feedback form to the best of their ability and not influence any of the answers.		



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	The consultant should collect all candidate feedback forms and deliver to the EMS Cognito office for recording and analysing.		
3	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.		
4	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 3 rd parties.		
5	Any suggestions for improvement from candidates (or other) will be noted on the Customer Feedback spreadsheet. This is to be analysed at the monthly team meeting. Any actions decided upon will be noted on the spreadsheet, or a decision not to change will be noted.		
6	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.		
7	The feedback forms will be held electronically for a minimum of two years.		