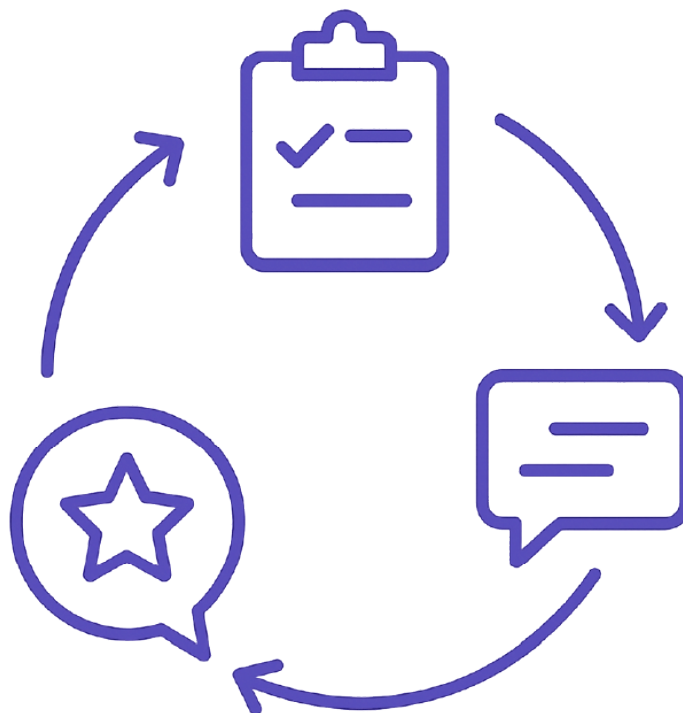


Best Practice n°4



Example – Feedback Form

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- **Type:** Continuous Evaluation & Feedback
- **Category:** Governance & Quality
- **Method/Tool:** Surveys, Feedback Forms, Iterative Updates
- **Best Practice Description:** Training content and methods are regularly updated based on participant feedback, industry needs, and performance assessments to maintain relevance and effectiveness.

Background

LZH Laser Akademie GmbH (LAK) is a leading German VET-provider of training in the field of laser material processing. Since its founding in 2003, LAK participated in the development of DVS guidelines on professional qualifications.

IPH – Institut für Integrierte Produktion Hannover gGmbH - is a consulting and research company in the field of production technology. We focus on increasing the efficiency, digitalization and sustainability of the industry.

Overview of Best Practice Approach

The structured process for the continuous improvement of training content ensures that feedback from participants, lecturers and staff is systematically recorded, evaluated and implemented. Clear documentation of feedback and the standardised recording of suggestions for improvement create transparency and ensure that decisions can be properly traced.

Advantages of a Structured Feedback Approach

The structured approach – from problem analysis through the definition of specific measures to the assignment of responsibilities and deadlines – enables the targeted and efficient implementation of improvements. At the same time, the review of measures ensures that they are effective and contribute to the long-term optimisation of training.

Another key advantage lies in the clearly defined escalation process: if measures cannot be implemented directly, they are escalated to management. This ensures that even complex or strategically relevant issues are addressed.

Implementation in Practice

Feedback is collected via feedback forms immediately after the training session and before participants leave. Verbal feedback from participants is recorded in brief notes and forwarded by email to the relevant people.



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Industry Relevance

Transparent communication of implemented measures to all staff also promotes knowledge sharing and ensures that improvements take effect across the organisation. Overall, the process helps to continuously improve the quality, timeliness and practical relevance of training programmes and to respond quickly to new requirements from industry and practice

Example of Structured Feedback Form

Please see the following page for a real-life example of a structured Feedback Form



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