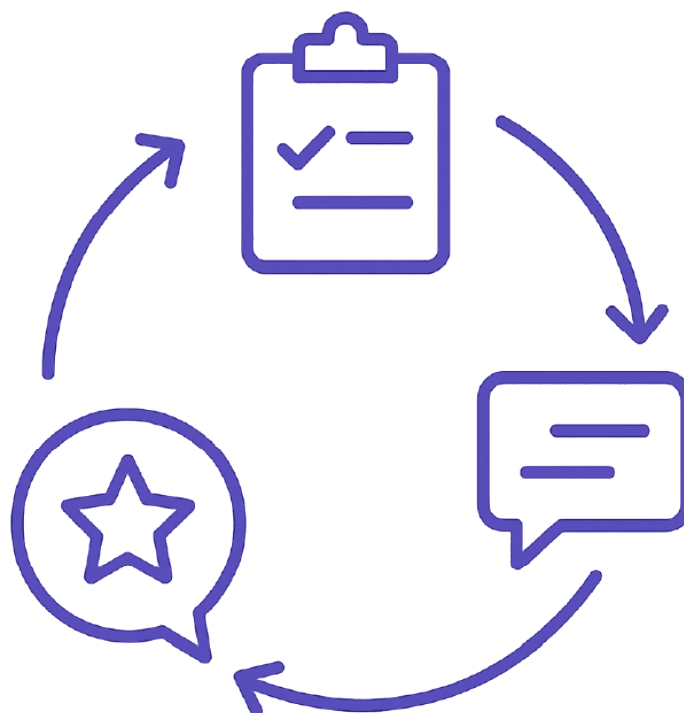


Best Practice n°4



Example – Training Evaluation Questionnaire

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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

ISQ is a private, non-profit and independent technological institution founded in 1965, that offers worldwide a range of Engineering, Consultancy, Inspection, Testing, Training, R&D and Innovation services.

Overview of Best Practice Approach

This questionnaire was designed to evaluate the training experience by collecting participant feedback. The questionnaire helps to identify specific strengths and areas for improvement, across the key dimensions of training quality, learning outcomes, programme design, resources, trainer performance, and overall satisfaction

A 5-point rating scale (Very Poor to Very Good) is used throughout most of the questionnaire because it provides a simple and consistent way for participants to evaluate different aspects of the training while allowing results to be easily compared across courses and training editions. In addition, an open comments section enables participants to explain their ratings and provide suggestions for improvement.

The final recommendation question (0–10 scale) complements the detailed evaluation by capturing participants' overall perception of the training and their willingness to recommend the training provider to others.

Implementation in Practice

The feedback questionnaire is usually applied immediately after the training session or course, ensuring that participants can provide accurate feedback while their learning experience remains fresh. It is usually collected online, through survey platforms.

Industry Relevance

The feedback collected through this questionnaire supports the organisation's quality assurance and continuous improvement processes. It helps monitor participant satisfaction, evaluate training effectiveness, and identify opportunities for enhancement. The results are used to inform future training delivery, including revisions to course content, duration, learning materials, and practical activities. By systematically analysing participant feedback, the organisation ensures that its training programmes remain relevant, effective, and aligned with both quality standards and learner expectations.



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Example of Training Evaluation Questionnaire

As part of our Quality, Environment, and Safety Management System, we kindly request the completion of the following training evaluation questionnaire. Estimated time: 5 minutes.

Thank you,
ISQ Academy

1. Learning and Group Dynamics

Table 1 — Learning & Group Dynamics Evaluation

Item	Very Poor	Poor	Satisfactory	Good	Very Good
1.1. Course Objectives (suitability and achievement of course objectives)					
1.2. Learning (acquisition and application of knowledge and skills)					
1.3. Motivation and Participation (interest and participation in activities)					
1.4. Relationships between Trainees (ability to integrate into the group and work as part of a team)					
1.5. Interpersonal Relationship between Trainer and Trainees (ability to interact between the trainer and the trainee)					
1.6. Attendance and Punctuality (regular and timely attendance at trainee group sessions)					

2. Programme Quality

Table 2 — Programme Quality Evaluation

Item	Very Poor	Poor	Satisfactory	Good	Very Good
2.1. Usefulness of the course content (content that is relevant and useful for professional practice)					
2.2. Course structure (sequence of topics and balance between theory and practice)					
2.3. Course duration (time allocated to theory and practice)					



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3. Quality of Support Resources

Table 3 — Support Materials & Facilities

Item	Very Poor	Poor	Satisfactory	Good	Very Good
3.1. Teaching materials (support texts, textbooks, videos)					
3.2. Training room and other facilities / Learning platform					
3.3. Equipment (audiovisual equipment, simulators and consumables)					

4. Performance of the Pedagogical Team

Table 4 — Coordination & Administrative Support

Item	Very Poor	Poor	Satisfactory	Good	Very Good
4.1 Coordination Support (organisation, dynamism, follow-up, responsiveness)					
4.2 Administrative Support (responsiveness, support quality, friendliness)					

5. Trainer Evaluation

Each trainer is evaluated on:

- 5.1 Language (clarity and simplicity)
- 5.2 Mastery of the Subject
- 5.3 Interaction with Trainees
- 5.4 Practical Exercises & Activities

Below are full tables for each trainer.



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Trainer evaluation

Criterion	Very Poor	Poor	Satisfactory	Good	Very Good
5.1. Language (Was the language used clear and simple?)					
5.2. Subject Knowledge (Did the trainer's expertise in the subject help participants to understand the course content?)					
5.3. Relationship with Participants (Did the trainer encourage participants to participate and cooperate?)					
5.4. Exercises and Practical Activities (Did the trainer provide practical applications?)					

6. Overall Course Satisfaction

Ratings Distribution

Rating	Percentage	Count
Very Poor		
Poor		
Satisfactory		
Good		
Very Good		

7. Opinions and Suggestions

8. On a scale of 0 to 10, how likely are you to recommend ISQ Academy to a friend or colleague?

Gauge Indicator

- Score shown in the centre: 71.4
- Scale range shown: -100 to +100
- Colour zones:
 - Red (very unlikely)
 - Orange (neutral)
 - Green (likely)



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Distribution of Responses

Score	Percentage	Count
0	0%	0
1	0%	0
2	0%	0
3	0%	0
4	0%	0
5	0%	0
6	0%	0
7		
8		
9		
10		

