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# Important Note

Not all sections of this feedback form template will be applicable to every programme. Providers should tailor the template to align with their programme’s specific context by adding, removing, or modifying sections as needed. This template does NOT encompass all possible feedback areas relevant to every learning programme; additional questions or sections may be added to address unique requirements.

Learner Feedback Form

Provider Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Feedback Submission: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Learner Name (Optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Programme Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1: Programme Specification**

1. Was the programme aim clearly communicated and aligned with your expectations?
☐ Yes ☐ Somewhat ☐ No
2. Were the learning outcomes clear and achievable?
☐ Yes ☐ Somewhat ☐ No
3. Was the programme structure (topics/modules/areas covered) organised and easy to follow?
☐ Excellent ☐ Good ☐ Average ☐ Poor

**2: Learning Resources**

1. Were the learning resources (e.g., books, online materials, e-materials) sufficient and accessible?
☐ Yes ☐ Somewhat ☐ No
2. Did you have access to the tools or facilities required to complete the programme (e.g., lab facilities, software, simulation tools)?
☐ Yes ☐ Somewhat ☐ No
3. Were the presentation slides, case studies, and other materials helpful in understanding the concepts?
☐ Yes ☐ Somewhat ☐ No

**3: Trainer/Instructor Quality**

1. Was the trainer/teacher/instructor qualified and knowledgeable in the subject?
☐ Excellent ☐ Good ☐ Average ☐ Poor
2. Did the trainer effectively communicate concepts and engage with learners?
☐ Yes ☐ Somewhat ☐ No
3. Did the trainer provide support and address learner queries effectively?
☐ Yes ☐ Somewhat ☐ No

**4: Accountability and Support**

1. Was the programme description in the marketing materials accurate and transparent?
☐ Yes ☐ Somewhat ☐ No
2. Were the guidelines provided (e.g., handbooks, FAQs, access instructions) clear and helpful?
☐ Yes ☐ Somewhat ☐ No
3. Did you feel well-supported throughout the programme with the provided orientation and resources?
☐ Yes ☐ Somewhat ☐ No
4. Were the appeals and complaint procedures clearly communicated and accessible?
☐ Yes ☐ Somewhat ☐ No

**5: Evaluation of Learning Outcomes**

1. Did the programme provide clear methods to assess your learning progress (e.g., quizzes, assignments, or feedback)?
☐ Yes ☐ Somewhat ☐ No
2. Were you able to achieve the intended learning outcomes of the programme?
☐ Yes ☐ Partially ☐ No
3. If informal methods were used to measure your progress (e.g., group discussions, reflection exercises), were they effective?
☐ Yes ☐ Somewhat ☐ No

**6: Suggestions for Improvement**

1. What aspects of the programme could be improved?
2. What did you find most valuable about the programme?

**7: Additional Comments**

1. Please share any additional comments or feedback:

***Submission Instructions:***

Please complete this form and submit it via:

* Online Learning Management System (LMS)
* Email to [feedback@provider.com]
* In-person to the Programme Coordinator

***Thank you for your feedback!***

***It will help us enhance the quality of our programmes.***