

IAG EVALUATION**BCTG/LLN**

ON A QUARTERLY BASIS BCTG EVALUATE THEIR OWN IAG PROCEDURES .
on a scale of 1 to 10 with 10 being excellent and 1 being poor

THIS SPECIFIC SURVEY AIMS TO GATHER THE IAG INFORMATION FROM LEARNERS ON THE LLN CONTRACT

Mal	learner 1	2	3	4	5	6	Total
How would you describe the way in which the officer gave you details about the service	8	8	6	8	10	10	80%
How well you understood the details given	8	8	8	8	8	8	80%
The level of independence of the officer	10	10	8	8	10	6	86%
How well did the officer listen to your comments and questions	10	10	10	10	8	10	96%
How well did the officer answer your requests for information	8	8	8	8	8	8	86%
If you had any difficulties during your programme, how well did the officer help you	6	6	8	10	8	8	76%
Describe the help the iAG officer gave you on future training and career advice	10	10	10	10	8	8	93%
Overall how would you rate the service	8	10	8	8	10	10	90%

Other comments

Mal was helpful, good knowledge of funding

Good advice given