

ANNUAL EMPLOYER SURVEY



Apprenticeships Melbourne is committed to providing an excellent level of service to all of our clients and strives for continuous improvement. The purpose of this survey is to canvass your opinion of the level of service provided by Apprenticeships Melbourne.

The survey questions are grouped into three broad categories, encompassing:

- the initial sign-up stage conducted by our Business Consultants;
- the service provided by our Customer Service Officers; and
- the ongoing contact by our Workplace Support Consultants.

We consider your feedback to be an integral part of our quality control, ensuring that our high standards are maintained. Please tick the appropriate box.

Initial Sign-up/visit	Excellent	Very Good	Good	Average	Needs Attention
Overall performance of the Business Consultant who visited to assist in signing the Training Contract					
▪ Professional presentation & punctuality					
▪ Adequacy of printed materials and handouts					
▪ Rights and responsibilities discussed in detail					
▪ Level of knowledge in Australian Apprenticeship Programmes, Incentives and related information					
▪ Discussed training and Registered Training Organisation and training options					
▪ Explanation of eligibility for incentives and claiming procedures					
▪ Timeliness of response to enquiries					
If unsatisfactory, please provide a brief explanation:					
Customer Service and Office Administration Staff					
Overall performance of CSO's who process Training Contracts, pay incentives and finalise contracts.					
▪ Claim forms forwarded in a timely manner					
▪ Timeliness of response to enquiries					
▪ Incentive payments made promptly					
If unsatisfactory, please provide a brief explanation:					

Workplace Support Consultants	Excellent	Very Good	Good	Average	Needs Attention
Overall performance of field support staff who offer assistance in ensuring Employment and Training issues are resolved					
<ul style="list-style-type: none"> ▪ Level of performance in maintaining contact and follow ups (visits & phone calls) 					
<ul style="list-style-type: none"> ▪ Timeliness and quality of assistance provided with issues involved with RTO's and the apprentice/trainee 					
<ul style="list-style-type: none"> ▪ Assistance in cutting through red tape/making paperwork easy 					
<ul style="list-style-type: none"> ▪ General impression and satisfaction 					
<ul style="list-style-type: none"> ▪ Discussed training progress 					
If unsatisfactory, please provide a brief explanation:					

Would you like a Business Consultant to arrange for other employees to be signed up for training?

Yes

No, not at present but possibly in ___weeks or ___months time.

In what way/s could we improve our level of service and performance to meet your business needs?

This survey may remain confidential, or you may wish to identify your company to allow for follow-up of any outstanding issues. If so, please provide the following information:

Name of Company: _____

Location: _____

Contact Person: _____ Ph: (____) _____ Email: _____

Thank you for taking the time to complete this survey, and we look forward to assisting your organisation again in the near future.

OFFICE USE	Date: _____	Visit made by: _____	Date: _____
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