

**Evaluation / review cycle:**

Evaluation is carried out at the end of each session. This is forwarded to us where one of the directors will see it before returning to customer. The trainer is also required to complete a trainer feedback form from within our organisation and also there is a concern form if required. We will use the commissioning organisation's evaluation forms if they are suitable and sufficient or will add our own if we require further information not covered.

Trainers will telephone on the day if there are any concerns or issues that they require further advice with or feel that an immediate report is required to the commissioning organisation. Upon receipt we will contact the customer. Therefore, to clarify, information related to evaluation may be 'immediate' or may be addressed within an agreed timescale. The review cycle is constant as this feedback is relayed and discussed, usually by phone and followed up in writing, with the commissioning organisation. Adjustments to programmes may be made on advice of our trainers and in agreement with the commissioning organisation. We do not follow a specific model of evaluation but utilise our experience in education to work with the information in the most appropriate manner. For example, many of our customers use the Lickert scale within their evaluations and we are knowledgeable with such models. We can design specialist evaluations which may be needed to isolate issues occurring within an organisation and we can advise accordingly.

Regular reviews occur between the commissioning organisation and ourselves at prearranged times and as and when as required as outlined above.