

GYRFA CYMRU CAREERS WALES

QUALITY ASSURANCE EVALUATION OF INFORMATION SERVICES Providers

Venue: Dee Valley

Feedback Questionnaire
Respondents: 58

Question 1. How well do you feel the Adviser understood your enquiry?

Very Well (36) = 62%
Well (21) = 36%
Not well (1) = 2%
Not well at all

Question 2. How relevant to the enquiry was the information you received?

Extremely Relevant (29) = 50%
Relevant (28) = 48%
Not Relevant (1) = 2%
Not At All Relevant

Question 3: Did the information meet your needs at the time?

Yes (55)

No (3)

Please Explain:

- I have been very satisfied with everything
- I needed and received info about a basic computer class and also the CLAIT – which I am doing now
- I went to the Welsh class 2004/2005 the Tutor we have now is excellent
- I was keen to do another course following BITS which I completed. I was contacted by phone and letter to confirm the CLAIT course which I am now following
- Amanda Evans was very helpful when I went to make enquiries about the course
- All my questions answered
- Allowed me to start to learn computers
- Explained the courses to me in an explicit manner
- Information provided allowed me to make the right decision, which I don't regret
- Located course promptly
- Pleasant and helpful, gave info
- Queries on courses available and their relevance to my needs were efficiently dealt with. Including dates/times of courses
- Because I needed to know about the internet
- I was looking for specific business advice; - and I got it
- Advice on available grants for re-training
- Initial business set-up info provided leading to registering training modules which will be very helpful
- It was made clear that any queries would be followed up

- Helped me create a CV and put me in touch with Training Company's to enhance CV, plus self-employment help
- Currently doing Welsh (conversational) at Cefn Mawr. We have an excellent tutor – Lynn James she is Tops!
- I found the course was explained very well and very clear and I am very pleased with what I learned
- Information I received helped to boost my confidence and helped to pin-point other areas and situations that made more sense, and needed dealing with
- I received information on my chosen business activity and advise on franchise agreements and cash flow forecasts
- I found the information given to me invaluable in keeping me on the right track concerning my small business
- It was very well put across and very well explained
- Yes they where very helpful
- Mrs Robinson was marvellous. She provided an excellent service. Her approach and attitude to people in this very stressful situation was superb
- I am a nurse who lives out of area
- However, I was unable to attend the drop –in service, and arranging an appointment was difficult, so I abandoned it
- The information will help me find a new career when I get made redundant at the end of March 2006
- It was research information following an interview on career development organised by my employer Wrexham Council
- I was advised about the services NEWI offer and have found them quite helpful
- I was not intending to find employment, until May or June 2006, and only part-time
- I required information on CV's and received it
- I was told that the centre wanted to do a Welsh Course when a teacher became available and that I would be contacted if a teacher was found
- I'm considering setting up a franchise business I found this service as a good source of information
- As it helped me to see if I was the right kind of person to have it in me to start my own business
- The information I was given to me, was exactly right, and I was told of the course, I needed
- As I'm at the very early stages of my venture, this was a good basic grounding
- Very informative
- I have specific disability issues and would have preferred the information given on the telephone to be sent to me in written format
- It, helped to give me an insight into starting my own business
- The advice received was clear and to the point

Question 4: Do you require any further information or assistance from our Advisers?

Yes (11)

No (43)

N/A (4)

Please Explain:

- It will depend upon my result and what I need/want to do at the end of the current sessions I am attending
- Not at the moment – thank you (2)
- Check business plan
- Yes for more courses (please)
- Hopefully more course relevant to my needs
- Not sure at the moment, but may do if I don't get placed in another MOD establishment
- Not at present
- Possible follow-up questions which I may pursue
- No/ not at present but I am sure I will use the service again in the future
- No, not at present
- Not at this time, thank you

