
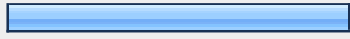
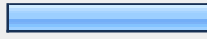

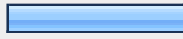
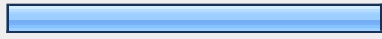
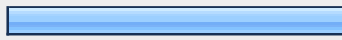
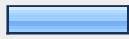
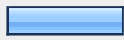


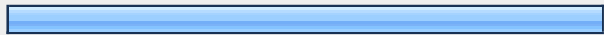



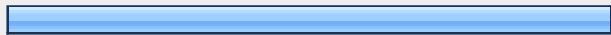
SWQR Client / Customer Satisfaction Survey

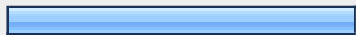
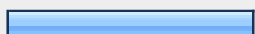

1. What type of centre are you?			
		Response Percent	Response Count
CABWI		10.5%	8
City & Guilds		56.6%	43
SQA		32.9%	25
		<i>answered question</i>	76
		<i>skipped question</i>	20

2. How long have you been a centre with the SWQR?			
		Response Percent	Response Count
Less than 1 Yr		9.3%	8
1 yr - 5 yrs		29.1%	25
More than 5 Yrs		61.6%	53
		<i>answered question</i>	86
		<i>skipped question</i>	10

3. Please indicate the approximate number of applications you send to SWQR per annum			
		Response Percent	Response Count
0 - 50		55.4%	51
51 - 150		19.6%	18
151 - 500		18.5%	17
501 - 1000		5.4%	5
More than 1000		1.1%	1
		<i>answered question</i>	92
		<i>skipped question</i>	4

4. Do you find it easy to get through to an SWQR Adviser?			
		Response Percent	Response Count
Yes		98.9%	88
No		1.1%	1
		<i>answered question</i>	89
		<i>skipped question</i>	7

5. Do you find SWQR Advisors friendly/helpful?			
		Response Percent	Response Count
Yes		100.0%	89
No		0.0%	0
		<i>answered question</i>	89
		<i>skipped question</i>	7

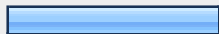
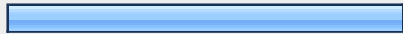
6. How would you rate the SWQR Advisors with regards to knowledge of SWQR Policys and procedures?			
		Response Percent	Response Count
Excellent		57.3%	51
Good		40.4%	36
Fair		2.2%	2
Poor		0.0%	0
		<i>answered question</i>	89
		<i>skipped question</i>	7

7. How would you rate the Quality of our product/service?			
		Response Percent	Response Count
Excellent		48.3%	43
Good		43.8%	39
Fair		6.7%	6
Poor		1.1%	1
		answered question	89
		skipped question	7


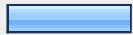

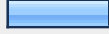
8. Do the current opening hours of Monday - Friday, 09:00 - 17:00 meet your centres needs?			
		Response Percent	Response Count
Strongly Agree		40.9%	36
Agree		55.7%	49
Disagree		3.4%	3
Strongly Disagree		0.0%	0
		answered question	88
		skipped question	8

9. Do you think there would be a demand by your centre for the opening hours to be increased? For example, 08:30 - 17:00 or 09:00 - 17:30.			
		Response Percent	Response Count
Strongly Agree		4.5%	4
Agree		17.0%	15
Disagree		63.6%	56
Strongly Disagree		14.8%	13
		answered question	88
		skipped question	8

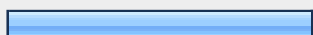

10. Would you be interested if we offered an express service for re-registrations and replacements. For example, for an additional cost, the candidates card could be processed and posted within 7 days, rather than the normal process of 14 days?

		Response Percent	Response Count
Yes		34.8%	31
No		65.2%	58
<i>answered question</i>			89
<i>skipped question</i>			7

11. How often do you visit the SWQR Website?

		Response Percent	Response Count
At least once a week		4.4%	4
At least once a month		20.0%	18
Less often		58.9%	53
Never		16.7%	15
<i>answered question</i>			90
<i>skipped question</i>			6

12. Would you like your training centre details published on our website so candidates can access this information?

		Response Percent	Response Count
Yes		50.0%	43
No		50.0%	43
<i>answered question</i>			86
<i>skipped question</i>			10

13. What other type of information would you like to see on our website?		
		Response Count
		22
	<i>answered question</i>	22
	<i>skipped question</i>	74

14. Any other information or comments you would like to add to this survey can be added here		
		Response Count
		20
	<i>answered question</i>	20
	<i>skipped question</i>	76