

# Digital Feedback - Guidance and FAQ Document

## IOSH product feedback forms

IOSH product feedback forms are delivered via Microsoft forms, and are accessible to yourselves and learners via the URLs and QR codes featured on PDF handouts we have stored in each product's document library. Trainers have one form irrespective of course, and delegates have course specific forms with tailored questions. The information gathered will be used to help aid decision making in all future product development and improvement.

## Why are feedback forms digital?

The feedback forms are digital to ensure that IOSH is working in a way that reflects the modern workplace, putting the trainers and delegates first. There are multiple benefits of digital feedback forms.

- Instant reporting and feedback into IOSH.
- Minimises any manual, time consuming processes.
- Enables quick changes and updates, ensuring that questions remain relevant and purposeful.
- Flexible with swift completion and submission.
- Environmentally sustainable, removes paper-based documentation where not essential.

## How do I receive delegate feedback?

Feedback forms completed online via Microsoft Forms will be directed, almost instantly, to the email address you provide to your delegates on a PDF template containing QR code and URL for the specific course form (samples shown below). It is recommended that this is either your administration email address, or a dedicated feedback inbox of your choosing.

## Do I need to provide completed feedback forms for auditing purpose as previously required?

No – the Verification and Assessment Team have direct access to the trainer and delegate feedback results and can access these at any time.

## How can I find the feedback forms?

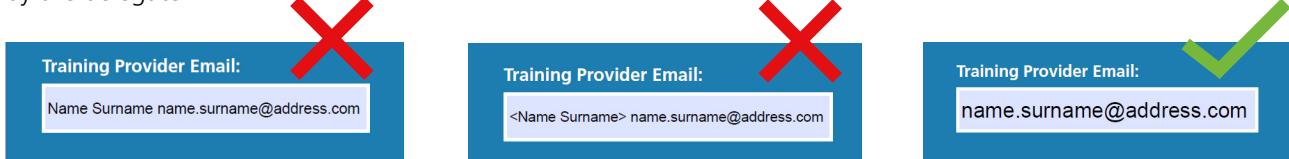
PDF handouts with feedback form links (both URL and QR Code) can be found in the document library section of each course on the CMS (and LMS for Leading Safely). There is a delegate form and trainer form. Each course form for delegates has an individual question set, please ensure that the delegate is provided with the correct course link.

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## Can I edit the template with my details to ensure delegates are adding the right information?

Training providers are required to edit the PDF information template for each course to include the training provider name and number, course reference number and preferred email address. This information is important to ensure that we provide the correct delegate's feedback to each training provider.

Ensure you are providing the email address correctly to delegates, as feedback will be provided to the address as written. See the below examples for how your email address should appear on the PDF handout, and be entered by the delegate.



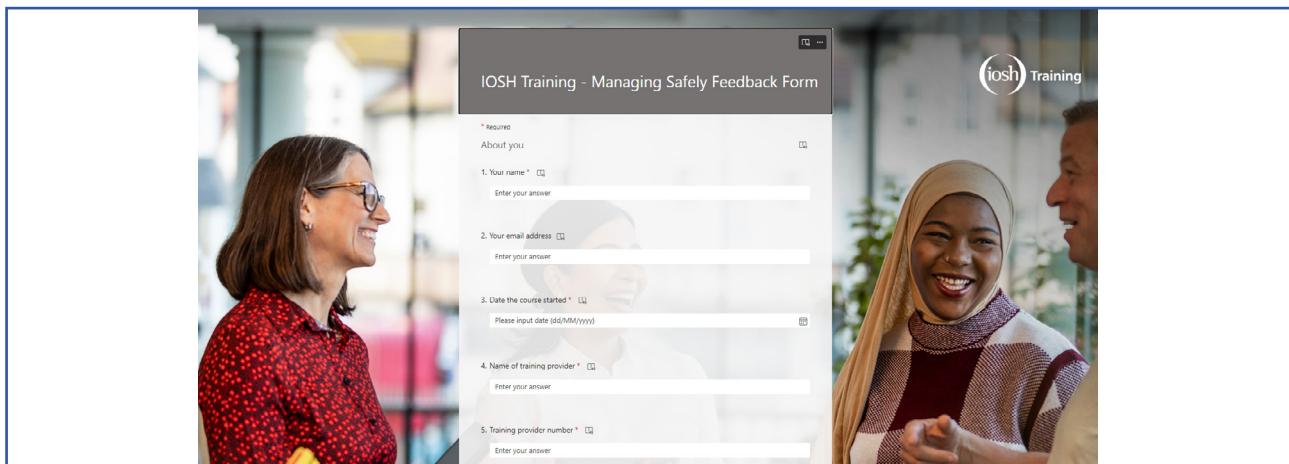
## Where can I find the training provider ID number?

This is the training provider number you were issued when you became licenced with IOSH, usually between 2 – 4 digits.

## Where can I find the course reference number?

The course reference number is listed on each individual course when registered on the Training Provider Portal, usually a 6-digit number.

Form Preview:

A screenshot of a digital feedback form titled "IOSH Training - Managing Safely Feedback Form". The form contains five questions: 1. Your name, 2. Your email address, 3. Date the course started, 4. Name of training provider, and 5. Training provider number. Each question has a text input field and a placeholder text. The background of the form features a photograph of two diverse individuals, a woman in a red patterned top and a man in a beige shirt, smiling at each other. The iosh Training logo is visible in the top right corner of the form area.

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PDF Preview:

<p><b>IOSH Managing Safely</b></p> <p>Training Provider Name &amp; Number: <input type="text"/></p> <p>Training Provider Email: <input type="text"/></p> <p>Course Reference Number: <input type="text"/></p> <p>All feedback is used to help improve our products and services. For any urgent feedback, please contact <a href="mailto:feedback@iosh.com">feedback@iosh.com</a>.</p>	<p><b>iosh Training</b></p> <p>Please complete the <b>delegate survey</b> by either clicking <a href="https://forms.office.com/e/wx9xDRpdl7">https://forms.office.com/e/wx9xDRpdl7</a> or scanning the QR code:</p> 	
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If you are having any technical issues with the forms, please contact [feedback@iosh.com](mailto:feedback@iosh.com).