

# 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.

Training Provider Email: 

Name Surname name.surname@address.com

Training Provider Email: 

<Name Surname> name.surname@address.com

Training Provider Email: 

name.surname@address.com

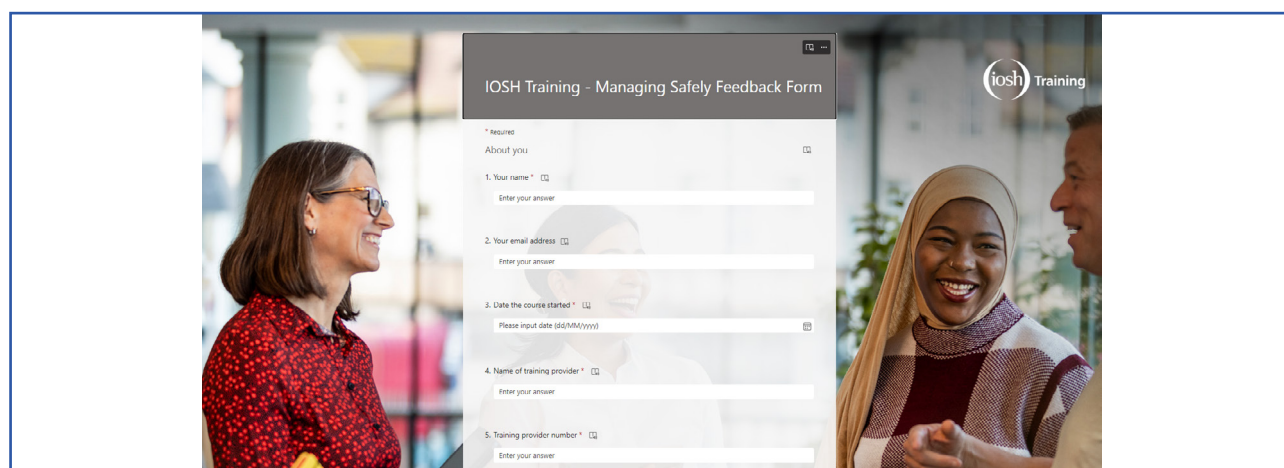
## Where can I find the training provider ID number?

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:



The image shows a preview of the 'IOSH Training - Managing Safely Feedback Form'. The form is overlaid on a background image of three people smiling. The form has a header with the IOSH Training logo and the title 'IOSH Training - Managing Safely Feedback Form'. Below the header, there is a section titled 'About you' with five numbered questions:

1. Your name \* (required)  
Enter your answer
2. Your email address (required)  
Enter your answer
3. Date the course started \* (required)  
Please input date (dd/MM/yyyy)
4. Name of training provider \* (required)  
Enter your answer
5. Training provider number \* (required)  
Enter your answer



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PDF Preview:

<div><div><b>IOSH Managing Safely</b></div><div>Training Provider Name &amp; Number: <input type="text"/></div><div>Training Provider Email: <input type="text"/></div><div>Course Reference Number: <input type="text"/></div><div>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>.</div></div>	<div><div></div><div>Please complete the <b>delegate</b> survey by either clicking <a href="https://forms.office.com/e/wx9xDRpdL7">https://forms.office.com/e/wx9xDRpdL7</a> or scanning the QR code:</div><div></div></div>
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If you are having any technical issues with the forms, please contact [feedback@iosh.com](mailto:feedback@iosh.com).