



## **DATA PROCESSING FOR “COURSE EVALUATION SURVEY 2024-25” SERVICE REQUIREMENTS**

The Employees Retraining Board (ERB) conducts “Course Evaluation Survey 2024-25” (hereafter “Survey”) regularly. The ERB would like to appoint a service provider to deliver data processing services for the Survey and the service requirements are listed below:

<b>Item</b>	<b>Service Requirements</b>
<b>A</b>	<b>Service Period</b>
1	Service period: April 1, 2024 to March 31, 2025
<b>B</b>	<b>Data Processing</b>
2	Estimated number of questionnaires to be processed throughout the service period would be around 150 000 (around 7 500 classes in total and each class contains around 20 questionnaires). The actual number of questionnaires to be processed throughout the service period might be affected by course application rate and / or emergencies.
3	4 sets of questionnaires <sup>1</sup> (samples of questionnaires refer to <a href="#">Appendix 1</a> ) are used for the Survey, 2 are in Chinese and 2 are in English. The proportion of questionnaires used in each set is estimated as follows: <ul style="list-style-type: none"> <li>◆ Set A (Chinese, 2 pages) - around 99.1%;</li> <li>◆ Set B (Chinese, 4 pages) - around 0.6%;</li> <li>◆ Set C (English, 3 pages) - around 0.2%;</li> <li>◆ Set D (English, 6 pages) - around 0.1%.</li> </ul>
4	Each set of questionnaire consists of mainly close-ended questions and 2 open-ended questions. The service provider is required to handle the close-ended questions and open-ended questions separately (details refer to Items 5 and 6).
5	Handling of close-ended questions:
5a	Editing is required to ensure cleansed output files to be provided to the ERB. Rules for data cleaning will be provided to the service provider upon commissioning of the service.
5b	Manual data punching is required as the input method for close-ended questions.
5c	Each class should have an individual output file.
5d	Cleansed data files of close-ended questions should be submitted in ASCII format. Layout of the data set will be provided to the service provider upon commissioning of the service.

<sup>1</sup> Number of trainers varies among different classes. For classes with 9 trainers or below, either Set A or Set C questionnaire will be used. For classes with 10 trainers or above, either Set B or Set D questionnaire will be used.

Item	Service Requirements
<b>B</b>	<b>Data Processing (continued)</b>
6 6a 6b 6c 6d 6e	<p>Handling of open-ended questions:</p> <p>Each set of questionnaire consists of 2 open-ended questions. Responses / feedback which require data processing are around 12% recently.</p> <p>Editing is required to ensure cleansed output files to be provided to the ERB. Rules for editing will be provided to the service provider upon commissioning of the service.</p> <p>Manual key-punching of the written responses / feedback is required for open-ended questions.</p> <p>Each class should have an individual output file.</p> <p>Cleansed output files of open-ended questions should be submitted in Excel and ASCII formats. Layout of the output files will be provided to the service provider upon commissioning of the service.</p>
7	Case number has to be assigned to each questionnaire and data input of close-ended answers and open-ended answers must follow the order of the case number.
8 8a 8b 8c 8d	<p>Quality control:</p> <p>100% manual double data entry of the questionnaires has to be done by the service provider.</p> <p>To ensure the accuracy of the data files, checking of data files against double entry data files should be done by the service provider prior to the submission of data files to the ERB, with amendments made where discrepancies are found.</p> <p>Separate records and results of the double data entry are required to be sent to the ERB.</p> <p>Scanning of 3-4 classes of questionnaires within the same batch has to be done by the service provider and soft copies to be sent to the ERB for quality assurance purpose. The ERB may specify the classes that scanning of questionnaires should be done.</p>
<b>C</b>	<b>Service Arrangement</b>
9a 9b	<p>Service provider shall maintain an office in Hong Kong for handling all the data processing works. Outsourcing arrangement of any part of the service is not acceptable.</p> <p>The ERB will be responsible to deliver the questionnaires to the appointed service provider in batches. It is estimated 2 batches of questionnaires (around 75 classes per batch) will be delivered per week on average. A time schedule indicating the date of questionnaires delivery will be sent to the service provider.</p>
10	Questionnaires will be delivered by the courier / operator appointed by the ERB. Detailed courier / operator information will be provided to the service provider upon commissioning of the service.

Item	Service Requirements
<b>C</b>	<b>Service Arrangement (continued)</b>
11	For each batch, a checklist indicating the class information [including course code (課程編號), class (班別) and centre code (中心編號)] will be sent to the service provider prior to the questionnaires delivery. The service provider is required to report to the ERB on the status update of questionnaires delivery from the courier / operator within 2 working days upon the receipt of questionnaires. The status update includes indications of delivery for: i) on time returned questionnaires; ii) early returned questionnaires; iii) delay returned questionnaires; and iv) un-returned questionnaires. Follow-up actions with courier / operator will be done by the ERB.
12	Questionnaires from the same class are packed within a sealed envelope with a standard label thereon. Information including course code (課程編號), class (班別), training centre code (培訓中心編號), company chop (機構印章), signature of staff (職員簽署), application number (申請編號) and signature of trainees (學員簽署) are shown on the label. Information checking is required to be done by the service provider. The service provider is required to report the checking result to the ERB within 2 working days upon the receipt of questionnaires.
13	Upon completion of data processing for each batch, the service provider is required to send a checklist to the ERB indicating the classes with data input completed. Indication of classes with open-ended questions should be included in the checklist.
14	Scanning of 4-5 classes of envelope labels within the same batch has to be done by the service provider and soft copies to be sent to the ERB for quality assurance purpose. The ERB may specify the classes that scanning of envelope labels should be done.
15	At least 1 contact point (contact person) of the service provider has to be arranged for the daily communications and operations with the ERB.
16	Timing: For each batch, the service provider is requested to submit the data files (details refer to Items 5 and 6), double entry records / files (details refer to Item 8) within 5 working days upon receipt of questionnaires from the courier / operator. Scanned images of questionnaires (details refer to Item 8) and envelope labels (details refer to Item 14) should be sent to the ERB within 2 working days upon request from the ERB.
<b>D</b>	<b>Cost</b>
17	The quotation should state the <u>cost PER questionnaire processed</u> and the <u>same unit cost should be applied for all 4 sets of questionnaires</u> . The actual total project fee will therefore be the product of the unit cost stated in the quotation and the actual number of questionnaires processed during the contract period (details refer to <u>Appendix 2</u> ).
18	The cost quoted should reflect, and inclusive of, all the costs and expenses incurred in relation to or as a result of delivering the services described in the “Service Requirements”.

Item	Service Requirements
<b>D</b>	<b>Cost (continued)</b>
19	Payment will be made on quarterly basis: <ul style="list-style-type: none"> <li>♦ Payment for services between April and June 2024 will be made in July 2024;</li> <li>♦ Payment for services between July and September 2024 will be made in October 2024;</li> <li>♦ Payment for services between October and December 2024 will be made in January 2025;</li> <li>♦ Payment for services between January and March 2025 will be made in April 2025.</li> </ul>
<b>E</b>	<b>Miscellaneous</b>
20	The appointed service provider is required to attend a meeting with the ERB upon commissioning of the service to discuss the service details. Progress meetings may be required, if necessary.
21	The appointed service provider is required to keep the questionnaires and envelopes processed for 6 months. The ERB reserves the right to collect back the above materials during the 6-month period. All materials should be destroyed properly before disposal.

## SUBMISSION OF QUOTATION

2. Interested service provider (hereafter “bidder”) is required to submit a quotation (based on the format given in Appendix 2) to the ERB. **Quotation not following the given format will NOT be considered.** Besides, all service requirements stated in Section A and Section B must be completed (i.e. putting “√” in Section A to indicate whether the bidder will provide the required services and the quoted fee in Section B).

3. The cost quoted in the quotation should reflect, and inclusive of, all the costs and expenses incurred in relation to or as a result of delivering the above items and services, if any.

4. The lowest fee bid may not necessarily be accepted as the successful bid. The ERB reserves the right to appoint more than one service provider or not to appoint any service providers. The ERB is not responsible for any costs incurred by the service provider in the preparation of the quotation and the bidding process.

5. The quotation is to be:

- In sealed envelope;
- Marked “Private & Confidential (Quotation for Data Processing for “Course Evaluation Survey 2024-25” – R&D) [The bidder’s name]”;
- Addressed to Manager (Human Resources and Administration) of the ERB; **and**
- Deposited in the Tender Box of the ERB. The Tender Box of the ERB is located at **3/F to 6/F, 10 Siu Sai Wan Road, Chai Wan, Hong Kong.**

**The ERB will not be held responsible for lost / delay of quotation sent in by post. Irrespective of the means of submission, the proposal should reach the prescribed location by 3:00 p.m. on 27 February 2024 (Tuesday). Late submissions will not be accepted.**

## **CONSENT TO DISCLOSURE**

6. The ERB shall have the right to disclose to any relevant person / party, whenever it considers necessary in the public interest, and in such form and manner as it deems fit, the fees payable by the ERB for engaging the service provider. For this purpose, the bidder is required to complete the “Consent to Disclosure” form attached at Appendix 3. **Quotations with missing information in Appendix 3 will NOT be considered.**

## **ANTI-COLLUSION**

7. The bidder shall not communicate to any person other than the ERB the amount of any quotation, adjust the amount of any quotation by arrangement with any other person, make any arrangement with any other person about whether or not he or that other person should or should not tender or otherwise collude with any other person in any manner whatsoever in the tendering process until the bidder is notified by the ERB of the outcome of the tender exercise. Any breach of or non-compliance with this sub-clause by the bidder shall, without affecting the bidder’s liability for such breach of rules and laws or non-compliance, invalidate his quotation.

8. Sub-clause (para. 7) of this Clause shall have no application to the bidder’s communications in strict confidence with his own insurers or brokers to obtain an insurance quotation for computation of tender price and communications in strict confidence with his consultants / sub-contractors to solicit their assistance in preparation of quotation submission.

9. The bidder is required to submit to the ERB a duly signed letter in the form set out in Appendix 4 to the effect that he understands and will abide by these clauses. The letter shall be

signed by a person authorised to sign the contract on the bidder's behalf. **Quotations with missing information in Appendix 4 will NOT be considered.**

## **EVALUATION CRITERIA**

10. All service requirements stated in Section A and Section B in Appendix 2 must be completed (i.e. putting “√” in Section A to indicate whether the bidder will provide the required services and the quoted fee in Section B). Appendices 3 and 4 must be completed also. **Quotations with missing information or late submission of quotations will NOT be considered. The ERB will evaluate the quotation of the bidders and the evaluation will only be applied on those who meet all service requirements as stated in Section A in Appendix 2.**

## **ENQUIRIES**

11. For enquiries regarding this document, please contact the Research & Development Section of the ERB at [rd@erb.org](mailto:rd@erb.org).

Employees Retraining Board

February 2024

**學員意見調查問卷**

課程編號:

班別:

中心編號:

調查日期: \_\_\_\_\_ 年 \_\_\_\_\_ 月 \_\_\_\_\_ 日

簡介：為提升僱員再培訓局的課程及服務質素，我們誠邀你填寫這份問卷，以助本局檢討課程成效和持續改善服務。請你就下列各題（雙面印刷），**在最合適的答案填上●**。

1/. 對課程設計及安排的意見	非常滿意	頗滿意	不太滿意	非常不滿意	不滿意最主要原因	不適用
a. 練習 / 實習的時間	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 太少 <input type="radio"/> 太多	<input type="radio"/>
b. 課程內容的深淺程度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 太淺 <input type="radio"/> 太深	
c. 課程的長度 / 訓練期	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 太短 <input type="radio"/> 太長	
d. 課程的實用性	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
e. 課程的教材 / 筆記	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
f. 教授模式（包括課堂與實習）	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
g. 申請課程的輪候時間	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
h. 整體課程設計及安排	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

2/. 對導師教學質素的意見	1. [導師姓名 [列印]]				2. [導師姓名 [列印]]				3. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	4. [導師姓名 [列印]]				5. [導師姓名 [列印]]				6. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	7. [導師姓名 [列印]]				8. [導師姓名 [列印]]				9. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3/. 對考試及評估安排的意見	非常滿意	頗滿意	不太滿意	非常不滿意	不滿意最主要原因	不適用
a. 考試及評估時間的長度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 太短 <input type="radio"/> 太長	<input type="radio"/>
b. 考試及評估內容（包括與教學內容相符、深淺程度）	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 與課程內容不符 <input type="radio"/> 太淺 <input type="radio"/> 太深	<input type="radio"/>
c. 整體考試及評估安排	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>

4/. 對培訓中心的設施和服務的意見	非常滿意	頗滿意	不太滿意	非常不滿意	不滿意最主要原因	不適用
a. 實操設備	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 數量太少	<input type="radio"/>
b. 中心地點的方便程度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 設備太舊	<input type="radio"/>
c. 中心內環境舒適度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 其他原因	<input type="radio"/>
d. 中心設施（教學設備、照明、空調、洗手間等）	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
e. 中心職員的服務態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
f. 中心設施和整體服務	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>

5/. 這個課程對我的幫助	非常大幫助	頗大幫助	有一點幫助	完全沒幫助	不適用
a. 學習新技能或提升現有技能，幫助我...					
i) 搵工	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ii) 轉業	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iii) 增加收入	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iv) 增加晉升機會	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
v) 提升工作能力，應付工作需要	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 改善工作態度、溝通技巧、情緒管理、時間管理等個人素養	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 強化基礎技能（語文、電腦應用等）	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 增強自信心	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 提高持續學習的興趣	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	非常滿意	頗滿意	不太滿意	非常不滿意
6/. 課程的整體評價	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7/. 對課程設計及安排 / 導師教學質素 / 考試及評估安排 / 中心設施和服務不滿意的其他原因或改善建議：

8/. 個人資料（可自願提供）：

- a. 性別 男 女
- b. 年齡組別 15-20 21-29 30或以上
- c. 教育程度 中三或以下 中四或以上
- d. 居港年期 少於7年 7年或以上

9/. 其他意見：

10/. 「展翅青見計劃」學員： 是 否



**學員意見調查問卷**

課程編號:

班別:

中心編號:

調查日期: \_\_\_\_\_ 年 \_\_\_\_\_ 月 \_\_\_\_\_ 日

簡介：為提升僱員再培訓局的課程及服務質素，我們誠邀你填寫這份問卷，以助本局檢討課程成效和持續改善服務。請你就下列各題（雙面印刷），**在最合適的答案填上●**。

1/. 對課程設計及安排的意見	非常滿意	頗滿意	不太滿意	非常不滿意	不滿意最主要原因	不適用
a. 練習 / 實習的時間	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 太少 <input type="radio"/> 太多	<input type="radio"/>
b. 課程內容的深淺程度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 太淺 <input type="radio"/> 太深	
c. 課程的長度 / 訓練期	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 太短 <input type="radio"/> 太長	
d. 課程的實用性	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
e. 課程的教材 / 筆記	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
f. 教授模式（包括課堂與實習）	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
g. 申請課程的輪候時間	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
h. 整體課程設計及安排	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

2/. 對導師教學質素的意見	1. [導師姓名 [列印]]				2. [導師姓名 [列印]]				3. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	4. [導師姓名 [列印]]				5. [導師姓名 [列印]]				6. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	7. [導師姓名 [列印]]				8. [導師姓名 [列印]]				9. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3/. 對考試及評估安排的意見	非常滿意	頗滿意	不太滿意	非常不滿意	不滿意最主要原因	不適用
a. 考試及評估時間的長度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 太短 <input type="radio"/> 太長	<input type="radio"/>
b. 考試及評估內容（包括與教學內容相符、深淺程度）	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 與課程內容不符 <input type="radio"/> 太淺 <input type="radio"/> 太深	
c. 整體考試及評估安排	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

4/. 對培訓中心的設施和服務的意見	非常滿意	頗滿意	不太滿意	非常不滿意	不滿意最主要原因	不適用
a. 實操設備	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> 數量太少	<input type="radio"/>
b. 中心地點的方便程度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 設備太舊	
c. 中心內環境舒適度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 其他原因	
d. 中心設施（教學設備、照明、空調、洗手間等）	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
e. 中心職員的服務態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
f. 中心設施和整體服務	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

5/. 這個課程對我的幫助	非常大幫助	頗大幫助	有一點幫助	完全沒幫助	不適用
a. 學習新技能或提升現有技能，幫助我...					
i) 搵工	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ii) 轉業	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iii) 增加收入	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iv) 增加晉升機會	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
v) 提升工作能力，應付工作需要	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 改善工作態度、溝通技巧、情緒管理、時間管理等個人素養	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 強化基礎技能（語文、電腦應用等）	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 增強自信心	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
e. 提高持續學習的興趣	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

	非常滿意	頗滿意	不太滿意	非常不滿意
6/. 課程的整體評價	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7/. 對課程設計及安排 / 導師教學質素 / 考試及評估安排 / 中心設施和服務不滿意的其他原因或改善建議：

8/. 個人資料（可自願提供）：

- a. 性別            男                                    女
- b. 年齡組別      15-20                                    21-29                                    30 或以上
- c. 教育程度      中三或以下                                    中四或以上
- d. 居港年期      少於 7 年                                    7 年或以上

9/. 其他意見：

10/. 「展翅青見計劃」學員：是                                    否

**學員意見調查問卷**

課程編號: \_\_\_\_\_

班別: \_\_\_\_\_

中心編號: \_\_\_\_\_

調查日期: \_\_\_\_\_ 年 月 日

簡介：為提升僱員再培訓局的課程及服務質素，我們誠邀你填寫這份問卷，以助本局檢討課程成效和持續改善服務。請你就下列各題（雙面印刷），**在最合適的答案填上●**。

指示：請繼續填寫第 2 部分對導師教學質素的意見（雙面印刷），在**(a)至(f)**各項中最合適的答案填上●。

**2/. 對導師教學質素的意見**

	10. [導師姓名 [列印]]				11. [導師姓名 [列印]]				12. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	13. [導師姓名 [列印]]				14. [導師姓名 [列印]]				15. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	16. [導師姓名 [列印]]				17. [導師姓名 [列印]]				18. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	19. [導師姓名 [列印]]				20. [導師姓名 [列印]]				21. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2/. (續) 對導師教學質素的意見	22. [導師姓名 [列印]]				23. [導師姓名 [列印]]				24. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	25. [導師姓名 [列印]]				26. [導師姓名 [列印]]				27. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	28. [導師姓名 [列印]]				29. [導師姓名 [列印]]				30. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	31. [導師姓名 [列印]]				32. [導師姓名 [列印]]				33. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	34. [導師姓名 [列印]]				35. [導師姓名 [列印]]				36. [導師姓名 [列印]]			
	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意	非常滿意	頗滿意	不太滿意	非常不滿意
a. 教學態度	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 對課題的認識	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 清楚教授課程內容的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 引起學員學習興趣的能力	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 解答學員疑難的表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 導師整體教學質素	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Course Evaluation Survey Questionnaire**

Course Code:

Class:

Centre Code:

Interview Date: \_\_\_\_\_ (dd/mm/yyyy)

Introduction: To enhance the quality of training courses and services of the Employees Retraining Board (ERB), we cordially invite you to complete this questionnaire. This can help us evaluate the course effectiveness and improve our services continuously. Please **choose the most appropriate answer by filling in with a ●** in the questions below (printed on both sides).

**1/. Course Design and Arrangement**

	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Main reason for dissatisfaction	Not applicable
a. Time for practice / practical session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Too little <input type="radio"/> Too much	<input type="radio"/>
b. Level of difficulty of the course content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Too easy <input type="radio"/> Too difficult	
c. Duration of the course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Too short <input type="radio"/> Too long	
d. Practicability of the course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
e. Course materials / notes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
f. Mode of teaching (including lessons and practices)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
g. Waiting time after application of the course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
<b>h. Overall performance on the course design and arrangement</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

**2/. Teaching Quality of Trainer**

	1. [«trr1»]				2. [«trr2»]				3. [«trr3»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2/. Teaching Quality of Trainer (Con't)**

	4. [«trr4»]				5. [«trr5»]				6. [«trr6»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	7. [«trr7»]				8. [«trr8»]				9. [«trr9»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3/. Examination and Assessment Arrangement**

	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Main reason for dissatisfaction	Not applicable
a. Duration of the examination and assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> Too short <input type="radio"/> Too long	<input type="radio"/>
b. Content of the examination and assessment (including the consistency with the course content and the level of difficulty)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> Inconsistent with the course content	
<b>c. Overall performance on the examination and assessment arrangement</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Too easy <input type="radio"/> Too difficult	

4/ <b>Facilities and Services of Training Centre</b>	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Main reason for dissatisfaction	Not applicable
a. Facilities and equipments for practical session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px dashed black; padding: 5px;"> <input type="radio"/> Too little  <input type="radio"/> Facilities are too old  <input type="radio"/> Other reasons                 </div>	<input type="radio"/>
b. Accessibility of the training centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
c. Environment of the training centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
d. Facilities in the training centre (e.g. teaching equipment, lighting, ventilation, washroom)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
e. Staff attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
<b>f. Overall performance on facilities and services of the training centre</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

5/ <b>Helpfulness of the Course</b>	Very helpful	Some helpful	Little helpful	Not helpful at all	Not applicable
a. Learning new skills or upgraded skills helps me in...					
i) Job-hunting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ii) Job-switching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iii) Income increment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iv) Increasing promotion opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
v) Enhancing work ability to meet the job's requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Improving my personal attributes (e.g. attitude at work, communication skills, emotion management, time management)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Strengthening my generic skills (e.g. language, computer application)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Strengthening my self-confidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
e. Enhancing my interest in continuous learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	

6/ **Overall Satisfaction on the Course**

Highly satisfied       Quite satisfied       Quite dissatisfied       Highly dissatisfied

7/ **Other reasons for dissatisfaction with course design & arrangement /teaching quality of trainer /examination & assessment arrangement /facilities & services of training centre or suggestions for improvement:**

**8/ Personal Particulars: (Optional)**

- a. Sex                                       Male                                       Female
- b. Age group                               15-20                                       21-29                                       30 or above
- c. Education Attainment               F.3 or below                               F.4 or above
- d. Length of residence in Hong Kong       Less than 7 years                       7 years or above

**9/ Other Opinions:**

10/ **YETP Trainee:**                       Yes                                       No

**Course Evaluation Survey Questionnaire**

Course Code:

Class:

Interview Date: \_\_\_\_\_ (dd/mm/yyyy)

Centre Code:

Introduction: To enhance the quality of training courses and services of the Employees Retraining Board (ERB), we cordially invite you to complete this questionnaire. This can help us evaluate the course effectiveness and improve our services continuously. Please **choose the most appropriate answer by filling in with a ●** in the questions below (printed on both sides).

**1/. Course Design and Arrangement**

	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Main reason for dissatisfaction	Not applicable
a. Time for practice / practical session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Too little <input type="radio"/> Too much	<input type="radio"/>
b. Level of difficulty of the course content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Too easy <input type="radio"/> Too difficult	
c. Duration of the course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Too short <input type="radio"/> Too long	
d. Practicability of the course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
e. Course materials / notes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
f. Mode of teaching (including lessons and practices)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
g. Waiting time after application of the course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
<b>h. Overall performance on the course design and arrangement</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

**2/. Teaching Quality of Trainer**

	1. [«trr1»]				2. [«trr2»]				3. [«trr3»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**2/. Teaching Quality of Trainer (Con't)**

	4. [«trr4»]				5. [«trr5»]				6. [«trr6»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	7. [«trr7»]				8. [«trr8»]				9. [«trr9»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3/. Examination and Assessment Arrangement**

	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Main reason for dissatisfaction	Not applicable
a. Duration of the examination and assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> Too short <input type="radio"/> Too long	<input type="radio"/>
b. Content of the examination and assessment (including the consistency with the course content and the level of difficulty)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	⇒ <input type="radio"/> Inconsistent with the course content	
<b>c. Overall performance on the examination and assessment arrangement</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Too easy <input type="radio"/> Too difficult	

**4/ Facilities and Services of Training Centre**

	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Main reason for dissatisfaction	Not applicable
a. Facilities and equipments for practical session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Too little	<input type="radio"/>
b. Accessibility of the training centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Facilities are too old	
c. Environment of the training centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Other reasons	
d. Facilities in the training centre (e.g. teaching equipment, lighting, ventilation, washroom)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
e. Staff attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
<b>f. Overall performance on facilities and services of the training centre</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

**5/ Helpfulness of the Course**

	Very helpful	Some helpful	Little helpful	Not helpful at all	Not applicable
a. Learning new skills or upgraded skills helps me in...					
i) Job-hunting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ii) Job-switching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iii) Income increment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iv) Increasing promotion opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
v) Enhancing work ability to meet the job's requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Improving my personal attributes (e.g. attitude at work, communication skills, emotion management, time management)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Strengthening my generic skills (e.g. language, computer application)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Strengthening my self-confidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
e. Enhancing my interest in continuous learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	

**6/ Overall Satisfaction on the Course**                                                           

**7/ Other reasons for dissatisfaction with course design & arrangement /teaching quality of trainer /examination & assessment arrangement /facilities & services of training centre or suggestions for improvement:**

**8/ Personal Particulars: (Optional)**

- a. Sex                                       Male                                       Female
- b. Age group                               15-20                                       21-29                                       30 or above
- c. Education Attainment               F.3 or below                               F.4 or above
- d. Length of residence in Hong Kong       Less than 7 years                       7 years or above

**9/ Other Opinions:**

**10/ YETP Trainee:**                               Yes                                       No

**Course Evaluation Survey Questionnaire**

CA FORM 7 (P.4/6) (updated 05.2023)

Course Code: «coz\_code»

Class: «class\_no»

Centre Code: «ctr\_code»

Interview Date: \_\_\_\_\_ (dd/mm/yyyy)

Introduction: To enhance the quality of training courses and services of the Employees Retraining Board (ERB), we cordially invite you to complete this questionnaire. This can help us evaluate the course effectiveness and improve our services continuously. Please **choose the most appropriate answer by filling in with a ●** in the questions below (printed on both sides).

Note: Please continue Section 2 on Teaching Quality on Trainer (printed on both sides). Choose the **most appropriate answer by filling in with a ● in questions (a) to (f)**.

**2/. Teaching Quality of Trainer**

	10. [«trr10»]				11. [«trr11»]				12. [«trr12»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	13. [«trr13»]				14. [«trr14»]				15. [«trr15»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	16. [«trr16»]				17. [«trr17»]				18. [«trr18»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2/. (Continue)**

	19. [«trr19»]				20. [«trr20»]				21. [«trr21»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	22. [«trr22»]				23. [«trr23»]				24. [«trr24»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	25. [«trr25»]				26. [«trr26»]				27. [«trr27»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2/. (Continue)	28. [«trr28»]				29. [«trr29»]				30. [«trr30»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	31. [«trr31»]				32. [«trr32»]				33. [«trr33»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	34. [«trr34»]				35. [«trr35»]				36. [«trr36»]			
	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied	Highly satisfied	Quite satisfied	Quite dissatisfied	Highly dissatisfied
a. Attitude of teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Knowledge towards the course topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ability to teach the course content in a clear manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ability to arouse trainees' interest in learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ability to answer trainees' queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f. Overall performance on teaching quality of the trainer</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**QUOTATION**

(To be completed by service provider)

**Data Processing for “Course Evaluation Survey 2024-25”**

**Section A**

Please indicate (by putting “✓”) whether you will deliver the requested services according to the requirements set out in the Service Requirement:

Requirement	Reference*	Yes	No
<b>Service Period</b>			
Service period: April 1, 2024 to March 31, 2025	1		
<b>Data Processing</b>			
Estimated number of questionnaires to be processed throughout the service period would be around 150 000 (around 7 500 classes in total and each class contains around 20 questionnaires). The actual number of questionnaires to be processed throughout the service period might be affected by course application rate and / or emergencies.	2		
4 sets of questionnaires are used for the Survey, 2 are in Chinese and 2 are in English. The proportion of questionnaires used in each set is estimated as follows: <ul style="list-style-type: none"> <li>◆ Set A (Chinese, 2 pages) - around 99.1%;</li> <li>◆ Set B (Chinese, 4 pages) - around 0.6%;</li> <li>◆ Set C (English, 3 pages) - around 0.2%;</li> <li>◆ Set D (English, 6 pages) - around 0.1%.</li> </ul>	3		
Each set of questionnaire consists of mainly close-ended questions and 2 open-ended questions. The service provider is required to handle the close-ended questions and open-ended questions separately.	4		
Handling of close-ended questions: Editing is required to ensure cleansed output files to be provided to the ERB. Rules for data cleaning will be provided to the service provider upon commissioning of the service.	5a		
Manual data punching is required as the input method for close-ended questions.	5b		
Each class should have an individual output file.	5c		
Cleansed data files of close-ended questions should be submitted in ASCII format. Layout of the data set will be provided to the service provider upon commissioning of the service.	5d		
Handling of open-ended questions: Each set of questionnaire consists of 2 open-ended questions. Responses / feedback which require data processing are around 12% recently.	6a		
Editing is required to ensure cleansed output files to be provided to the ERB. Rules for editing will be provided to the service provider upon commissioning of the service.	6b		
Manual key-punching of the written responses / feedback is required for open-ended questions.	6c		

\* Detailed description and reference should refer to corresponding items in the Service Requirement

## Appendix 2

Requirement	Reference*	Yes	No
<b>Data Processing (continued)</b>			
Each class should have an individual output file.	6d		
Cleansed output files of open-ended questions should be submitted in Excel and ASCII formats. Layout of the output files will be provided to the service provider upon commissioning of the service.	6e		
Case number has to be assigned to each questionnaire and data input of close-ended answers and open-ended answers must follow the order of the case number.	7		
Quality control: 100% manual double data entry of the questionnaires has to be done by the service provider.	8a		
To ensure the accuracy of the data files, checking of data files against double entry data files should be done by the service provider prior to the submission of data files to the ERB, with amendments made where discrepancies are found.	8b		
Separate records and results of the double data entry are required to be sent to the ERB.	8c		
Scanning of 3-4 classes of questionnaires within the same batch has to be done by the service provider and soft copies to be sent to the ERB for quality assurance purpose. The ERB may specify the classes that scanning of questionnaires should be done.	8d		
<b>Service Arrangement</b>			
Service provider shall maintain an office in Hong Kong for handling all the data processing works. Outsourcing arrangement of any part of the service is not acceptable.	9a		
The ERB will be responsible to deliver the questionnaires to the appointed service provider in batches. It is estimated 2 batches of questionnaires (around 75 classes per batch) will be delivered per week on average. A time schedule indicating the date of questionnaires delivery will be sent to the service provider.	9b		
Questionnaires will be delivered by the courier / operator appointed by the ERB. Detailed courier / operator information will be provided to the service provider upon commissioning of the service.	10		
For each batch, a checklist indicating the class information [including course code (課程編號), class (班別) and centre code (中心編號)] will be sent to the service provider prior to the questionnaires delivery. The service provider is required to report to the ERB on the status update of questionnaires delivery from the courier / operator within 2 working days upon the receipt of questionnaires.	11		
Questionnaires from the same class are packed within a sealed envelope with a standard label thereon. Information including course code (課程編號), class (班別), training centre code (培訓中心編號), company chop (機構印章), signature of staff (職員簽署), application number (申請編號) and signature of trainees (學員簽署) are shown on the label. Information checking is required to be done by the service provider. The service provider is required to report the checking result to the ERB within 2 working days upon the receipt of questionnaires.	12		

\* Detailed description and reference should refer to corresponding items in the Service Requirement

Requirement	Reference*	Yes	No
<b>Service Arrangement (continued)</b>			
Upon completion of data processing for each batch, the service provider is required to send a checklist to the ERB indicating the classes with data input completed. Indication of classes with open-ended questions should be included in the checklist.	13		
Scanning of 4-5 classes of envelope labels within the same batch has to be done by the service provider and soft copies to be sent to the ERB for quality assurance purpose. The ERB may specify the classes that scanning of envelope labels should be done.	14		
At least 1 contact point (contact person) of the service provider has to be arranged for the daily communications and operations with the ERB.	15		
For each batch, the service provider is requested to submit the data files and double entry records / files within 5 working days upon receipt of questionnaires from the courier / operator. Scanned images of questionnaires and envelope labels should be sent to the ERB within 2 working days upon request from the ERB.	16		
<b>Cost</b>			
The quotation should state the <u>cost PER questionnaire processed</u> and the same unit cost should be applied for all 4 sets of questionnaires. The actual total project fee will therefore be the product of the unit cost stated in the quotation and the actual number of questionnaires processed during the contract period.	17		
The cost quoted should reflect, and inclusive of, all the costs and expenses incurred in relation to or as a result of delivering the services described in the “Service Requirements”.	18		
Payment will be made on quarterly basis: <ul style="list-style-type: none"> <li>◆ Payment for services between April and June 2024 will be made in July 2024;</li> <li>◆ Payment for services between July and September 2024 will be made in October 2024;</li> <li>◆ Payment for services between October and December 2024 will be made in January 2025;</li> <li>◆ Payment for services between January and March 2025 will be made in April 2025.</li> </ul>	19		
<b>Miscellaneous</b>			
The appointed service provider is required to attend a meeting with the ERB upon commissioning of the service to discuss the service details. Progress meetings may be required, if necessary.	20		
The appointed service provider is required to keep the questionnaires and envelopes processed for 6 months. The ERB reserves the right to collect back the above materials during the 6-month period. All materials should be destroyed properly before disposal.	21		

\* Detailed description and reference should refer to corresponding items in the Service Requirement



**Section B**

Please quote the unit cost for delivering the services according to the requirements set out in the Service Requirement:

HK\$ \_\_\_\_\_ (Unit Cost)

**Remark: The actual total project cost will be the product of the unit cost stated above and the actual total number of questionnaires processed during the contract period.**

**Section C**

**Consultant / Company / Organisation:**

Name of Consultant /  
Company / Organisation : \_\_\_\_\_

Name and Signature of  
Authorised Person : \_\_\_\_\_  
(Name in block letters and, where applicable, company chop)

Date : \_\_\_\_\_

**Contact Person of the Company:**

Name : \_\_\_\_\_

Title : \_\_\_\_\_

Email Address : \_\_\_\_\_

Tel. No. : \_\_\_\_\_

Fax. No. : \_\_\_\_\_

Address : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CONSENT TO DISCLOSURE**

To: The Employees Retraining Board

**DATA PROCESSING FOR “COURSE EVALUATION SURVEY 2024-25”**

We, \_\_\_\_\_, hereby  
[Name of the Bidder in BLOCK LETTERS]

irrevocably authorise, consent and agree that if the Employees Retraining Board (hereafter “ERB”) agrees to engage us to carry out the captioned, the ERB may, whenever it considers necessary in the public interest, and without any further reference to us, disclose to any relevant person in such form and manner as the ERB deems fit the fees payable by the ERB for engaging us.

We hereby waive and forego our right, if any, to make any claims against the ERB for any loss, damages, costs, charges, liabilities, demands, proceedings and actions that may arise out of or in consequence of such disclosure by the ERB.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2024

\* SEALED with the Common Seal of \_\_\_\_\_ )  
\_\_\_\_\_)  
\_\_\_\_\_)  
[Name of the Bidder in BLOCK LETTERS]

*affix common  
seal of the  
Bidder*

and \_\_\_\_\_ )  
SIGNED by \_\_\_\_\_ )  
\_\_\_\_\_)  
\_\_\_\_\_)  
[Name(s) of the signator(ies)],  
the director(s) of the Bidder in the presence of:- )

Signature of Witness: \_\_\_\_\_

Name of Witness: \_\_\_\_\_

\* To be adopted if the Bidder is a limited company.

To: The Employees Retraining Board

Dear Sir/Madam,

**DATA PROCESSING FOR “COURSE EVALUATION SURVEY 2024-25”**

**Confirmation Letter for Compliance with  
Anti-Collusion Clauses in Quotation**

We, \_\_\_\_\_, of  
[Name of the Bidder in BLOCK LETTERS]<sup>1</sup>

\_\_\_\_\_  
[Address of the Bidder]<sup>1</sup>

\_\_\_\_\_ refer to our quotation for the above Contract.

We confirm that before we sign this confirmation letter, we have been explained on and fully understood the anti-collusion clauses in the quotation.

We confirm that as at the time of submission of this letter and other than the Excepted Communications referred to in the last paragraph of this letter we had not communicated to any person other than the Employees Retraining Board (hereafter “ERB”) the amount of any quotation, adjusted the amount of any quotation by arrangement with any other person, made any arrangement with any other person about whether or not we or that other person should quote or otherwise colluded with any other person in any manner whatsoever and undertake that at any time thereafter in the tendering process for the above Contract until the bidder is notified by the ERB of the outcome of the quotation exercise and other than the Excepted Communications referred to in the last paragraph of this letter we will not communicate to any person other than the ERB the amount of any quotation, adjust the amount of any quotation by arrangement with any other person, make any arrangement with any other person about whether or not we or that other person should quote or otherwise collude with any other person in any manner whatsoever.

In this letter, the expression “Excepted Communications” means our communications in strict confidence with our own insurers or brokers to obtain an insurance quotation for computation of tender price and communications in strict confidence with our consultants or sub-contractors to solicit their assistance in preparation of tender submission.

\_\_\_\_\_  
[Signed for and on behalf of the Bidder]<sup>2</sup>

- 1. Where the bidder comprises two or more persons or companies acting in partnership, joint venture or otherwise, this part in square brackets should be expanded to include the respective names and addresses of such persons or as the case may be companies.*
- 2. Where the bidder comprises two or more persons or companies acting in partnership, joint venture or otherwise, all such persons or as the case may be companies must sign. The signatory for each of such persons or companies shall be a person authorized to sign the contract on behalf of that person or as the case may be company.*