

## Course Evaluation: 'CACS Intensive Refresher (APAC-SG)'

### Course Facts (13 Jun 2012)

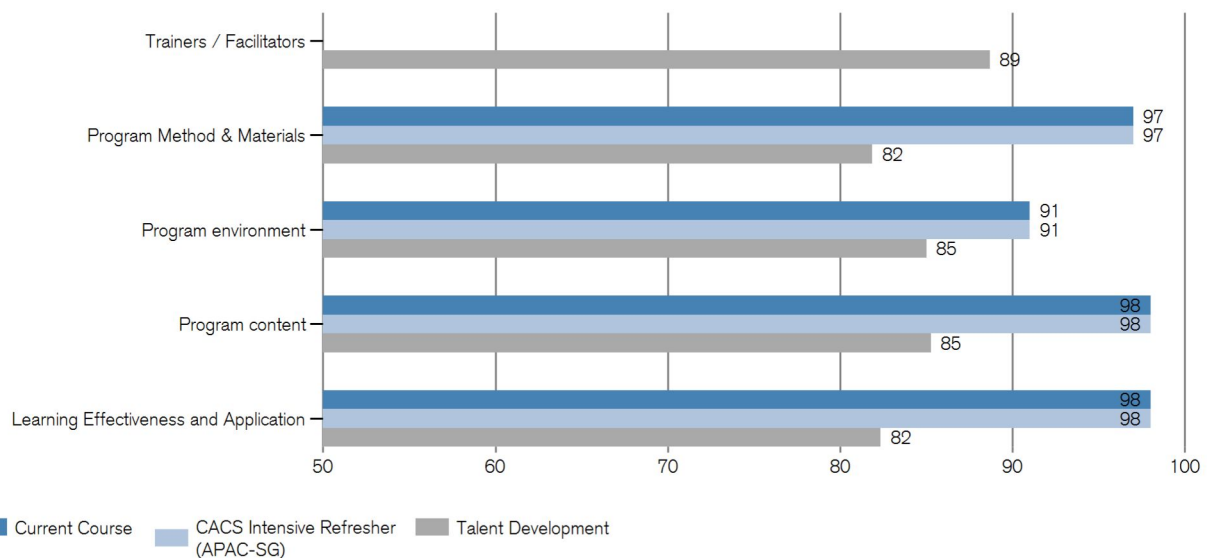
|                           |                    |               |                         |
|---------------------------|--------------------|---------------|-------------------------|
| Institute:                | Client Impact - PB | Location:     | Singapore               |
| Subject Program Manager:  |                    | Product type: | Instructor Led Training |
| Offering Program Manager: |                    | Offering ID:  | 01352908                |
| Course Date:              | 13 Jun 2012        | Speaker:      | Chong Khin Loke         |

### Course & Program Average Rating\* per Topic (mandatory)

|                        | Return rate | Program Method & Materials | Program environment | Program content | Learning Effectiveness and Application | Total Average Rating |
|------------------------|-------------|----------------------------|---------------------|-----------------|--|----------------------|
| 13 Jun 2012 (01352908) | 10/16       | 97                         | 91                  | 98              | 98                                     | 96                   |
| Total                  |             | 97                         | 91                  | 98              | 98                                     | 96                   |

\* Rating level: 90 - 100 = excellent [green]; 75 - 89 = good [black]; 65 - 74 = sufficient [yellow]; 0 - 64 = not sufficient [red]

### Comparison of Average Rating (mandatory): Current Course / Program / Talent Development - one year backwards from today



### Course Results (13 Jun 2012) per Question (all)

|  |                        |   | Rating AVG | Rating Min | Rating Max |
|--|------------------------|---|------------|------------|------------|
| Program environment                    | Administration         | The program was well administered and supported.  | 92         | 80         | 100        |
|  | Premises               | The facilities enhanced the learning environment.   | 90         | 80         | 100        |
| Learning Effectiveness and Application | Learning application   | I am confident that I will be able to apply the new knowledge and skills back on the job. | 96         | 80         | 100        |
|  |                        | To apply the content of this program is important for your job success.                   | 98         | 80         | 100        |
|  | Learning effectiveness | You have learned/refreshed relevant knowledge and skills in the course.                   | 100        | 100        | 100        |
| Program Method & Materials             | Method of training     | The structure and progress of the program supported my learning needs.                    | 100        | 100        | 100        |
|  | Training media         | The training materials/ online-tools supported the learning process effectively.          | 94         | 80         | 100        |
| Program content                        | Practical relevance    | The course content was of practical relevance.  | 98         | 80         | 100        |
|  | Program objectives     | The course content met the learning objectives.   | 98         | 80         | 100        |
| Total                                  |                        |   | 96         | 80         | 100        |

### Course (13 Jun 2012) Comments (all)

|   |   |
|---|---|
| What about this program was most useful to you? | Precises explanations from the teacher in regard of what is the understanding to have DURING the examination.                 |
|   | Khin Loke was effective in helping participants to grasp concepts within short period of time.                                |
|   | This trainer is the best out of all trainers so far. Very precise and concise with what to study and look out for in the exam |
|   | Practicality thought and understanding of concepts. Able to demonstrate how to take theory and adapt to usage.                |

Course (13 Jun 2012) Comments (all)

|  |   |
|--|---|
| What about this program was most useful to you?                              | The trainor for this review is very good, concise and practical in his approach. He makes sure that we understand what we need to know in the simplest way possible.<br>All   |
| What about this program was least useful to you?                             | It was too rushed over an afternoon session. Would suggest it spread over a whole day or 2 half days<br>N/A<br>none.  |
| How can we further improve the program to make it more relevant to your job? | more questions from the test to be given to us.<br>N/A<br>We should have one more session with him before the examination date just to be assured that those that we have not yet studied will be clarified through his skills.<br>this was perfect |
| Which learning techniques and methods were used?                             | formation en salle de cours/supports papier (livres, dossiers, PDF, etc.)<br>paper based (books, folders, PDF, etc.)/classroom training<br>classroom training<br>classroom training/paper based (books, folders, PDF, etc.)                         |