



Basic Skills Quality Mark Programme – Alliance Assessor Feedback

As part of the national quality assurance procedures for the Quality Mark (QM) programme it is important that Tribal, on behalf of the Alliance for Lifelong Learning, ensures that it is providing a high quality service for the member schools in its local subscription schemes.

As you have recently received a visit from one of our Alliance Assessors, we would appreciate just a few minutes of your time to answer the following questions. Your responses will be used to ensure that our administrative systems are efficient and that the assessors we use receive appropriate development and feedback.

Name of Assessor _____ Date of visit _____

Purpose of visit (delete as appropriate)	Initial Assessment / Support and Review / Renewal Assessment
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Please use the scale below, adding a comment if you wish, so that we can improve the service provided.

1= not satisfied, 2= fairly satisfied, 3= satisfied, 4 = extremely satisfied

1. How satisfied were you with any information you were given prior to this visit? Rating:

Comment:

2. Did the Assessor conduct the visit in a professional manner? Rating:

Comment:

3. Was the Assessor knowledgeable about requirements for the Quality Mark and about current 'best practice' in relation to basic skills? Rating:

Comment:

4. Was there an appropriate balance between rigour and support Rating:

Comment:

5. How useful was the feedback (verbal / visit feedback report) that the assessor provided during / after your visit? Rating:

Comment:

6. What have been the key benefits and/or impact of your school's continuing involvement with QM, including in relation to literacy and numeracy?

Comment:

7. Do you wish to make any other general or specific comments regarding the processes for initial assessment / monitoring (support & review) / renewal of the Quality Mark?

Comment:

Your name _____

Your position _____

School & LA

Please email this form to: feedback@qm-alliance.co.uk

Or post to: **The Quality Mark Team, PO Box 2827, Bristol BS2 8RR**

We occasionally use comments and feedback for marketing purposes. If you would prefer your comments and feedback were not used in this way please tick here.