

Learner Feedback Form

Logic Certification Limited (LCL) aims to constantly monitor and enhance the standard of service which it provides to learners. In order to achieve this, we would be grateful if you would complete this Feedback Form and return it to LCL in the supplied prepaid envelope.

Learner Name:	
Approved Centre Attended:	
Date Form Completed:	

Type of Qualification:	ACS	Oftec	RQF	LCL
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Qualifications subject: (Please tick as applicable)	Gas	Oil	Plumbing	Heating	Renewable Technology	Electro Technical
Has LCL issued you with a certificate (Please circle as applicable)	Yes - No	Yes - No	Yes - No	Yes - No	Yes - No	Yes - No

Please tick the level of service provided within the following areas:

If you tick any box as Poor please comment in the space provided on Page 2.

Your Application and Registration experience	Excellent	Good	Average	Poor
1. The information provided to you prior to registration was;				
2. The application and registration process was;				
Your qualification experience				
3. The examiners and assessors were;				
4. The examination and assessment facilities, documentation and arrangements were;				
5. The information provided on equality, diversity and the complaints and appeals process was;				

If you tick No or Don't know to the following questions, please comment in the space provided on Page 2.

	Yes	No	Don't know
6. Does the qualification meet your needs and expectations?			
7. Did the Approved Centre have to make any special arrangements for you to take the examination or assessment?			
8. Was the time taken to complete the qualification as you expected?			
9. Are you satisfied with the overall performance of LCL and the Approved Centre?			

Please add any comments which you consider could improve the LCL qualification processes and procedures.

Additional comments regarding any aspect of the service provided by LCL or the Approved Centre.

Thank you in anticipation of your feedback.