



JPPF Customer service – Evaluation

Managers/Trainers Feedback for JPPF

To improve the training experience and supporting resources, JPPF are looking for your evaluation with direct and honest feedback. You might find it useful to read the training approach and evaluation objectives found in JPPF Registry Resources Approach documents first.

The JPPF website contains a generic feedback form that can be completed anonymously or you are invited to contact us directly by email to jppf@courts.govt.nz. Ask for some-one to contact you to talk to or email us with any comments, suggestions or other feedback.

To make your evaluation and feedback easier, below is a list of questions to serve as a guide for you to consider. Address as many as you feel are necessary or relevant - you are welcome to seek clarification at any time.

What change did you want the training to achieve? How will you measure that?

What changes have you observed after training?

How does the training fit with the way your organisation operates?

What resources have you used? What resources will you use?

If you haven't used any yet, what needs to happen before you do?

Which resources work well for you?

Which resources don't work well and what changes need to be made?

What changes would you make to the resources?

- Is the training pitched to the right level of staff competency and need?
- Is the language easy to understand?
- Are the resources and the training culturally appropriate?

As a trainer, what else do you need to deliver the training?

What resources would you ask staff to use?

Judicial Pacific
Participation Fund

How does the mode of delivery (individual, self-paced, workshops, video interviews, discussion groups, assignments) for each of the options work for you?

What modes of delivery work best for each option?

Is delivery of training onsite by a trainer or manager the best option – what else would you consider?

What else would you like to comment on?