

**Employer Feedback (LPF)
Quarter 1 January – March 2018**

Pensionable Pay – 24 January 2018

Feedback score: 97.84%

Comment	Action taken
Would like some more practical exercises	The course is being re-drafted to be more interactive
Hold courses elsewhere to Lincoln	Recent employer survey does not indicate this.
Include parking info on pre-course info.	Parking is provided via the booking confirmation.

A summary of the compliments

- The pace of the training was measured well against the attendees
- Another really useful session - I just hope I can remember it when I get back to the office.

Secure Administration – 20 February 2018

Feedback score: 93.89%

Comment	Action taken
Should the two manuals provided be given to new members of staff at employers?	We are reviewing what goes out to new contacts.
More interactive. Computer based?	Discussed with trainer

A summary of the compliments

- Another really useful information session thank you.
- Looking forward to more interactive session.

Complete Guide – 22 March 2018

Feedback score: 99.16%

Comment	Action taken
A couple of the exercises were a bit wordy/could have worded differently to make the aim clearer, they could be easily misread.	Passed to course owner

Room was very warm. Cooler water please.	Lincs venue provided by employer.
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A summary of the compliments

- Good overall view of system. Helpful in knowing what payroll provider should be doing. Good examples of calculations
- Really useful thank you