

## TRAQOM Quality Survey Questions

### Note:

- All questions will start with the line “To what extent is the following statement true:”
- 5-point likert to be used for all questions as captured below, unless otherwise indicated:

|            |                   |                |                   |                        |
|------------|-------------------|----------------|-------------------|------------------------|
| Not at all | To a small extent | To some extent | To a large extent | To a very large extent |
|------------|-------------------|----------------|-------------------|------------------------|

- All questions are compulsory unless otherwise indicated by the grey font
- SCTP = SkillsFuture Career Transition Programme; WSP = Work Study Programme; CCS = Critical Core Skills

1. I will recommend others to attend [*Course name*].

Depending on response to this question:

- a. “Large Extent” / “Very Large Extent”: That’s great! What is the main reason you feel this way?
  - b. “Small Extent” / “Some Extent”: What is the main reason you feel this way?
  - c. “Not at all”: We’re sorry to hear that. What is the main reason you feel this way?
2. I am satisfied with the support services offered by [*Training Provider Name*] (e.g., efficiency in handling registration matters, responsiveness in addressing learner’s queries etc.).
  3. The course content covered the knowledge/skills as outlined in the course synopsis.
  4. The course content is relevant for application in my work.
  5. The course materials supported my learning (e.g., notes, references, presentation slides, etc.).
  6. The teaching methods used were innovative (e.g., teaching strategies and activities, technological tools, etc.).
  7. The teaching methods used were effective in helping me learn and acquire skills.
  8. The instructor(s) demonstrated subject matter expertise.
  9. The instructor(s) was engaging in the delivery of the course.
  10. The course duration was just right.
    - a. If “not at all”: I found the course \_\_\_\_\_. (Too Long / Too Short)
  11. The course met my learning needs.
  12. The course provided good value-for-money. [note: Work Study Programme trainees will not be administered this question]

Except trainees who answered, “Not at all” and “N/A, the course was sponsored by my employer”: Are the following statements true to you (select all that apply)?

- a. This course is value for money only because it is subsidised by SkillsFuture Singapore.
- b. If this course was not subsidised, I am still willing to attend and pay the full course fee.

| If SkillsFuture Career Transition Programme   | If Work Study Programme   |
|---|---|
| <p>13. The training provider was helpful when I needed career advice or help relating to employment facilitation.</p> <p>14. The training provider provided useful resources to aid me in my job search.</p> <p>15. I feel more confident in my job search. [includes an N/A option for learners not looking for a job]</p> <p>16. The course allowed me to acquire the relevant knowledge and skills needed to transit to new job roles or industry sectors.</p> | <p>13. There was a good balance on the time spent in the workplace and classroom-based training.</p> <p>14. The workplace on-the-job training experience complemented the concepts learnt during the classroom-based training.</p> <p>15. I was sufficiently engaged by tasks and projects during my on-the-job training.</p> |

17. The course will help me progress in my work / career.

18. The skills and knowledge acquired in the course will lead to improvements in my performance at work.

19. What is one thing we can do to improve future classes? [Free text response]

20. Would you like to be contacted by the Training Provider about your feedback?

- a. Yes, my email address is: \_\_\_\_\_
- b. Yes, my contact number is: \_\_\_\_\_
- c. No, thanks.

## TRAQOM Jobs/Careers Impact Questions

### Note:

- All questions will start with the line “To what extent is the following statement true:”
- 5-point likert to be used for all questions as captured below, unless otherwise indicated:

|            |                   |                |                   |                        |
|------------|-------------------|----------------|-------------------|------------------------|
| Not at all | To a small extent | To some extent | To a large extent | To a very large extent |
|------------|-------------------|----------------|-------------------|------------------------|

- All questions are compulsory unless otherwise indicated by the grey font
- SCTP = SkillsFuture Career Transition Programme; WSP = Work Study Programme; CCS = Critical Core Skills

1. The course has helped me progress in my work / career.

Depending on response to this question:

- “Large Extent” / “Very Large Extent”: That’s great! What was the main reason you feel this way?
- “Small Extent” / “Some Extent”: What is the main reason you feel this way?
- “Not at all”: We’re sorry to hear that. What is the main reason you feel this way?

|   |  |   |   |                      |
|---|--|---|---|----------------------|
| 2. What was your main intention for attending the course?   |  |   |   |                      |
| a. Same job role  |  | b. Change job role  |   | c. Personal interest |
| i. Improve work performance for my current job role         | ii. Prepare myself for a same job role in a different company / sector | iii. Prepare myself for a different job role in the same company / sector | iv. Prepare myself for a different job role in a different company / sector |                      |
| <i>If WSP, skip Q2 and go to subsequent questions</i>       |  | <i>If SCTP, skip Q2 and go to subsequent questions</i>                    |   |                      |
|   |  |   |   |                      |
| 3. The course helped me to develop my skills and knowledge. |  |   |   |                      |
|   |  |   |   |                      |

|   |   |                 |  |   |
|---|---|-----------------|--|---|
| <p>4. I have applied what was taught during the course in my work.</p> <p>5. The skills and knowledge acquired in the course led to improvements in my performance at work.</p> <p>6. The training/qualification I received, contributed to an increase/change in my job responsibilities.</p> <p>7. The training/qualification I received, contributed to improvement in my rewards (e.g. salary increase, promotion).</p> | <p>4. Have you switched into your new job role?</p> | <p>Yes &gt;</p> | <p>5. The skills and knowledge acquired in the course helped me land my new job role. [Yes/No]</p> <p>6. The skills and knowledge acquired in the course helped me to transit into my new role.</p> <p>7. I have applied what was taught during the course in my new role.</p> |   |
|   |   |                 | <p>No &gt;</p>   | <p>5. The skills and knowledge acquired in the course has increased my opportunity to change my job role.</p> |



If SCTP, proceed to SCTP module



If CCS, proceed to CCS module

**SCTP Module**

1. Did you use any of the employment facilitation services of any of the below providers? (select all relevant options)
2. Employment facilitation service provided by [*display TP name*] was: (A) Useful; (B) Not useful
  - a. If 'Not useful': We're sorry to hear that. What is the main reason you feel this way? [drop-down list]
3. What is your current employment status?

| a. Full-time Employment   | b. Part-time Employment   | c. Freelance/Self-employed | d. Unemployed  |   |   |   |   |
|---|---|----------------------------|--|---|---|---|---|
| ↓   | ↓   | ↓                          | ↓  |   |   |   |   |
| <p>4. Which of the following best applies to you?</p> <ul style="list-style-type: none"> <li>a. Cannot find a full-time job</li> <li>b. Prefer shorter and flexible work hours</li> <li>c. My job of choice is mostly part-time in nature</li> <li>d. Trying out to see if this sector/job is suitable for me</li> <li>e. Planning to pursue/currently pursuing further studies</li> <li>f. Others: _____ [free text]</li> </ul>  |   |                            | <p>4. Which of the following best applies to you?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center; vertical-align: middle;"> <p>a.<br/>Job Search<br/>was<br/>unsuccessful</p> </td> <td style="width: 50%; text-align: center; vertical-align: middle;"> <p>b.<br/>Currently not<br/>looking for a job</p> </td> </tr> </table> | <p>a.<br/>Job Search<br/>was<br/>unsuccessful</p> | <p>b.<br/>Currently not<br/>looking for a job</p> |   |   |
| <p>a.<br/>Job Search<br/>was<br/>unsuccessful</p>   | <p>b.<br/>Currently not<br/>looking for a job</p>   |                            |  |   |   |   |   |
| ↓   |   |                            | ↓  |   |   |   |   |
| <p>5. What is your current occupation? [drop-down list]</p> <p>6. Is your current occupation related to the course?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; text-align: center;">a. Yes</th> <th style="width: 50%; text-align: center;">b. No</th> </tr> <tr> <td style="text-align: center;">↓</td> <td style="vertical-align: top;"> <p>7. This is because:</p> <ul style="list-style-type: none"> <li>a. Cannot find a related job</li> <li>b. Current job has better career prospects</li> <li>c. More interest in current job</li> <li>d. Current job has higher pay</li> <li>e. Influenced by family and friends</li> <li>f. Current job is more prestigious</li> <li>g. Others: _____ [free text]</li> </ul> <p>&lt;end&gt;</p> </td> </tr> </table> |   |                            | a. Yes   | b. No   | ↓   | <p>7. This is because:</p> <ul style="list-style-type: none"> <li>a. Cannot find a related job</li> <li>b. Current job has better career prospects</li> <li>c. More interest in current job</li> <li>d. Current job has higher pay</li> <li>e. Influenced by family and friends</li> <li>f. Current job is more prestigious</li> <li>g. Others: _____ [free text]</li> </ul> <p>&lt;end&gt;</p> | <p>5. Which of the following best applies to you?</p> <ul style="list-style-type: none"> <li>a. Medical reason</li> <li>b. Pursuing further studies</li> <li>c. Taking a break</li> <li>d. Setting up own business</li> <li>e. Others: _____ [free text]</li> </ul> |
| a. Yes  | b. No   |                            |  |   |   |   |   |
| ↓   | <p>7. This is because:</p> <ul style="list-style-type: none"> <li>a. Cannot find a related job</li> <li>b. Current job has better career prospects</li> <li>c. More interest in current job</li> <li>d. Current job has higher pay</li> <li>e. Influenced by family and friends</li> <li>f. Current job is more prestigious</li> <li>g. Others: _____ [free text]</li> </ul> <p>&lt;end&gt;</p> |                            |  |   |   |   |   |

<end>

8. How many jobs have you applied for since the start of the course? [multiple-choice]

- If '0': Which of the following best apply to you? (select all relevant options)
  - a. Unable to find a new job that is related to the course or interests me
  - b. Not confident to apply for new jobs with my current skillset
  - c. Current job has better career prospects
  - d. More interest in current job
  - e. Current job has higher pay
  - f. Current job is more prestigious
  - g. Others: \_\_\_\_\_ [free text]

<end>

- If '1' or more, <continue>

9. How many job offers did you receive? [multiple-choice]

- If '0' or '1', <end>
- If '2' or more, <continue>

10. Regarding the job offers you declined, what were the main reasons for doing so (select all that apply)?

- a. Pay offered is lower than my previous job
- b. Pay offered is lower than I expected for the job role
- c. Employment terms are not ideal
- d. Not confident to perform well in the job
- e. Offering company/companies are not good enough

## CCS Module

1. I am now more confident to (select all that apply):

- a. Transit into the workforce

- b. Keep upskilling and/or reskilling
- c. Adapt to workplace changes
- d. Support my organisation's transformation
- e. Others: \_\_\_\_\_ [free text]

2. I am now more aware of (select all that apply):

- a. Key industry trends
- b. Skills needed to support organisational transformation
- c. Skills needed to support organisational resilience
- d. My role in my organisation's transformation efforts
- e. Others: \_\_\_\_\_ [free text]

8. What is one thing we can do to improve the impact of future classes on trainees' work and career? [Free text response]

9. Would you like to be contacted by the Training Provider about your feedback?

- a. Yes, my email address is: \_\_\_\_\_
- b. Yes, my contact number is: \_\_\_\_\_
- c. No, thanks.