

Net Promoter Score

The number of learners and employers willing to recommend working with Competenz increased significantly in 2017, indicating a growing loyalty to our qualifications and services.

In December 2017:

- » Our learner net promoter score was +62 (an increase of 26 points from 2016)
- » Our employer net promoter score was +42 (an increase of 21 points from 2016).

Throughout 2017 we interviewed 358 completed learners at Level 3 and 4 across engineering, wood manufacturing, forestry, bakery, butchery, plastics and print, packaging and signwriting.

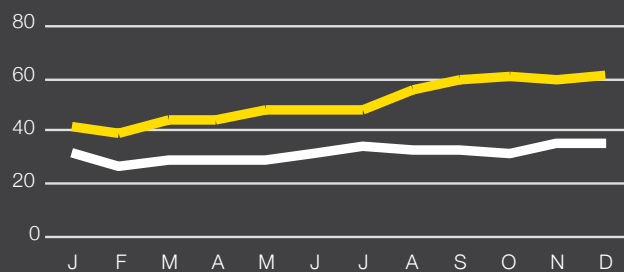
We also interviewed 273 employers of completed learners in the same sectors (not necessarily employers of the learners we interviewed).

We still have work to do to see these net promoter scores increase further, and our review of our internal systems and

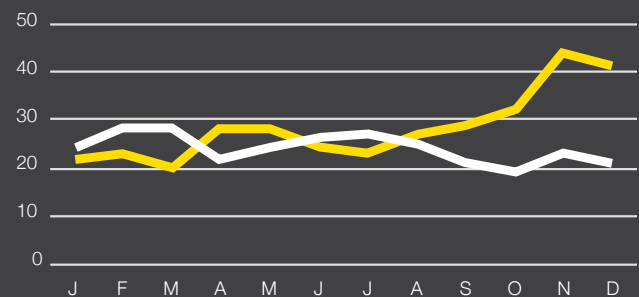
processes in the latter half of 2017 will contribute towards this.

It's pleasing to see both learner and employer scores trending upwards, and we expect this continue as we roll out new programmes with online resources and interactive technology.

Learner NPS



Employer NPS



— 2017
— 2016

Employers

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2017	22	23	20	28	28	24	23	27	29	32	44	42
2016	24	28	28	22	24	26	27	25	21	19	23	21

Learners

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2017	42	39	44	45	48	48	48	56	60	61	59	62
2016	32	27	29	29	29	32	34	33	33	32	35	36

Learner feedback

“My training advisor explained everything to do with the training procedure and showed me everything I needed to learn each time for the next visit. He was very supportive.”

“My account manager was easy to contact so I could get help if I needed. I knew what I needed to get done so I could get qualified. It’s good to have the qualification. Would recommend.”

“It’s really informative. The way it’s set up is really professional and sorted and managed well, so it’s a good organisation.”