

Quantity													
No. of persons trained weighted by the length of training		3,807	48,033	282,470	1,736	336046	42,024	11,454	28,702	22	82,202	-253,844	
Number of persons provided with technical advice													
Quantity													
No. of persons provided with technical advice		5	10	10	5	30	72		333		405	375	
Percentage of trainees who rate the training course as good or better													
Quality													
% of trainees who rate the training course as good or better		10%	30%	30%	15%	85%	45%	13%	30%	1%	88%	3%	
Percentage of clients who rate the advisory services as good or better													
Timeliness													
% of clients who rate the advisory services as good or better		10%	30%	30%	15%	85%	17.80%		82.20%		100%	15%	
Percentage of requests for training advice responded to within 3 days													
Timeliness													
% of requests for training advice responded to within 3 days		10%	30%	35%	15%	90%	33%		33%	34%	100%	10%	
Percentage of requests for technical advice that are responded to within 3 days													
Timeliness													
% of requests for technical advice that are responded to within 3 days		30%	30%	30%	10%	100%	14.30%		85.70%		100%	0%	
Percentage of persons who receive training or advisory services who rate timeliness of service delivery as good or better													
Timeliness													
% of persons who receive training or advisory services who rate timeliness of service delivery as good or better		10%	30%	35%	15%	90%	41%	11%	37%	1%	90%	0%	

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Date: 30/Jan/2018

Financial Services Head/Budget Officer

Date:

Agency Head/Department Secretary

Date: