

CERTIFICATE REQUEST FORM

Dear Learner

Congratulations

on completing the Dispensing Course for Healthcare Professionals!

Name and Surname	
DISP number	
MP Number if registered with HPCSA	
Contact number to be used by Courier Cell / Landline	
Email address	

**Courier address for delivery of the Certificate
The Courier will phone before delivery.**

This must be the address where you will be between 8:00 and 16:00, as you must sign for the parcel

Name of Building/Practice/Shop if applicable	
Street name and number	
Suburb	
Town	
Province	
Physical postal code	

Please complete the attached course feedback form and email it to the Academy at dispensing@sbuys.co.za. Please allow 10 working days for the certificate to be processed.

Please complete the attached questionnaire and submit both pages.

Kind Regards,
 Gertruida Van Wyk
 Tel: 018 788 2102 ext 403
 Email: dispensing@sbuys.co.za



DISPENSING FOR HEALTH CARE PROFESSIONALS: LEARNER POST-ASSESSMENT FEEDBACK

Dear Learner,

The quality of our study material and service to our clients is very important. To enable us to conduct proper quality assurance on our products, your honest comments on your experience throughout the learning process will be invaluable.

Please take a few minutes to complete this questionnaire and return it to S Bays Academy by emailing it to dispensing@sbuys.co.za. Thank you, and we sincerely appreciate your cooperation.

Rating scale: 1 = Very Poor and 5 = Excellent

1. **How would you rate the service you received from us when you called us to enquire about our Dispensing course (if relevant)?**

1	2	3	4	5	N/A
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2. **How would you rate the application and registration process?**

1	2	3	4	5
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3. **How would you rate the timeline for receiving your study material within the promised 10 working days?**

1	2	3	4	5
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4. **How would you rate the process of receiving login details and logging in for the first time?**

1	2	3	4	5
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5. **Rate the quality and content of the learning material for the Dispensing Course.**

1	2	3	4	5
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6. **How would you rate the e-learning format in which the learning material was presented?**

1	2	3	4	5
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7. **Rate the quality of the pre-recorded presentations on the e-learning platform.**

1	2	3	4	5
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8. **Rate the quality of the formative assessments on the e-learning platform**

1	2	3	4	5
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9. **Rate the feedback you received after completion of the practical assignment.**

1	2	3	4	5
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10. **Rate the feedback you received after completion of the Summative assessment.**

1	2	3	4	5
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11. **How would you rate the assistance provided to you by the Academy staff during the learning process?**

1	2	3	4	5
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12. **How, do you think, can we improve our product and service?**

Thank you for your feedback!