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| Rapportage klanttevredenheid jobcoaching | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Erkennings- en intrekkingskader uitvoering persoonlijke ondersteuning Verplichting 3.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | **Waarom dit formulier?**  Om de klanttevredenheid over uw dienstverlening te kunnen beoordelen levert u een aantal gegevens aan UWV. In deze rapportage vult u uw gegevens in. De berekening van de scores voegt u als bijlage bij deze rapportage toe.  **Meetperiode**  Over de periode van 1 jaar moet zowel door de werknemers als door de werkgevers een gemiddeld cijfer van 6,5 op een schaal van 1 tot en met 10 worden gegeven. De meetperiode gaat in op de datum (dag en maand) waarop uw erkenning is afgegeven. De rapportage beslaat een geheel jaar vanaf die datum. | | | | | | | | | | | | | |  | | **Opsturen**  Stuur het formulier en de bijlagen binnen 1 maand na de peildatum van het onderzoek naar uw accounthouder van UWV.  Uw accounthouder beoordeelt deze rapportage. Hij kan een steekproef nemen om de gegevens te controleren.  **Meer informatie**  U vindt meer informatie op uwv.nl/zakelijk. Heeft u vragen over dit formulier? Neem dan contact op met uw accounthouder. | | | | | | | | | | | | | | | | | | | | | | | | | |  | |
|  |  | | | | | 1 | | |  | Gegevens leverancier | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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| 1.1 | Bedrijfsnaam | | | | | | | |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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| 1.2 | Naam contactpersoon | | | | | | | |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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| 1.3 | E-mailadres | | | | | | | |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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| 1.4 | Meetperiode | | | | | | | |  |  | | | | dag en maand | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | |  |
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| 1.5 | Aantal werknemers in meetperiode | | | | | | | |  |  | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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| 1.6 | Aantal werkgevers in meetperiode | | | | | | | |  |  | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  |  | | | | | 2 | | |  | Resultaten | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  |  | | | | | | | |  | Klanttevredenheid: uitleg weergave cijfers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  |  | | | | | | | |  | *Zowel de werknemers als de werkgevers moeten u gemiddeld minimaal een 6,5 geven op een schaal van 1 tot en met 10. Hieronder staat een voorbeeld voor de berekening van de scores. U levert uw berekening als bijlage bij deze rapportage in.*  ***VOORBEELD***  *In dit voorbeeld is `Werknemer A’ binnen het meetjaar bij 2 werkgevers aan de slag geweest. `Werknemer B’ heeft 2 jobcoachperioden bij dezelfde werkgever gehad. `Werknemer C’ heeft in het meetjaar 1 jobcoachperiode bij 1 werkgever gehad.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  |  | | | | | | | |  | **Werknemer** | |  | **Cijfer** | | | | | | | |  | **Werkgever** | | | | | | | | | | | |  | **Cijfer** | | | | | |  | | |  |
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|  |  | | | | | | | |  | `Werknemer A’ | |  | [cijfer] | | | | | | | |  | `Werkgever A’ | | | | | | | | | | | |  | | [cijfer] | | | | |  | | |  |
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|  | `Werknemer A’ | |  | [cijfer] | | | | | | | |  | `Werkgever A’ | | | | | | | | | | | |  | | [cijfer] | | | | |  | | |  |
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|  | `Werknemer B’ | |  | [cijfer] | | | | | | | |  | `Werkgever B’ | | | | | | | | | | | |  | | [cijfer] | | | | |  | | |  |
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|  | `Werknemer B’ | |  | [cijfer] | | | | | | | |  | `Werkgever B’ | | | | | | | | | | | |  | | [cijfer] | | | | |  | | |  |
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|  | `Werknemer C’ | |  | [cijfer] | | | | | | | |  | `Werkgever C’ | | | | | | | | | | | |  | | [cijfer] | | | | |  | | |  |
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|  |  | |  | Gemiddeld cijfer | | | | | | | |  |  | | | | | | | | | | | |  | | Gemiddeld cijfer | | | | |  | | |  |
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|  |  | | | | | | | |  | Resultaten klanttevredenheid | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  |  | | | | | | | |  | *Vul uw gemiddelde behaalde cijfers in.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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| 2.1 | Gemiddeld behaald klanttevredenheidscijfer werknemers | | | | | | | |  |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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| 2.2 | Gemiddeld behaald klanttevredenheidscijfer werkgevers | | | | | | | |  |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  |  | | | | | | | |  | Klanttevredenheid: resultaten vragen | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  |  | | | | | | | |  | *Vul het totaal aantal keren in dat elk antwoord in de meetpriode is gegeven. Zo is per onderdeel inzichtelijk hoe tevreden de werknemers en werkgever zijn. En waarover UWV verder met u in gesprek gaat. U hoeft alleen de vragen in onderstaand overzicht bij te houden voor de klanttevredenheidsmeting.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  |  | | | | | | | |  | Vragenlijst werknemers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  | **(nr. op vragenlijst werknemers)** | | | | | | | | |  | | | | | | | | | | | | | | | | |  | | **Nee** | | |  | **Niet helemaal** | | | | | |  | **Ja** | | | |  |
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|  | (3.1) | | | | Bent u tevreden over de begeleiding van de jobcoach? | | | | | | | | | | | | | | | | | | | | | |  |  | | | |  |  | | | | | |  |  | | | |  |
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|  | (3.2) | | | | Bent u tevreden over de bereikbaarheid van de jobcoach (per telefoon/e-mail/app)? | | | | | | | | | | | | | | | | | | | | | |  |  | | | |  |  | | | | | |  |  | | | |  |
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|  |  | | | | | | | |  | Vragenlijst werkgevers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  | **(nr. op vragenlijst werkgevers)** | | | | | | | | | | | | | | |  | | **Onvoldoende** | | | | | |  | **Matig** | | | | |  | **Voldoende** | | | | | |  | **Goed** | | | | | |  |
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|  | (2.1) | | | Het aantal keren dat de jobcoach contact heeft gehad met de werknemer? | | | | | | | | | | | |  | |  | | | | | |  |  | | | | |  |  | | | | | |  |  | | | | | |  |
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|  |  | | | Het aantal keren dat de jobcoach contact heeft gehad met betrokken leidinggevende en collega’s? | | | | | | | | | | | |  | |  | | | | | |  |  | | | | |  |  | | | | | |  |  | | | | | |  |
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|  |  | | | De bereikbaarheid en de beschikbaarheid van de jobcoach (per telefoon/e-mail/app). | | | | | | | | | | | |  | |  | | | | | |  |  | | | | |  |  | | | | | |  |  | | | | | |  |
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|  |  | | | Het aantal keren dat de jobcoach een bezoek aan uw bedrijf heeft gebracht | | | | | | | | | | | |  | |  | | | | | |  |  | | | | |  |  | | | | | |  |  | | | | | |  |
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|  |  | | | De bejegening door de jobcoach | | | | | | | | | | | |  | |  | | | | | |  |  | | | | |  |  | | | | | |  |  | | | | | |  |
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|  | (2.2) | | | De persoonlijke ontwikkeling van de werknemer | | | | | | | | | | | |  | |  | | | | | |  |  | | | | |  |  | | | | | |  |  | | | | | |  |
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|  |  | | | De ontwikkeling van de werknemersvaardigheden | | | | | | | | | | | |  | |  | | | | | |  |  | | | | |  |  | | | | | |  |  | | | | | |  |
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|  |  | | | De werkomgeving | | | | | | | | | | | |  | |  | | | | | |  |  | | | | |  |  | | | | | |  |  | | | | | |  |
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|  |  | | | Het loopbaanperspectief van de werknemer | | | | | | | | | | | |  | |  | | | | | |  |  | | | | |  |  | | | | | |  |  | | | | | |  |
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|  |  | | | | | 3 | | |  | Analyse van de resultaten | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  |  | | | | | | | |  | *Beschrijf hieronder wat u opvalt uit de behaalde resultaten. Welke conclusies trekt u? Uw accounthouder gaat met u in gesprek over de resultaten uit deze rapportage. U mag uw analyse ook als bijlage bijvoegen.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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| 3.1 | Analyse | | | | | | | |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
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|  | |  | | | | | 4 | |  | Ondertekening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |
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|  |  | | | | | | | |  | *Een rechtsgeldig vertegenwoordiger van het bedrijf moet deze rapportage ondertekenen.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  | |  | | | | | | |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |
| 4.1 | | Naam vertegenwoordiger | | | | | | |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |
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| 4.2 | | Functie | | | | | | |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |
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|  | | Datum en handtekening | | | | | | |  |  | | | | | | | | |  |  | | | | | | | | | | | | | | | | | | | | | | |  | |
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