Student satisfaction survey 2017

Check only the yes or no box for each question

**Marketing and recruitment Yes No**

The information I received about my course before I enrolled was factual and accurate

I knew the name of my training provider (RTO) before I enrolled

No incentives such as laptops or iPads were offered as inducements

I was not promised or guaranteed I would get a job if I completed the course

Another organisation gave me information, recruited me and signed me up

This organisation was:

I was told my training provider (RTO) would be issuing the qualification

**Enrolment:**

I was asked if I had any experience, skills or knowledge and told about RPL

My training provider talked to me about my needs and training options

I was encouraged to ask questions and given helpful answers

I was given information about the length of the course and options for completion

I was offered Recognition of Prior Learning (RPL) to acknowledge the skills I had

The enrolment form told me how to access the student manual on the web site

I understood about my rights and responsibilities before I signed up

The fees, options for payments and instalments offers were clearly explained

The enrolment form told me where to access the refund policy before I signed up

**Support and progression: Yes No**

I was able to discuss any special learning needs

The student manual provides information about support services

I was told I could ask for help if I had a problem or found the course difficult

The training provider supports me to use technology

The learning resources I need to complete the course were provided to me

The student manual informed me of my rights to make a complaint and how to do this

If I was unhappy with an assessment result I could discuss this and had a right of appeal

I was informed of my rights to defer studies or to extend the time for completion

**Training and assessment:**

The trainers were knowledgeable about the course subjects

The trainers were professional in their approach

The amount of training I received was enough to allow me to practice new skills

I could access extra assistance if I needed it to prepare for assessment

I was provided with good quality learning materials and facilities

The assessment activities were fair, related to my job role and were explained clearly

I was given helpful feedback on my assessment tasks

**Completion: Yes No**

The course met my work, career and study needs

I understood what was required to complete the course

I found the training relevant and valuable

**Overall satisfaction: Yes No**

I am satisfied with the quality and the support I received

I would recommend this training provider to my friends, family and colleagues

The things I most valued about my training experience were:

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My experience could have been improved by:

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