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:

|  |
| --- |
|  |

My experience could have been improved by:

|  |
| --- |
|  |