

## STUDENT FEEDBACK FORM

The purpose of this evaluation is to obtain your feedback on the content, delivery and services provided by the DIC. Your response will be treated in strict confidence and will assist us to review and improve current company processes.

Student Name	
Qualification Enrolled	

### DIRECTIONS

Along each scale given below, , click on the check box to indicate the number that matches most closely with your opinion as specified below:

5
4
3
2
1  
 Agree strongly      Agree      Not sure      Disagree      Disagree strongly

### SECTION 1: RTO POLICY AND PROCEDURES

1. I found that the DIC material received such as Pre-enrolment information, instructions on how to access information, Complaints & Appeals Procedures, RPL, Access and Equity, Fees and Charges.

Clear & easy to read	5	4	3	2	1
Helpful	5	4	3	2	1

2. I found the staff was knowledgeable in the DIC policies and procedures and the implementation of these was fair and reasonable.

Knowledgeable	5	4	3	2	1
Implemented correctly	5	4	3	2	1

### SECTION 2: TRAINING PROCESSES

3. I found that the training process was

Clearly described	5	4	3	2	1
Helpful	5	4	3	2	1
Meet expectations	5	4	3	2	1

4. I found the program was well organised.

5      4      3      2      1

5. I found that there support and guidance available through my studies when needed:

5      4      3      2      1

**SECTION 3: TRAINERS & ASSESSORS**

6. I found that the Trainers & Assessors were:

Knowledgeable	5	4	3	2	1
Helpful	5	4	3	2	1
Friendly	5	4	3	2	1
Clearly directed	5	4	3	2	1

**SECTION 4: TRAINING CONDUCTED**

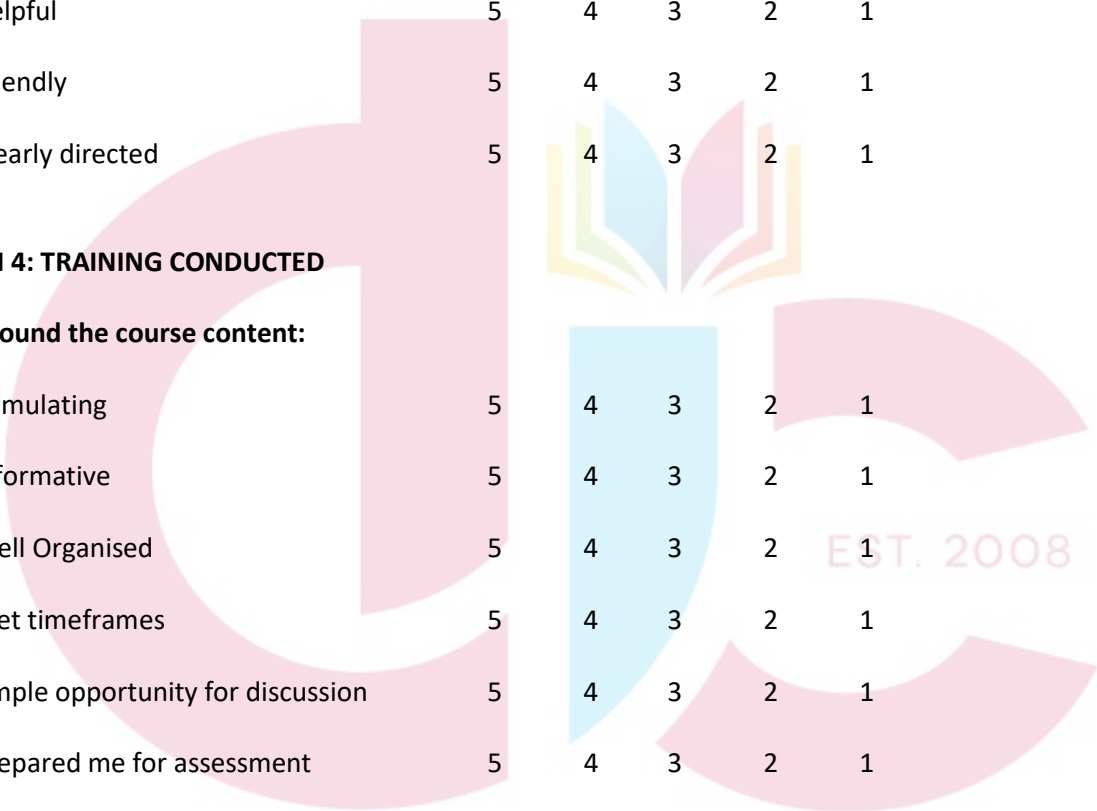
7. I found the course content:

Stimulating	5	4	3	2	1
Informative	5	4	3	2	1
Well Organised	5	4	3	2	1
Met timeframes	5	4	3	2	1
Ample opportunity for discussion	5	4	3	2	1
Prepared me for assessment	5	4	3	2	1

**SECTION 5: ASSESSMENTS CONDUCTED**

8. The assessments for my course were:

Clear and easy to understand	5	4	3	2	1
Appropriate for the course	5	4	3	2	1
Fair and reasonable	5	4	3	2	1



**SECTION 6: ASSESSMENT TOOLS/TRAINING MATERIAL**

**9. The training & assessment materials and instruments used through the unit were:**

Easy to understand	5	4	3	2	1
Well presented	5	4	3	2	1

**10. The training material / resources / assessments were appropriate to the training program.**

5	4	3	2	1
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**SECTION 7: RTO FACILITIES**

**11. The facilities / services of the RTO:**

Were clearly explained on enrolment	5	4	3	2	1
Meet my needs	5	4	3	2	1
Were safe and reliable to use	5	4	3	2	1
Were available at appropriate times	5	4	3	2	1

**SECTION 8: FURTHER COMMENTS**

If you have additional comments, please use the space below.

EST. 2008

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**Thank you for providing your valuable feedback.**