

STUDENT EXPERIENCE – FEEDBACK

INT Nurse Training is consistently examining its systems and processes to better improve the quality of our products and services. We appreciate your time in completing this short survey regarding your enrolment, induction and training experience. You may receive this survey via email or the data may be gathered verbally over the phone.

- Provide one response to each question by circling the appropriate option in the respective column.
- If an activity or question does not apply to you, select 'Neutral' as your answer.
- You may leave your name at the end of the survey if you choose, this is optional.

COURSE NAME:

PART A: Pre-course, enrolment and induction

DESCRIPTION	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q1: Information about the course was readily available and easy to understand prior to the course.	5	4	3	2	1
Q2: The enrolment process was efficient and easy to understand.	5	4	3	2	1
Q3: I understood which RTO I was enrolling with.	5	4	3	2	1
Q4: I was informed of the course cost prior to enrolling.	5	4	3	2	1
Q5: Recognition of Prior Learning and Credit Transfer opportunities were explained to me.	5	4	3	2	1
Q6: Administration staff were helpful and well informed.	5	4	3	2	1
Q7: I was made aware of the Refund and Complaints and Appeals policies.	5	4	3	2	1
Q8: I was provided with a Student Handbook.	5	4	3	2	1
Q9: I completed Language, Literacy and Numeracy testing prior to enrolment.	5	4	3	2	1

What aspects of the induction could be improved?

PART B: During training and Post-Course

DESCRIPTION	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q1: The training met my expectations.	1	2	3	4	5
Q2: I will be able to apply the knowledge learned confidently.	1	2	3	4	5
Q3: The training objectives and assessment requirements for each topic were clearly explained.	1	2	3	4	5
Q4: The training was organised and easy to follow.	1	2	3	4	5
Q5: The materials distributed were relevant and easy to use.	1	2	3	4	5
Q6: The trainer was knowledgeable.	1	2	3	4	5
Q7: The quality of instruction from the trainer was good.	1	2	3	4	5
Q8: The trainer was helpful and provided feedback.	1	2	3	4	5
Q9: I received feedback on my completed assessment.	1	2	3	4	5
Q10: Class participation and interaction were encouraged.	1	2	3	4	5
Q11: Mandatory work placement was organised for me.	1	2	3	4	5
Q12: I felt well prepared for work placement.	1	2	3	4	5
Q13: Adequate time was provided for questions and discussion.	1	2	3	4	5
Q14: My certification was issued within 30 days of course completion.	1	2	3	4	5
Q15: Over all I am satisfied with training.	1	2	3	4	5
Q16: I would recommend the RTO to other potential students.	1	2	3	4	5

What aspects of the training could be improved?

STUDENT NAME (OPTIONAL): _____