We are always striving to make Australian Careers Education Pty Ltd (ACE) an even better place to study. Please help us do that by answering the questions below.

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

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<th>Student Name:</th>
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<th>Student ID:</th>
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<th>Qualification Enrolled Into:</th>
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**DIRECTIONS**

Along each scale given below, mark **ONE** number that matches most closely with your opinion as indicated below:

| 1 | 2 | 3 | 4 | 5 |
---|---|---|---|---|
Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |

**SECTION 1: ACE’s Policies and Procedures.**

1. I found that ACE’s materials, such as Pre-enrolment Brochure, Student Handbook, Policies and Procedures (such as the Complaints & Appeals Procedures), Course Credit and RPL policy and procedure, Access and Equity, Code of Conduct and Fees and Charges.

   - Clear and easy to read
     - [ ] [ ] [ ] [ ] [ ]
   - Helpful
     - [ ] [ ] [ ] [ ] [ ]

2. I found the staff at ACE knowledgeable with respect to its policies and procedures and the implementation of these was fair and reasonable.

   - Knowledgeable
     - [ ] [ ] [ ] [ ] [ ]
   - Implemented correctly
     - [ ] [ ] [ ] [ ] [ ]

**SECTION 2: ACE’s Training Process**

3. I found that the training process

   - Was clearly described
     - [ ] [ ] [ ] [ ] [ ]
Was helpful
Met my expectations

4. I found the program was well organised.

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

SECTION 3: ACE’s Trainers and Assessors

6. I found that the Trainers & Assessors were:

Knowledgeable
Helpful
Friendly
Clearly directed

SECTION 4: ACE’s Training Methodology

7. I found the course content:

Stimulating
Informative
Well Organised
Met timeframes
Ample opportunity for discussion
Prepared me for assessment

SECTION 5: Assessments Conducted

8. The assessments for my course were:

Clear and easy to understand
Appropriate for the course

Fair and reasonable

SECTION 5: Assessment Tools/Training Material

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

Easy to understand

Well presented

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

SECTION 6: ACE’s Support and facilities

11. The facilities / services of ACE:

Were clearly explained on enrolment

Met my needs

Were safe and reliable to use

Were available at appropriate times

Provided sufficient academic support

Provided appropriate personal support

12. At enrolment:

The enrolment process was satisfactory

Information provided prior to enrolment enabled me to make an informed decision regarding course selection

RPL processes were explained
SECTION 7: FURTHER COMMENTS
If you have additional comments, please use the space below.

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

And finally would you recommend ACE to others?  YES  NO

Date:   /   /

Thanks!