



Student Feedback Form

This form is designed to be completed by current students of ACE for the purpose of providing feedback on the training 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.

Student Name:	
Student ID:	
Current Course:	

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 ACE's information, 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.

Easy to locate	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear and easy to read	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informative	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Knowledgeable	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implemented fair and reasonably	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 2: ACE's Training Delivery

3. I found that the training delivery

Was clearly described	1	2	3	4	5
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Was helpful 1 2 3 4 5

Met my expectations 1 2 3 4 5

4. I found the program was well organised.

1 2 3 4 5

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

1 2 3 4 5

SECTION 3: ACE's Trainers and Assessors

6. I found that the Trainers & Assessors were:

Knowledgeable 1 2 3 4 5

Helpful 1 2 3 4 5

Approachable 1 2 3 4 5

Supportive 1 2 3 4 5

SECTION 4: ACE's Training Methodology

7. I found the course content:

Stimulating 1 2 3 4 5

Informative 1 2 3 4 5

Well Organised 1 2 3 4 5

Met timeframes 1 2 3 4 5

Ample opportunity for discussion 1 2 3 4 5

Prepared me for assessment 1 2 3 4 5

SECTION 5: Assessments Conducted

8. The assessments for my course were:

Clear and easy to understand	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate for the course	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fair and reasonable	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 5: Assessment Tools/Training Material

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

Easy to understand	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well presented	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 6: ACE's Support and facilities

11. The facilities / services of ACE:

Were clearly explained on enrolment	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met my needs	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were safe and reliable to use	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were available at appropriate times	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided sufficient academic support	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided appropriate personal support	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. At enrolment:

The enrolment process was satisfactory	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided prior to enrolment enabled me to make an informed decision regarding course selection	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RPL processes were explained

1 2 3 4 5

SECTION 7: FURTHER COMMENTS

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

And finally would you recommend ACE to others?

Date: / /

YES

NO

Thanks!