

Making "ACE" better will just take a tick

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.

Student Name:	
Student ID:	
Qualification Enrolled Into:	

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	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpful	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 of these was 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 correctly	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 Process

3. I found that the training process

Was clearly described	1	2	3	4	5
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Friendly 1 2 3 4 5

Clearly directed 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

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

SECTION 5: Assessment Tools/Training Material

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

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

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

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

SECTION 6: ACE's Support and facilities

11. The facilities / services of ACE:

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

12. At enrolment:

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