

Participant Course Completion Evaluation

Important instructions

Please tell us about your training. Your feedback plays an important role in developing the quality of your education. In this questionnaire, the term 'training' refers to learning experiences with your training organisation. The term 'trainer' refers to trainers, teachers, lecturers or instructors from your training organisation.

Provide one response to each item on the form. Complete using a black or blue pen. Print neatly in CAPITAL letters, place a clear "X" inside each box.

Leave the box blank if the statement does not apply. If you want to change your answer, fill in the entire box and mark the correct box with an 'X'.

Example: or

Instructions: please indicate how much you agree with the following statements.

This response can be completed and submitted anonymously, however this will restrict our ability to provide focused or remedial improvements in your particular situation.

Name (Optional but preferred)

Trainer:

Date:

Please tick the appropriate response.	Strongly Disagree	Disagree	Agree	Strongly Agree
1. I developed the skills expected from this training.				
2. I identified ways to build on my current knowledge and skills.				
3. The training focused on relevant skills.				
4. I developed the knowledge expected from this training.				
5. The training prepared me well for work.				
6. I set high standards for myself in this training.				
7. The training had a good mix of theory and practice.				
8. I looked for my own resources to help me learn.				
9. Overall, I am satisfied with the training.				
10. I would recommend the training organisation to others.				
11. Training organisation staff respected my background and needs.				
12. I pushed myself to understand things I found confusing.				
13. Trainers had an excellent knowledge of the subject content.				
14. I received useful feedback on my assessments.				
15. The way I was assessed was a fair test of my skills and knowledge.				
16. I learned to work with people.				
17. The training was at the right level of difficulty for me.				
18. The amount of work I had to do was reasonable.				

	Strongly Disagree	Disagree	Agree	Strongly Agree
19. Assessments were based on realistic activities.				
20. It was always easy to know the standards expected.				
21. Training facilities and materials were in good condition.				
22. I usually had a clear idea of what was expected of me.				
23. Trainers explained things clearly.				
24. The training organisation had a range of services to support learners.				
25. I learned to plan and manage my work.				
26. The training used up-to-date equipment, facilities and materials.				
27. I approached trainers if I needed help.				
28. Trainers made the subject as interesting as possible.				
29. I would recommend the training to others.				
30. The training organisation gave appropriate recognition of existing knowledge and skills.				
31. Training resources were available when I needed them.				
32. I was given enough material to keep up my interest.				
33. The training was flexible enough to meet my needs.				
34. Trainers encouraged learners to ask questions.				
35. Trainers made it clear right from the start what they expected from me.				
36. <i>The RTO supported my efforts to learn and complete this qualification</i>				
37. <i>The RTO's pre enrolment information was clear and easy to understand</i>				
38. <i>The enrolment process was quick and easy to complete</i>				
39. <i>The RTO accommodated my special needs</i>				
40. <i>The RTO was receptive to all my enquires</i>				

Please use this space to make any additional comments regarding the Training and Assessment processes:

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And comments on client services:

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