

Thank you for choosing to undertake your course with Everest Institute of Education (Ei).

As part of our quality assurance process we collect student feedback throughout the duration of their training. This ensures we receive feedback from stakeholders on a regular basis that can be used to gauge our performance and base our continuous improvement processes on.

Please complete the survey and return it to us at:

**Everest Institute of Education - 479 King Street, West Melbourne VIC 3003**

or, email us at [enquiries@everest.edu.au](mailto:enquiries@everest.edu.au)

<b>Date (DD/MM/YYYY):</b>	/ /
<b>Qualification:</b>	
<b>The following information is optional:</b>	
<b>Name:</b>	
<b>Contact details:</b>	

1. Please read the statements below and tick the most appropriate response:						
	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Not applicable
a) I received all the information I needed to make an informed decision about my enrolment in the course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Before enrolment, I received accurate information that gave me a clear idea of what to expect from the course and what opportunities it would provide.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The communication I received from Ei about my course and enrolment was sufficient and clearly understood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The enrolment process was efficient and timely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) I learnt a variety of new skills and acquired lots of knowledge during my course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The assessment tasks have been sufficiently challenging.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) The ways in which I was assessed matches the skills I am required to have, or what I expect I will need, on the job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) The delivery of the course met my needs and was appropriate for the course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) The trainers and assessors have good knowledge of the topics they are training and assessing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) The trainers and assessors are appropriately supportive and provide me with appropriate opportunities to learn.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) The training has been stimulating and engaging.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Not applicable
l) I have been able to, or feel that I would be able to, access additional support services if required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) I was made aware of the mental health/counselling services available on campus.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) I was provided with adequate information about my fees, and was provided with adequate time to pay my fees in case of any financial hardship.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) The range of services and support provided by Ei met my needs and expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p) Everest Institute (Ei) promotes a diverse and inclusive environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q) The course appropriately recognised my existing skills and knowledge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r) The level of student support service provided by Ei during the course met my expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s) I will recommend Ei and/or the course to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2. Thinking in general about your course and the training services you have received from Ei, how would you rate your experience overall?**

<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Very good	<input type="checkbox"/> Excellent	<input type="checkbox"/> Undecided
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**3. Do you have any further comments or suggestions in regards to our services, the course or your overall experience?**

**Thank you for providing your valuable feedback.**