

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

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

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.	☐	☐	☐	☐	☐	☐
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.	☐	☐	☐	☐	☐	☐
c) The communication I received from Ei about my course and enrolment was sufficient and clearly understood.	☐	☐	☐	☐	☐	☐
d) The enrolment process was efficient and timely.	☐	☐	☐	☐	☐	☐
e) I learnt a variety of new skills and acquired lots of knowledge during my course.	☐	☐	☐	☐	☐	☐
f) The assessment tasks have been sufficiently challenging.	☐	☐	☐	☐	☐	☐
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.	☐	☐	☐	☐	☐	☐
h) The delivery of the course met my needs and was appropriate for the course.	☐	☐	☐	☐	☐	☐
i) The trainers and assessors have good knowledge of the topics they are training and assessing.	☐	☐	☐	☐	☐	☐
j) The trainers and assessors are appropriately supportive and provide me with appropriate opportunities to learn.	☐	☐	☐	☐	☐	☐
k) The training has been stimulating and engaging.	☐	☐	☐	☐	☐	☐

	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.	☐	☐	☐	☐	☐	☐
m) I was made aware of the mental health/counselling services available on campus.	☐	☐	☐	☐	☐	☐
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.	☐	☐	☐	☐	☐	☐
o) The range of services and support provided by Ei met my needs and expectations.	☐	☐	☐	☐	☐	☐
p) Everest Institute (Ei) promotes a diverse and inclusive environment.	☐	☐	☐	☐	☐	☐
q) The course appropriately recognised my existing skills and knowledge.	☐	☐	☐	☐	☐	☐
r) The level of student support service provided by Ei during the course met my expectations.	☐	☐	☐	☐	☐	☐
s) I will recommend Ei and/or the course to others.	☐	☐	☐	☐	☐	☐

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

☐ Poor	☐ Fair	☐ Good	☐ Very good	☐ Excellent	☐ Undecided
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3. Do you have any further comments or suggestions regarding our services, the course or your overall experience?

Thank you for providing your valuable feedback.