



**Australian Government**  
**Australian Skills Quality Authority**

## ASQA student survey

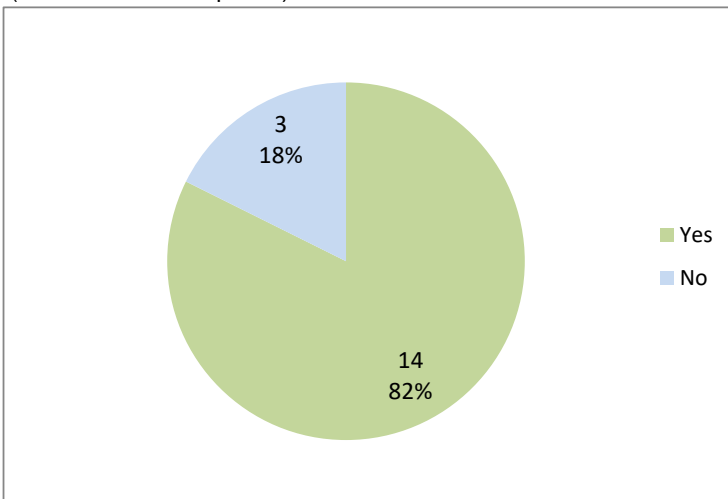
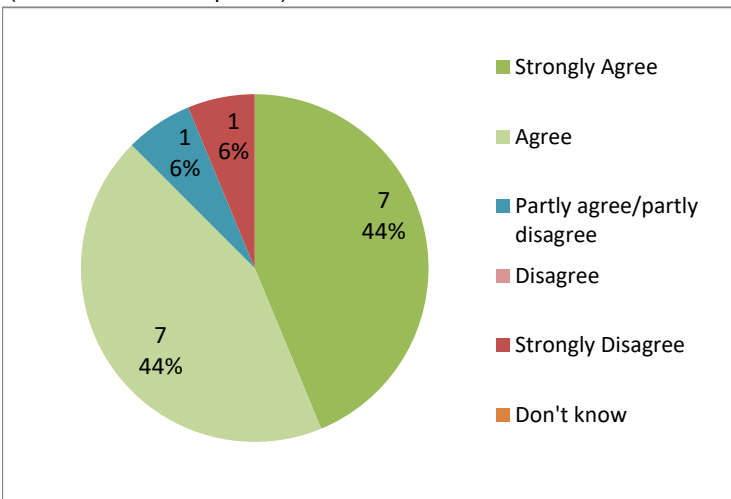
MW Training Consultants Pty Ltd as trustee for The Morgan-Williams Family Trust  
RTO number: 2510  
Survey finalised date: 06 March 2020

Total invited:	74
Total respondents:	13
Response rate:	18%

### Marketing and Recruitment

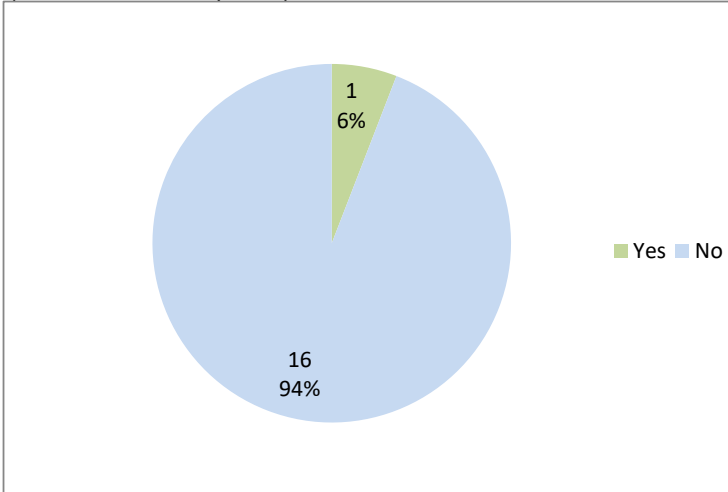
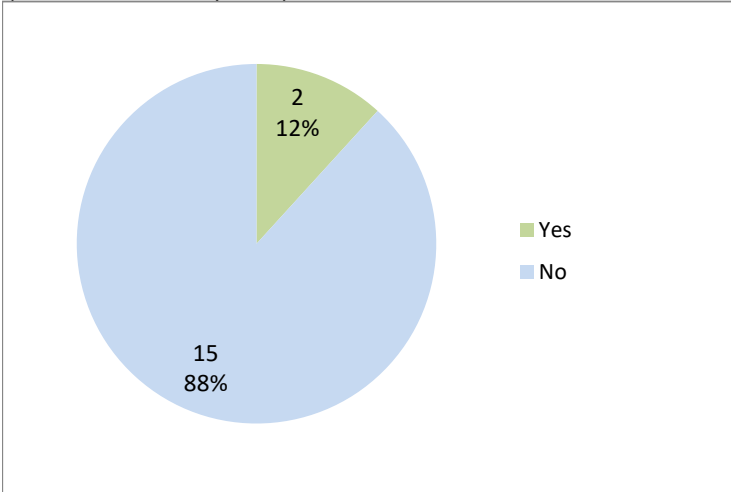
Q1. The information I received about my course before I enrolled (signed up) was true = 16 responses  
(No Answer = 1 response)

Q2. I knew the name of my training provider before I enrolled (signed up) = 17 responses  
(No Answer = 0 response)



Q3. Did the training provider offer you any incentives to sign up to the course? = 17 responses  
(No Answer = 0 response)

Q4. Did the training provider promise or guarantee you would get a job if you completed the course? = 17 responses  
(No Answer = 0 response)

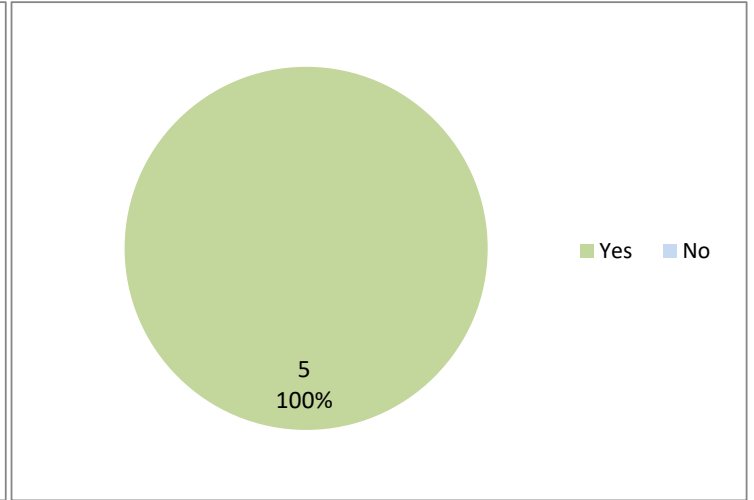
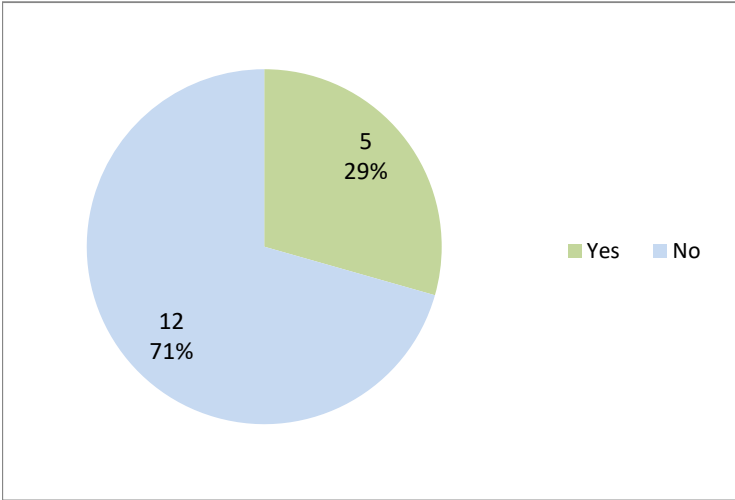


## Marketing and Recruitment continued

Q5. Was there another organisation (different to your training provider) involved in signing you up to this course? = 17 responses  
(No Answer = 0 response)

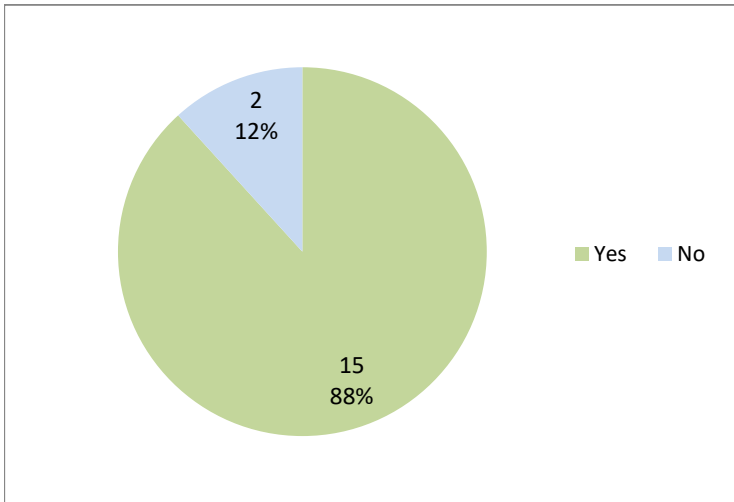
(only asked if answered Yes to last question)

Q6. Did you know that the organisation who signed you up to this course was not your training provider? = 5 responses  
(No Answer = 0 response)

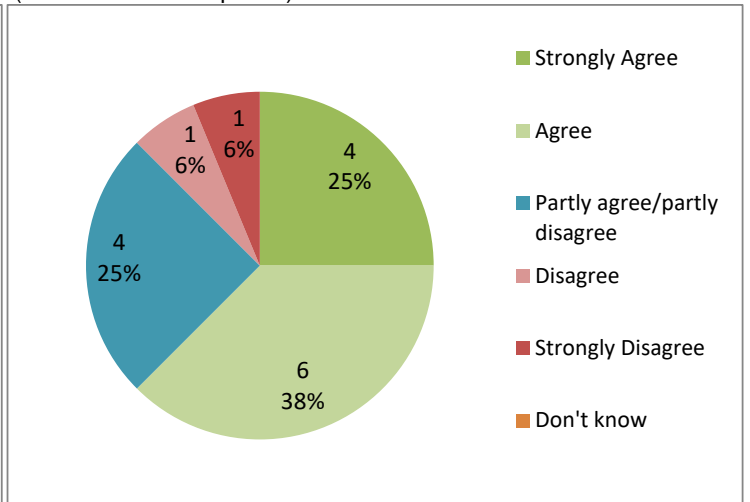


## Enrolment

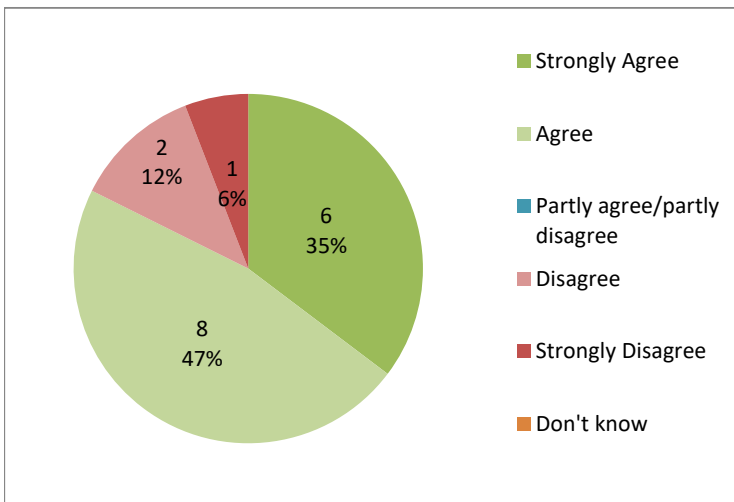
Q7. I understood the length of the course before I enrolled (signed up) = 17 responses  
(No Answer = 0 response)



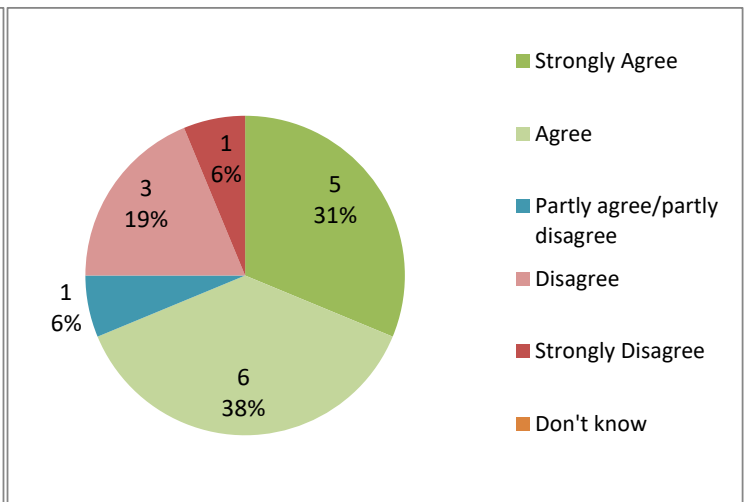
Q8. My training provider gave me information about how the course would meet my needs before I enrolled (signed up) = 16 responses  
(No Answer = 1 response)



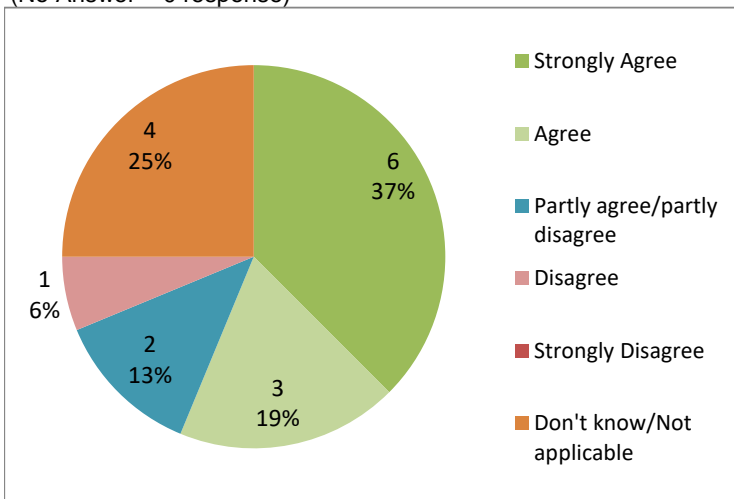
Q9. I understood the study requirements before I enrolled (signed up) = 17 responses  
(No Answer = 0 response)



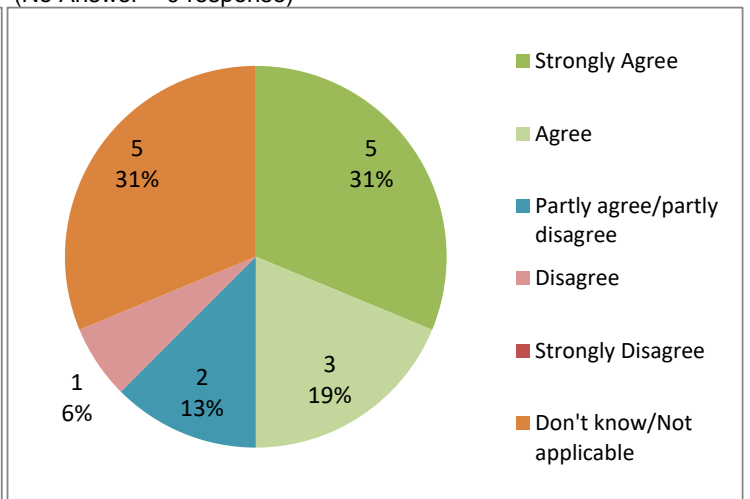
Q10. My rights and responsibilities as a student were explained to me before I enrolled (signed up) = 16 responses  
(No Answer = 1 response)



Q11. The payment terms and conditions were clear to me when I enrolled (signed up) = 16 responses  
(No Answer = 0 response)

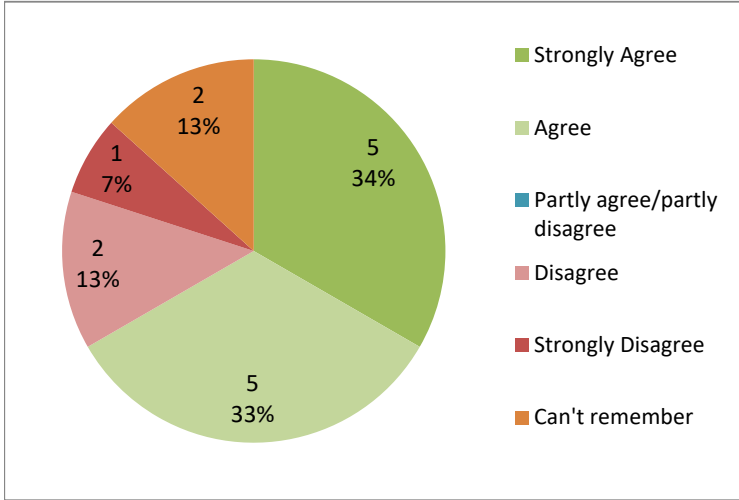


Q12. I was aware of my training provider's refund policy when I enrolled (signed up) = 16 responses  
(No Answer = 0 response)

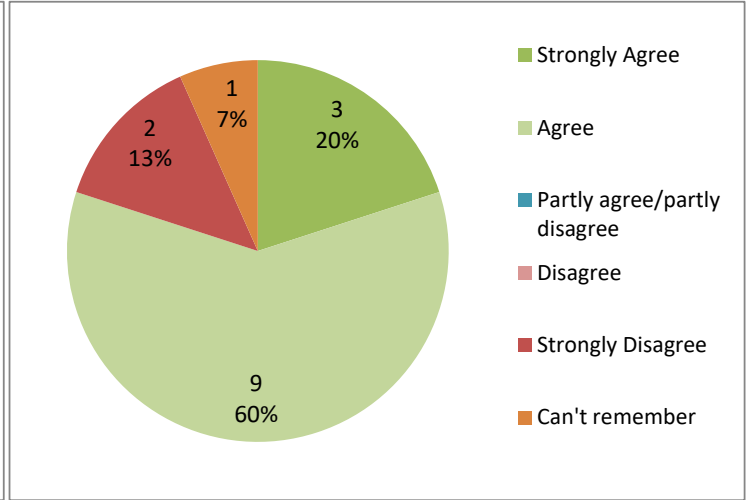


## Support and Progression

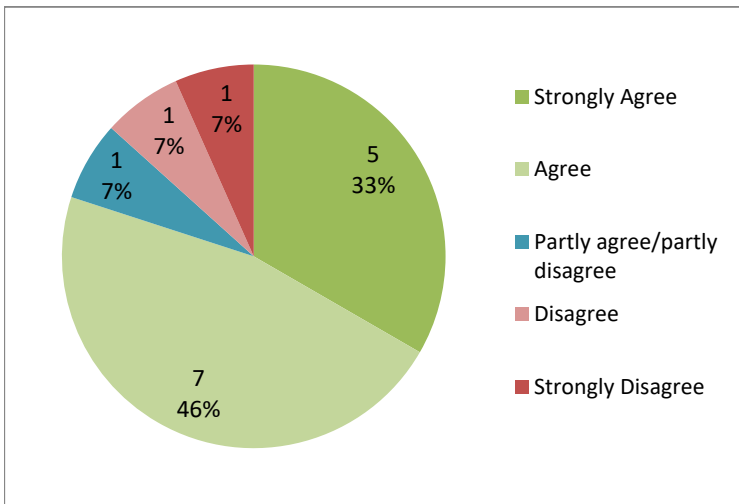
Q13. My training provider has asked me if I have any learning needs = 15 responses  
(No Answer = 0 response)



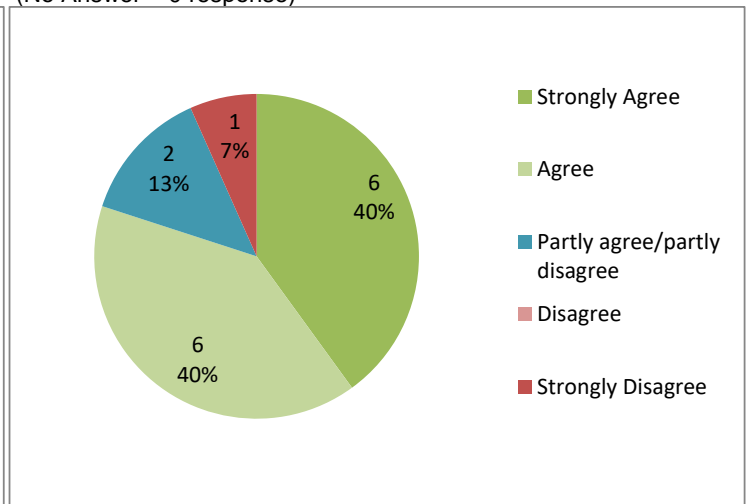
Q14. I received information about student support services = 15 responses  
(No Answer = 0 response)



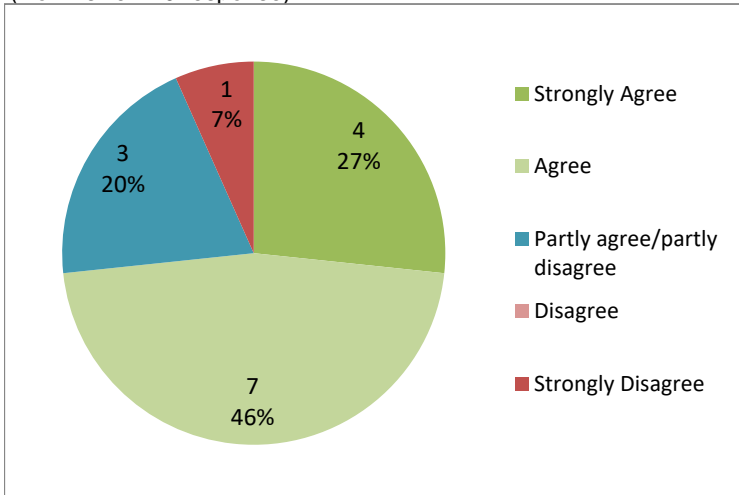
Q15. I know where to get help if I have a problem with my studies = 15 responses  
(No Answer = 0 response)



Q16. My training provider supports me by providing all the learning resources and equipment I need to complete my course = 15 responses  
(No Answer = 0 response)

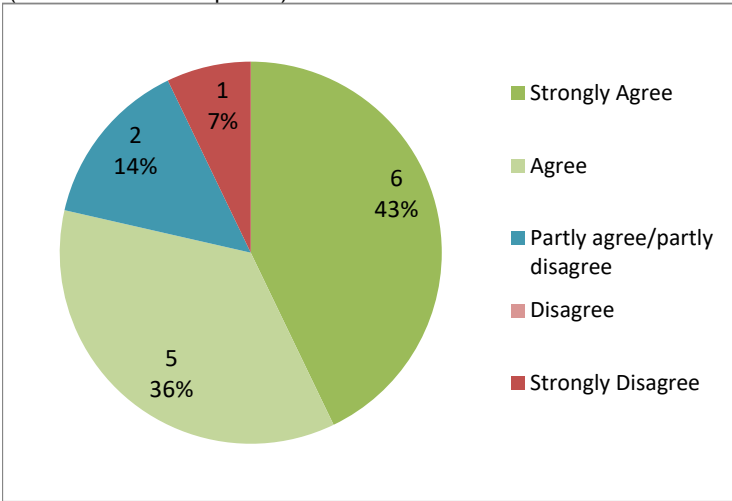


Q17. I know how to make a complaint if I am unhappy about my training or support services = 15 responses  
(No Answer = 0 response)

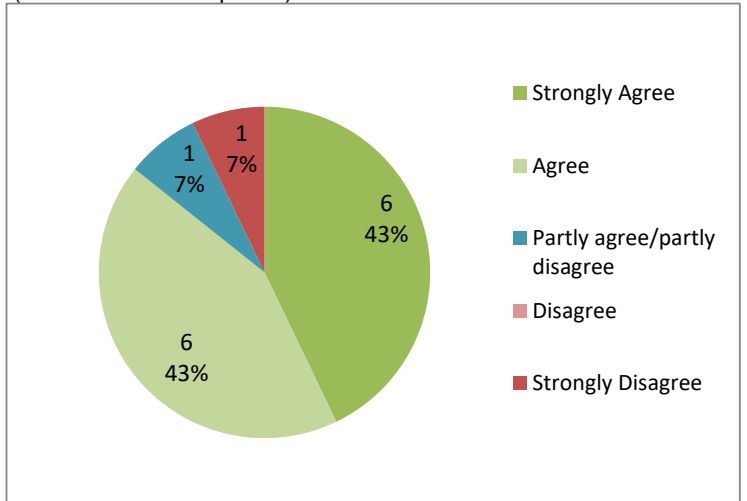


## Training and Assessment

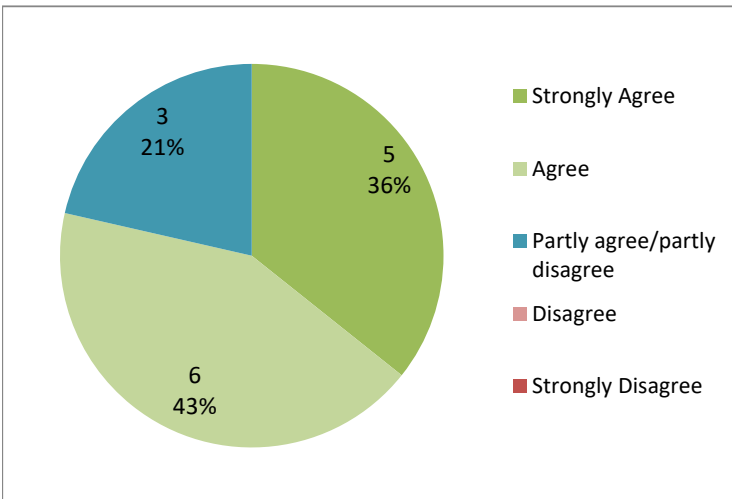
Q18. Overall my teachers/tutors/trainers are professional and knowledgeable about my course = 14 responses  
(No Answer = 0 response)



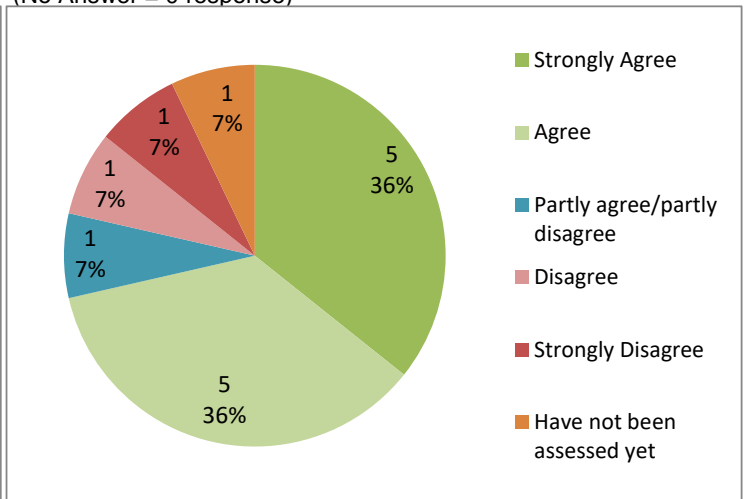
Q19. I have access to good quality learning resources = 14 responses  
(No Answer = 0 response)



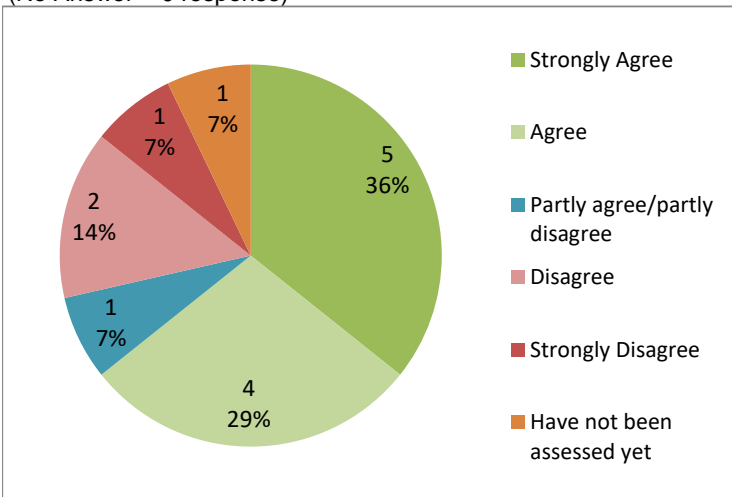
Q20. I have access to good quality facilities = 14 responses  
(No Answer = 0 response)



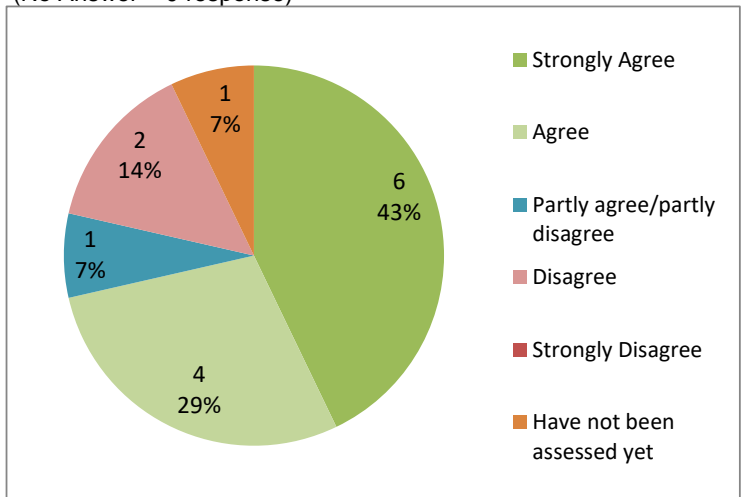
Q21. I felt I had enough time to learn and practice skills before being assessed (tested) = 14 responses  
(No Answer = 0 response)



Q22. Assessment activities are clearly explained to me = 14 responses  
(No Answer = 0 response)

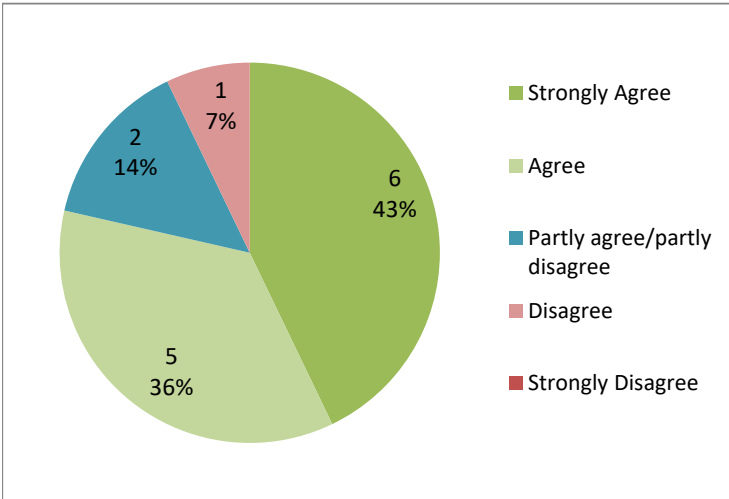


Q23. Overall I am given helpful feedback on my assessment tasks = 14 responses  
(No Answer = 0 response)

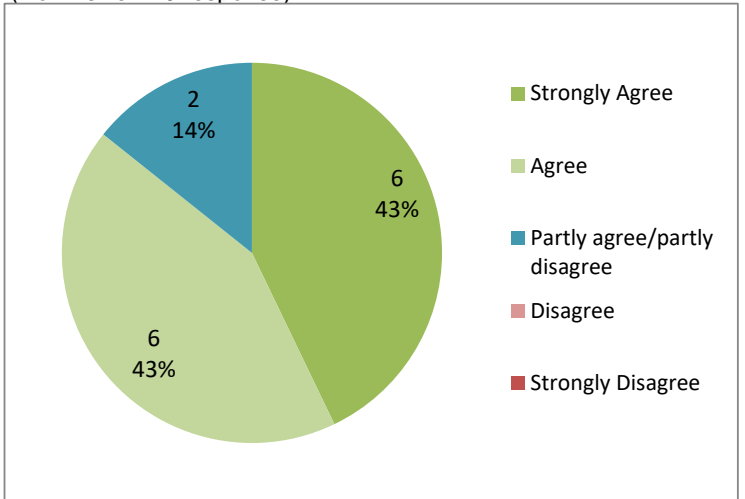


## Completion

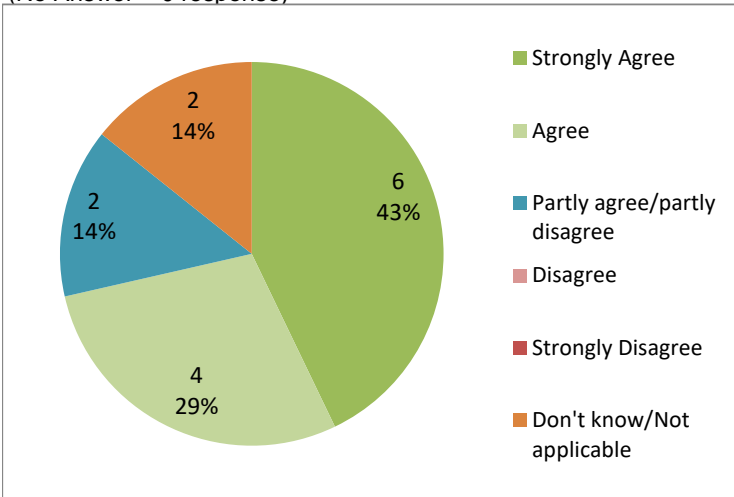
Q24. The course is meeting my expectations = 14 responses  
(No Answer = 0 response)



Q25. I understand what I need to do to successfully complete my course = 14 responses  
(No Answer = 0 response)

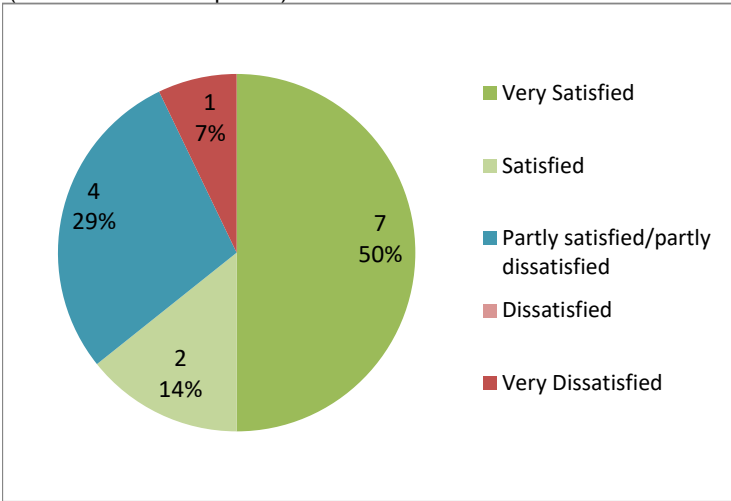


Q26. I have been supported to complete my course within the expected length of the course = 14 responses  
(No Answer = 0 response)

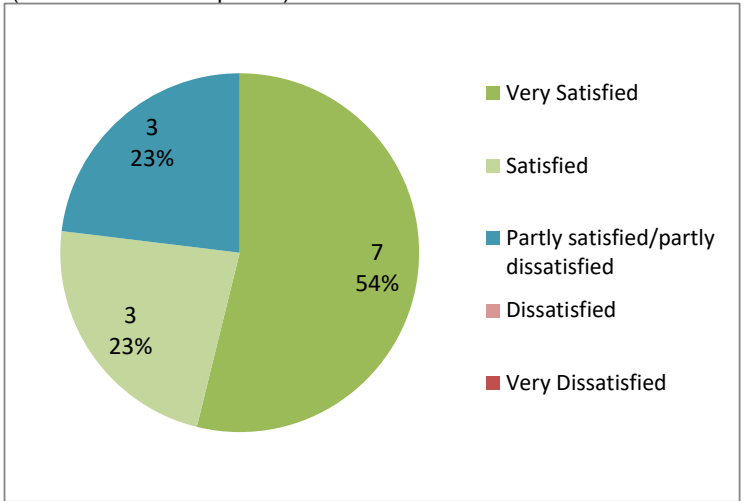


## Overall Satisfaction

Q27. Overall, how satisfied are you with the training provided by your training provider? = 14 responses  
(No Answer = 0 response)



Q28. Overall, how satisfied are you with the support services provided to you by your training provider? = 13 responses  
(No Answer = 1 response)



Q29. I would recommend my training provider to my friends, family and colleagues = 13 responses  
(No Answer = 0 response)

