

Participant/Learner Survey - Statement of Intent

- Vostro Institute invites participants (learners) to provide constructive criticism and advice in relation to training and assessment services delivered.
- Your participation is essential in achieving our aim of providing the highest levels of service in every facet of our operations as a Registered Training Organisation.
- This information is protected under the privacy provisions and is collected, recorded, analysed and acted upon in accordance with our Continuous Improvement Policy.
- A copy of our Continuous Improvement Policy is available upon request.

Thank you for your feedback, it is valued.

Please rate our services by circling the appropriate number – 1 being the lowest rating and 7 being the highest rating.

Vostro Institute of Training Australia:							
1. Trainer/Assessors display relevant industry knowledge	7	6	5	4	3	2	1
2. Trainers/Assessors make and keep appointments	7	6	5	4	3	2	1
3. Trainer/Assessors explain and support training requirements	7	6	5	4	3	2	1
4. Trainer/Assessors clearly explain assessment procedures	7	6	5	4	3	2	1
5. Training program is relevant to your workplace	7	6	5	4	3	2	1
6. Provides regular and meaningful progress and feedback	7	6	5	4	3	2	1
7. Responds in a timely and meaningful manner to all enquiries	7	6	5	4	3	2	1

Comments

Should any of your ratings merit a 3 or below, please advise how we can improve our service delivery.

Career and on-going feedback

Would you be prepared to participate in post training surveys that provide Vostro Institute with information on how your training program assisted in your career objectives? Yes No

Enterprise Name	
Participant:	Date / /

Office Use Only	I.R. Raised		I.R. Resolved		
Improvement Record No. -	Yes	No	Yes	No	Date
I.R. Raised by:					
I.R. Recorded by:					
I.R. Referred to:					
I.R. Resolved by:					