



ASQA student survey

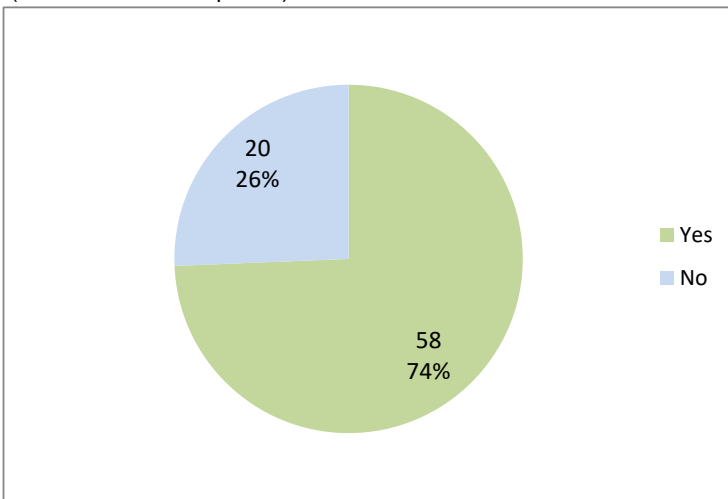
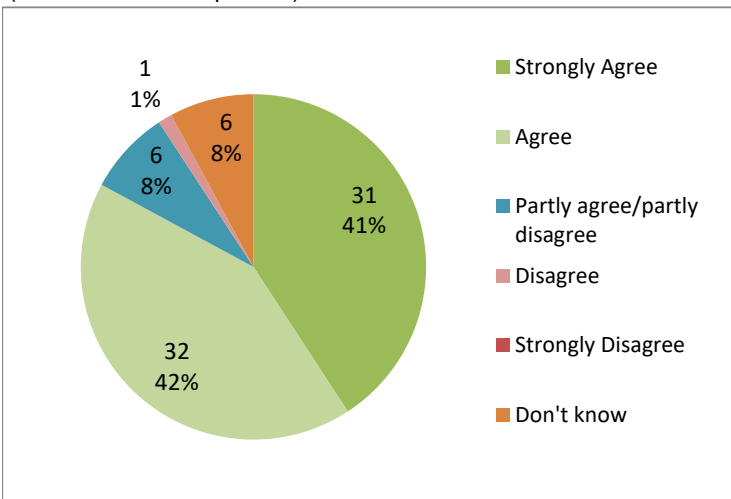
Encompass Community Services Inc
RTO number: 6899
Survey finalised date: 01 February 2020

Total invited:	380
Total respondents:	63
Response rate:	17%

Marketing and Recruitment

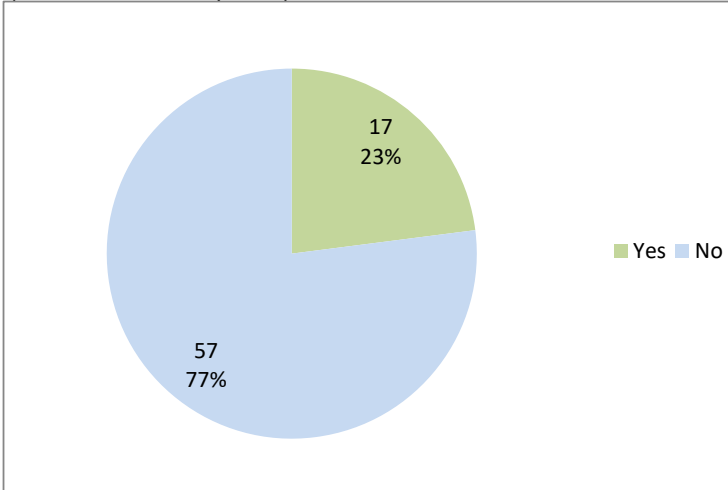
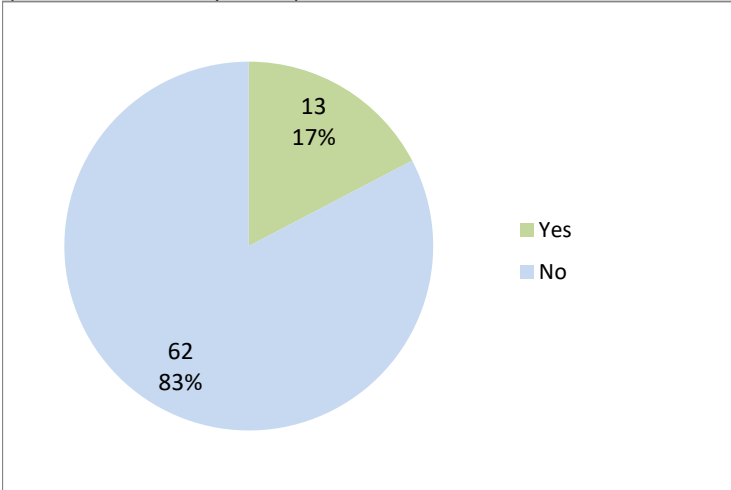
Q1. The information I received about my course before I enrolled (signed up) was true = 76 responses
(No Answer = 3 responses)

Q2. I knew the name of my training provider before I enrolled (signed up) = 78 responses
(No Answer = 0 response)



Q3. Did the training provider offer you any incentives to sign up to the course? = 75 responses
(No Answer = 2 responses)

Q4. Did the training provider promise or guarantee you would get a job if you completed the course? = 74 responses
(No Answer = 1 response)

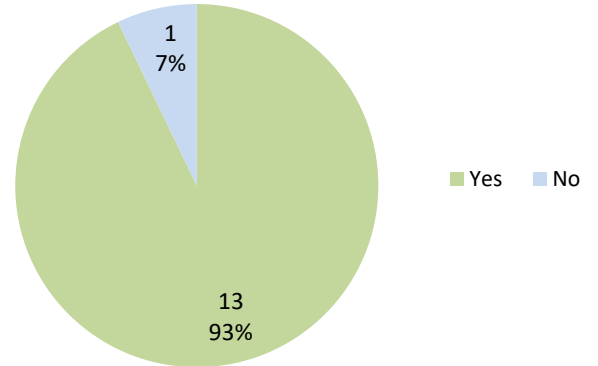
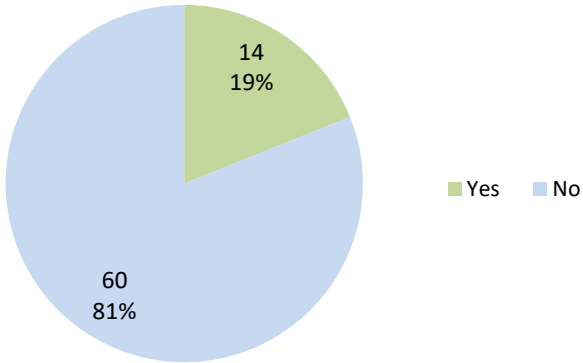


Marketing and Recruitment continued

Q5. Was there another organisation (different to your training provider) involved in signing you up to this course? = 74 responses (No Answer = 0 response)

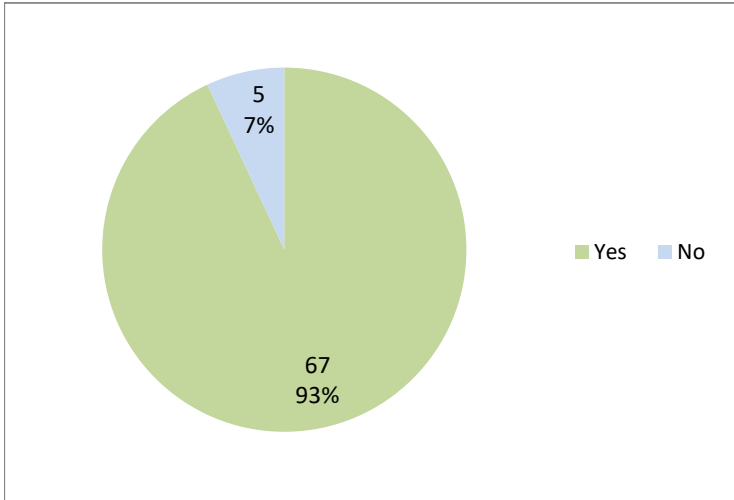
(only asked if answered Yes to last question)

Q6. Did you know that the organisation who signed you up to this course was not your training provider? = 14 responses (No Answer = 0 response)

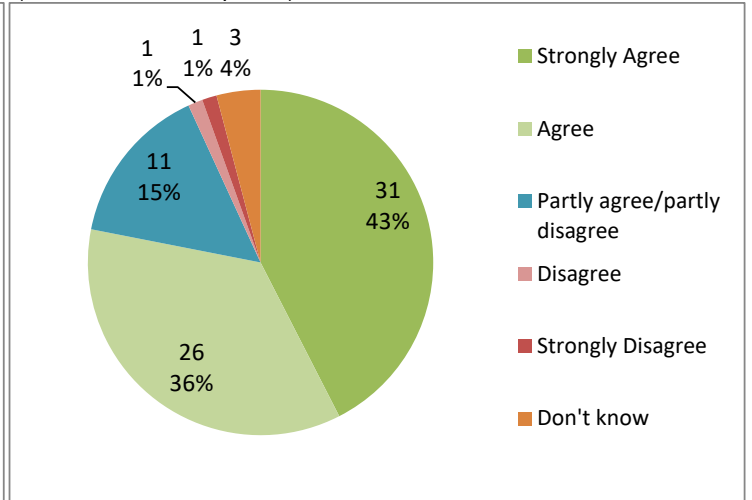


Enrolment

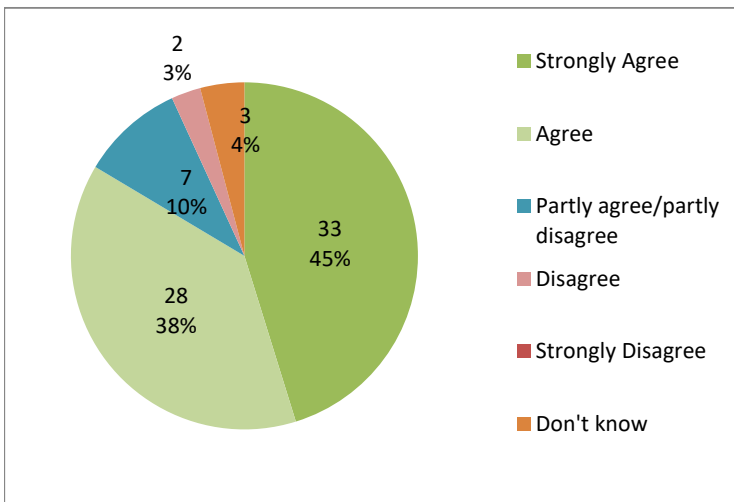
Q7. I understood the length of the course before I enrolled (signed up) = 72 responses
(No Answer = 2 responses)



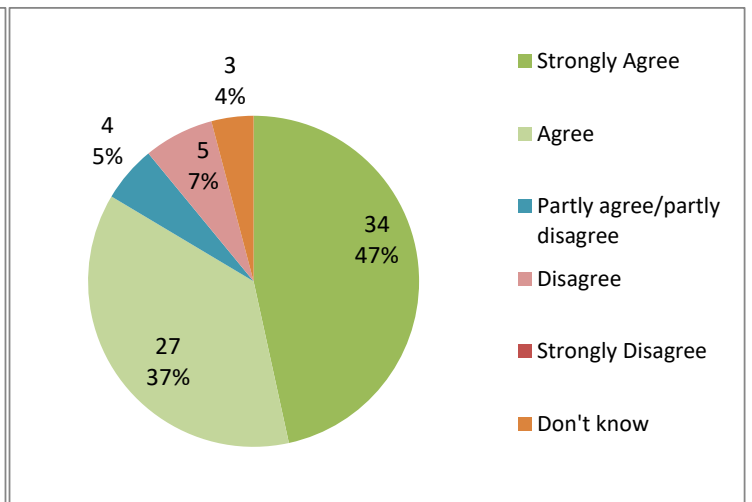
Q8. My training provider gave me information about how the course would meet my needs before I enrolled (signed up) = 73 responses
(No Answer = 0 response)



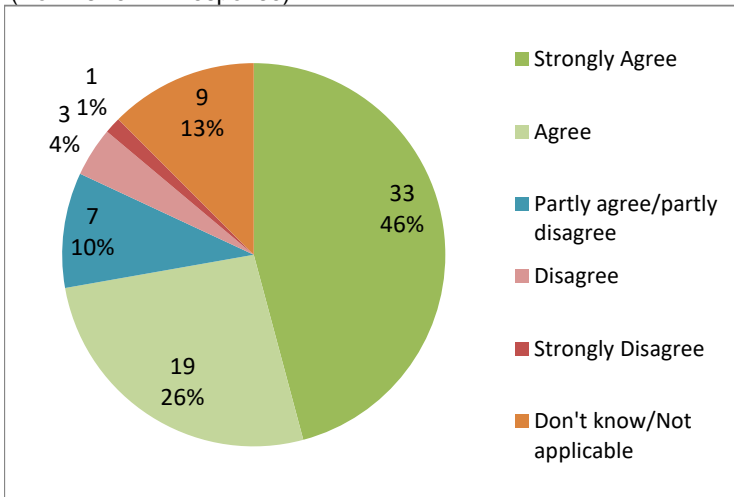
Q9. I understood the study requirements before I enrolled (signed up) = 73 responses
(No Answer = 0 response)



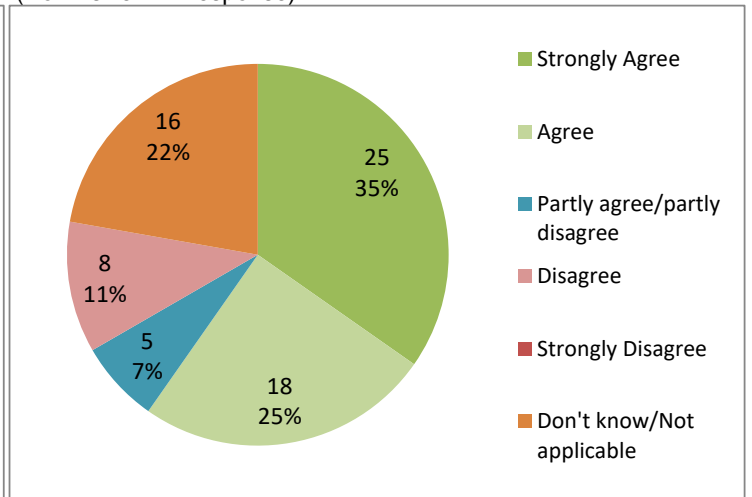
Q10. My rights and responsibilities as a student were explained to me before I enrolled (signed up) = 73 responses
(No Answer = 0 response)



Q11. The payment terms and conditions were clear to me when I enrolled (signed up) = 72 responses
(No Answer = 1 response)

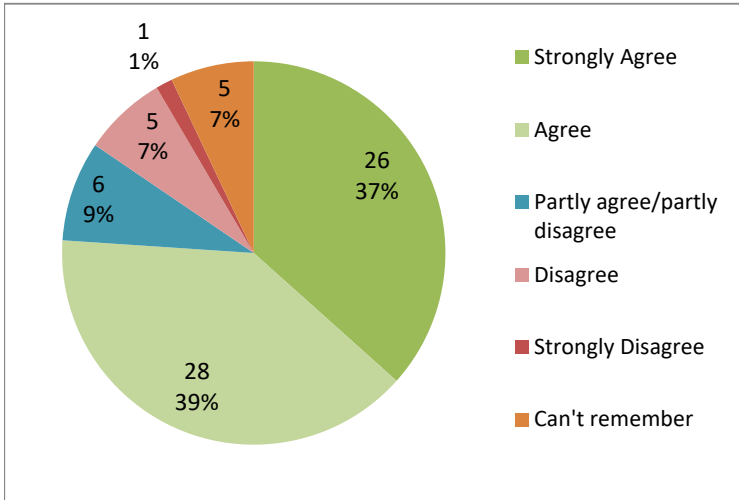


Q12. I was aware of my training provider's refund policy when I enrolled (signed up) = 72 responses
(No Answer = 1 response)

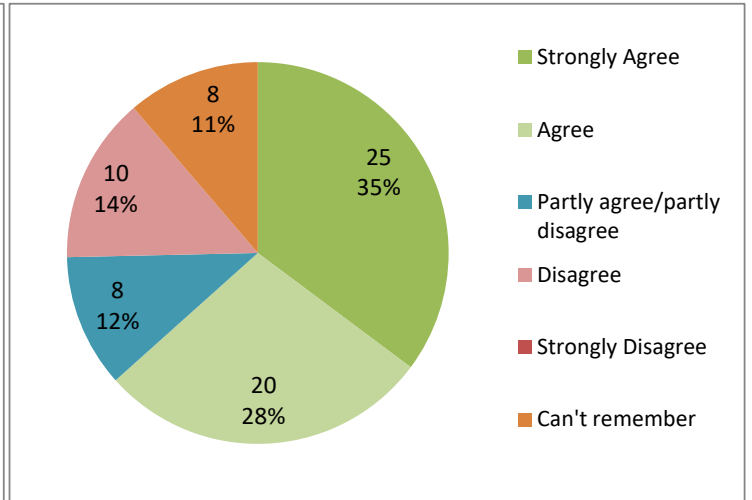


Support and Progression

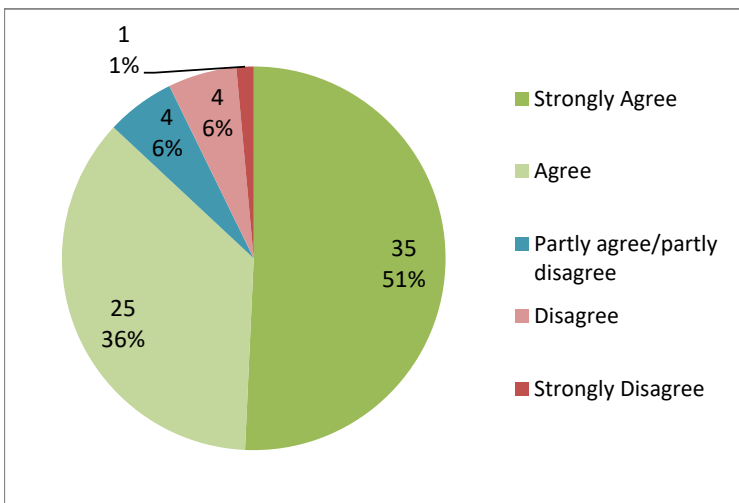
Q13. My training provider has asked me if I have any learning needs = 71 responses
(No Answer = 0 response)



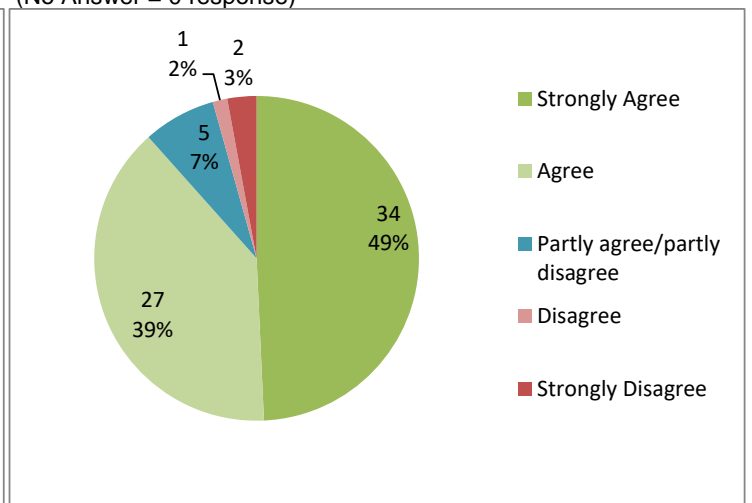
Q14. I received information about student support services = 71 responses
(No Answer = 0 response)



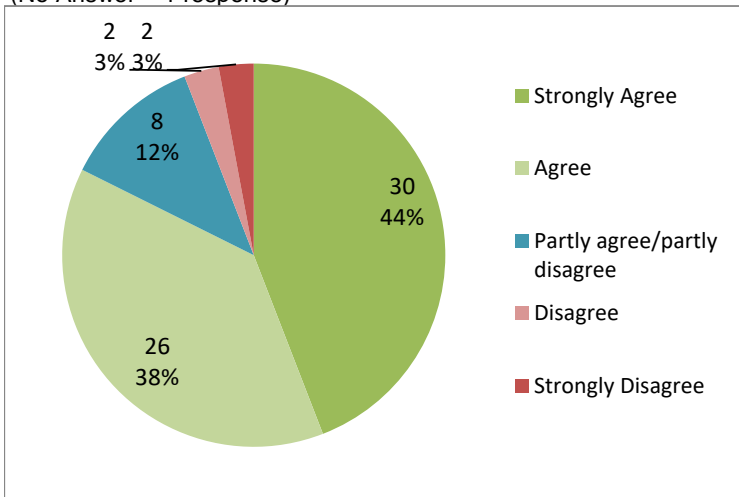
Q15. I know where to get help if I have a problem with my studies = 69 responses
(No Answer = 0 response)



Q16. My training provider supports me by providing all the learning resources and equipment I need to complete my course = 69 responses
(No Answer = 0 response)

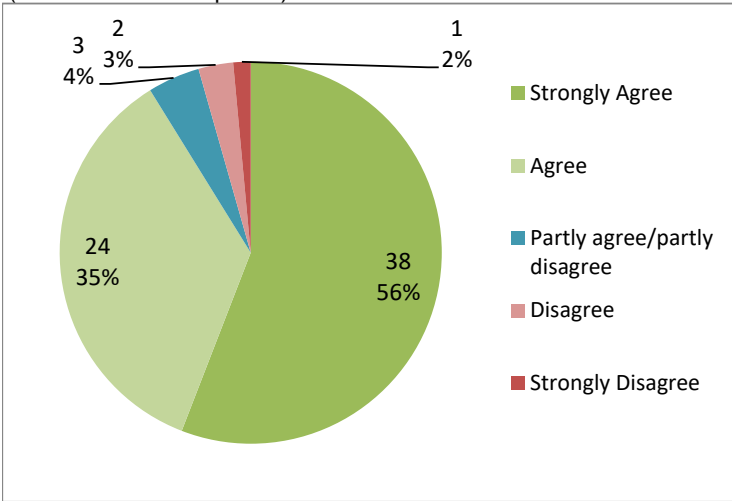


Q17. I know how to make a complaint if I am unhappy about my training or support services = 68 responses
(No Answer = 1 response)

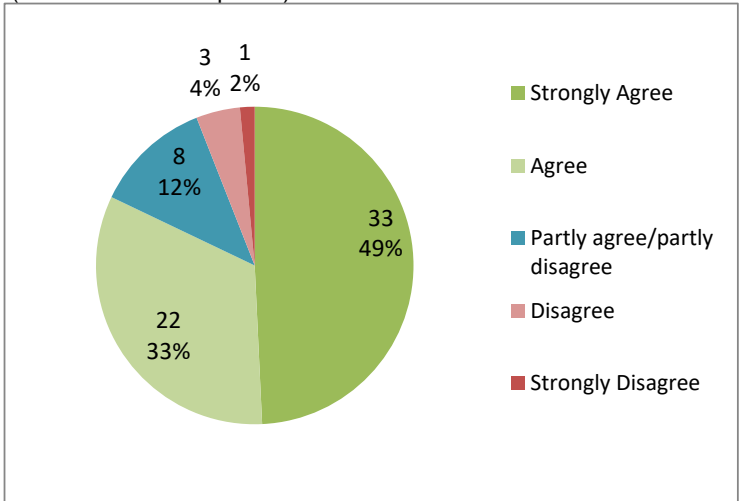


Training and Assessment

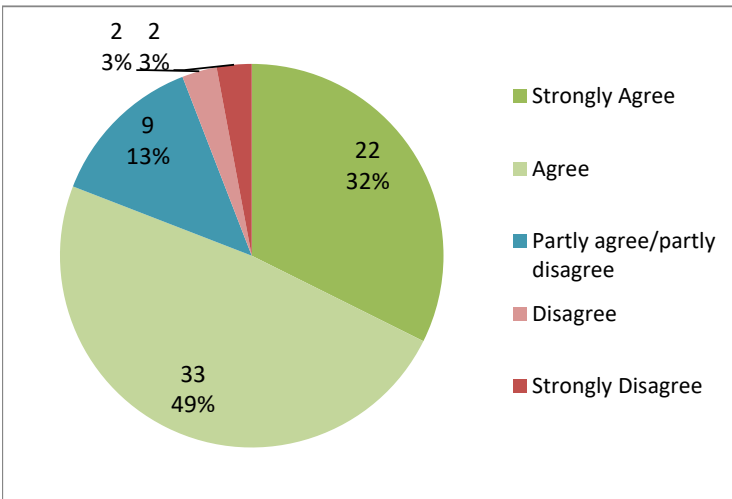
Q18. Overall my teachers/tutors/trainers are professional and knowledgeable about my course = 68 responses
(No Answer = 0 response)



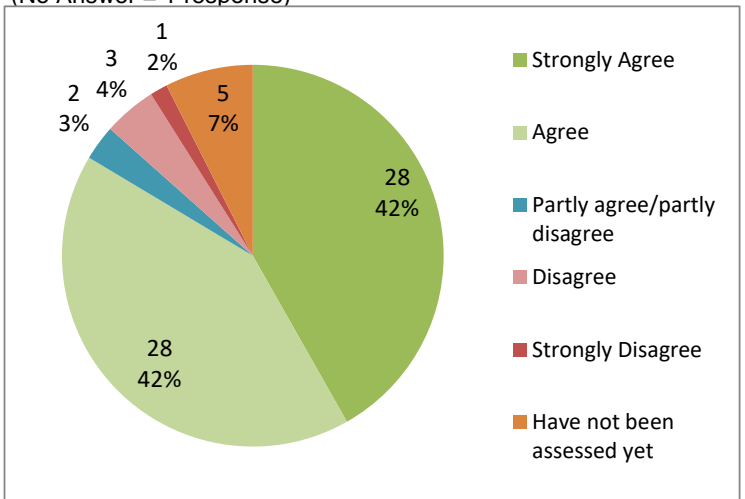
Q19. I have access to good quality learning resources = 67 responses
(No Answer = 1 response)



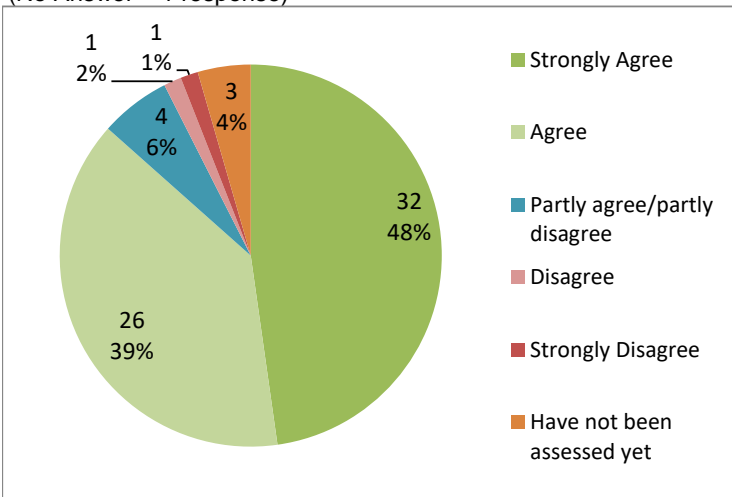
Q20. I have access to good quality facilities = 68 responses
(No Answer = 0 response)



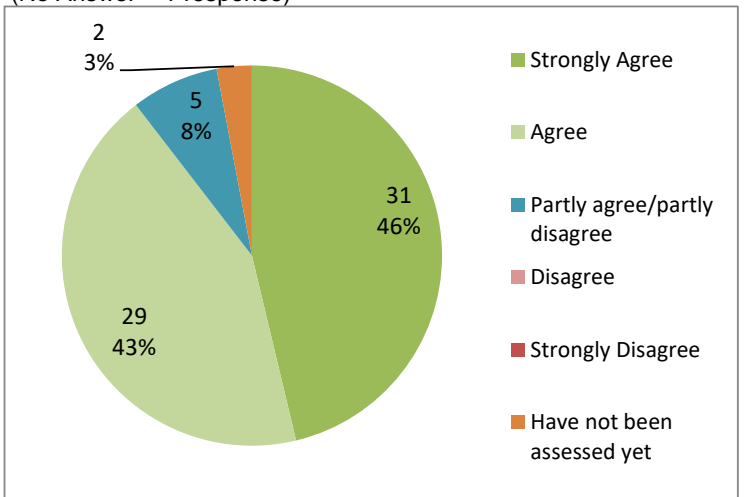
Q21. I felt I had enough time to learn and practice skills before being assessed (tested) = 67 responses
(No Answer = 1 response)



Q22. Assessment activities are clearly explained to me = 67 responses
(No Answer = 1 response)

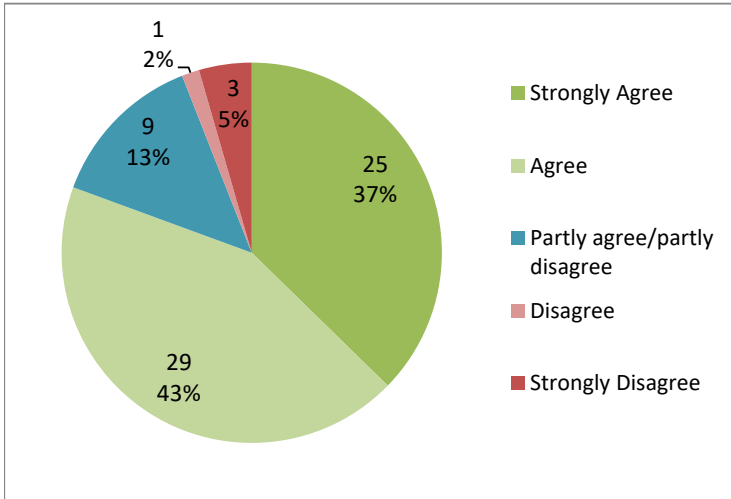


Q23. Overall I am given helpful feedback on my assessment tasks = 67 responses
(No Answer = 1 response)

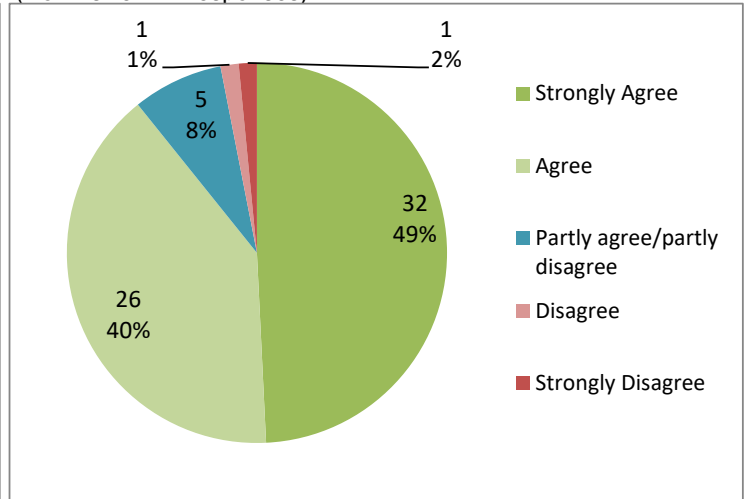


Completion

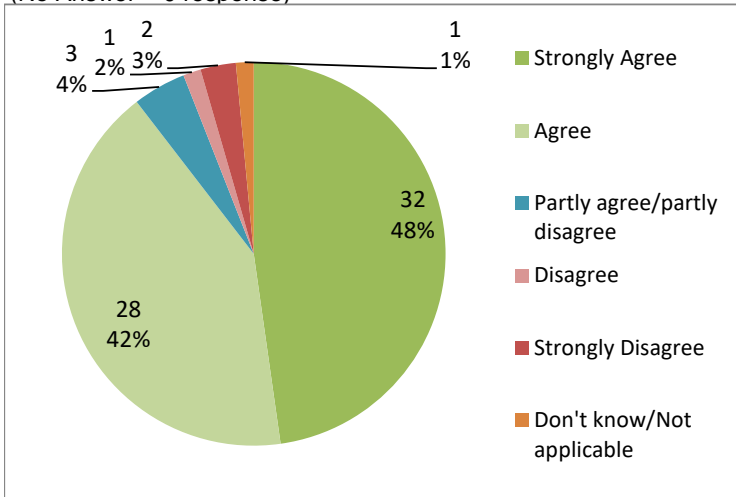
Q24. The course is meeting my expectations = 67 responses
(No Answer = 0 response)



Q25. I understand what I need to do to successfully complete my course = 65 responses
(No Answer = 2 responses)

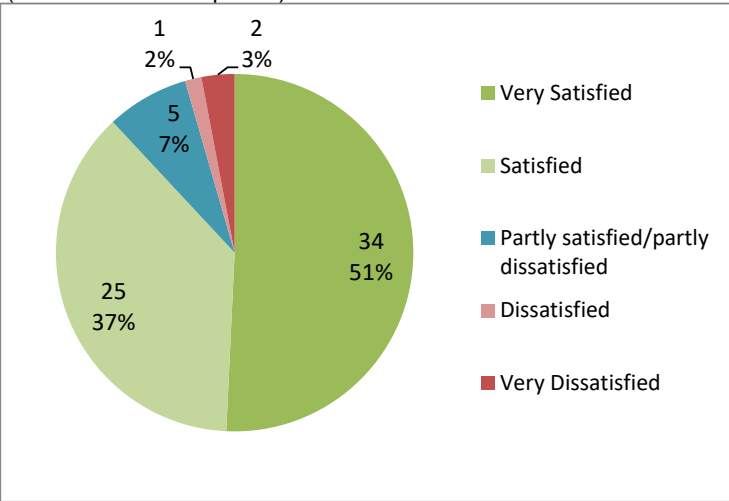


Q26. I have been supported to complete my course within the expected length of the course = 67 responses
(No Answer = 0 response)

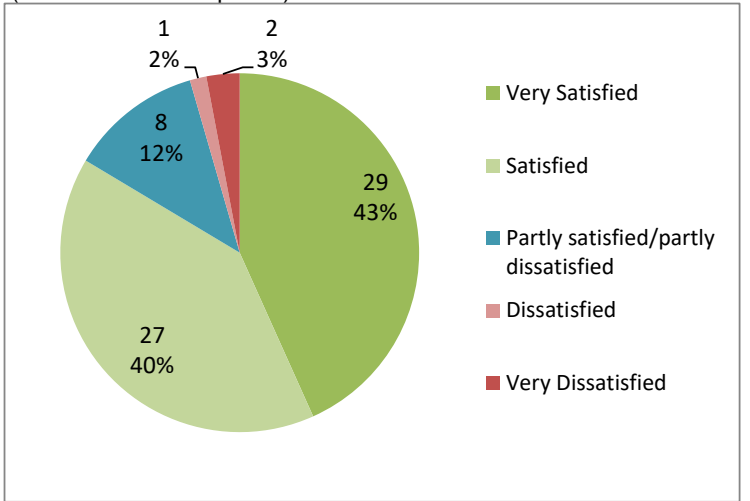


Overall Satisfaction

Q27. Overall, how satisfied are you with the training provided by your training provider? = 67 responses
(No Answer = 0 response)



Q28. Overall, how satisfied are you with the support services provided to you by your training provider? = 67 responses
(No Answer = 0 response)



Q29. I would recommend my training provider to my friends, family and colleagues = 67 responses
(No Answer = 0 response)

