

## HFS03 STUDENT FEEDBACK FORM

*This confidential Student Feedback Form is designed to collect your feedback through experiencing the training services at Hilton Academy. The main purpose for collecting this information is to understand your perspectives to promote learning and quality of training services at Hilton Academy. The information provided in this form will be used for the continuous improvement purposes only. You are asked to tick the box/es that best matches your agreement with statements about your experiences. The survey also asks you some open questions about your overall satisfaction with your training experience.*

Participant Name (Optional) \_\_\_\_\_

Qualification \_\_\_\_\_

Phone Number (Optional) \_\_\_\_\_ Date \_\_\_\_\_

### Student feedback on: (please tick the options below)

- |                              |  |                            |  |
|------------------------------|--|----------------------------|--|
| 1. Marketing and recruitment | <input type="checkbox"/> Go to section 1     | 4. Enrolment               | <input type="checkbox"/> Go to section 4 & 6 |
| 2. Support and Progression   | <input type="checkbox"/> Go to section 2 & 6 | 5. Training and Assessment | <input type="checkbox"/> Go to section 5 & 6 |
| 3. Completion                | <input type="checkbox"/> Go to section 3 & 6 | 6. Overall Satisfaction    | <input type="checkbox"/> Go to section 6     |

Section 1: Marketing and Recruitment (please circle the options from 1 to 5)	Dissatisfied			Satisfied	
The information I received about my course before I enrolled (signed up) was true.	1	2	3	4	5
I knew the name of my training provider before I enrolled (signed up).	1	2	3	4	5
Did Hilton Academy offer you any incentives to sign up to the course?	1	2	3	4	5
Did Hilton Academy promise or guarantee you would get a job if you completed the course?	1	2	3	4	5
Was there another organisation (different to Hilton Academy, your training provider) involved in signing you up to this course?	1	2	3	4	5
Did you know that the organisation who signed you up to this course was not Hilton Academy, your training provider?	1	2	3	4	5
<b>How satisfied are you with the Marketing Officer?</b>	1	2	3	4	5
<b>Comments</b>					
<b>How satisfied are you with the Marketing Event?</b>	1	2	3	4	5
<b>Comments</b>					

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If your contact details have changed since you lodged your application, please provide new details by logging onto your student portal account, ask the Laurus Education reception/student support hub for more support in person or email [info@collinsacademy.edu.au](mailto:info@collinsacademy.edu.au) or [info@lauruseducation.com.au](mailto:info@lauruseducation.com.au), otherwise we may not be able to contact you with important information. Only changing your address via the student portal will be accepted.

Section 2: Enrolment <i>(please circle the options from 1 to 5)</i>	Dissatisfied			Satisfied	
I understood the length of the course before I enrolled (signed up).	1	2	3	4	5
My training provider gave me information about how the course would meet my needs before I enrolled (signed up).	1	2	3	4	5
I understood the study requirements before I enrolled (signed up).	1	2	3	4	5
My rights and responsibilities as a student were explained to me before I enrolled (signed up).	1	2	3	4	5
The payment terms and conditions were clear to me when I enrolled (signed up).	1	2	3	4	5
I was aware of my training provider's refund policy when I enrolled (signed up).	1	2	3	4	5
<b>How satisfied are you with the Enrolment Officer?</b>	1	2	3	4	5
<b><u>Comments</u></b>					
<b>How satisfied are you with the Hilton Academy Facilities?</b>	1	2	3	4	5
<b><u>Comments</u></b>					

Section 3: Support and Progression <i>(please circle the options from 1 to 5)</i>	Dissatisfied			Satisfied	
My training provider has asked me if I have any learning needs.	1	2	3	4	5
I received information about student support services.	1	2	3	4	5
I know where to get help if I have a problem with my studies.	1	2	3	4	5
My training provider supports me by providing all the learning resources and equipment I need to complete my course	1	2	3	4	5
I know how to make a complaint if I am unhappy about my training or support services.	1	2	3	4	5
<b>How satisfied are you with the Student Support Officer?</b>	1	2	3	4	5
<b><u>Comments</u></b>					
<b>How satisfied are you with the Class Facilities?</b>	1	2	3	4	5
<b><u>Comments</u></b>					

Section 4: Training and Assessment <i>(please circle the options from 1 to 5)</i>		Dissatisfied			Satisfied	
Overall, my teachers/tutors/trainers are professional and knowledgeable about my course.	1	2	3	4	5	
I have access to good quality learning resources.	1	2	3	4	5	
I have access to good quality facilities.	1	2	3	4	5	
I felt I had enough time to learn and practice skills before being assessed (tested).	1	2	3	4	5	
Assessment activities are clearly explained to me.	1	2	3	4	5	
Overall, I am given helpful feedback on my assessment tasks.	1	2	3	4	5	
<b>How satisfied are you with the Trainer?</b>	1	2	3	4	5	
<b><u>Comments</u></b>						
<b>How satisfied are you with the Training Facilities?</b>	1	2	3	4	5	
<b><u>Comments</u></b>						

Section 5: Completion <i>(please circle the options from 1 to 5)</i>		Dissatisfied			Satisfied	
The course is meeting my expectations.	1	2	3	4	5	
I understand what I need to do to successfully complete my course.	1	2	3	4	5	
I have been supported to complete my course within the expected length of the course.	1	2	3	4	5	
<b>How satisfied are you with the Trainer/Student Support Officer?</b>	1	2	3	4	5	
<b><u>Comments</u></b>						
<b>How satisfied are you with the Certificate Issuance Process?</b>	1	2	3	4	5	
<b><u>Comments</u></b>						

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