

FEEDBACK FORM

QUALITY AREA 2 – VET STUDENT
SUPPORT

FEEDBACK FORM

PURPOSE

Upskill U Pty Ltd values feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students, staff and other related stakeholders to share their feedback regarding any practices or areas of Upskill U Pty Ltd.

This form should be used to provide feedback (either formal or informal, positive or negative) about any aspect of the services provided to you by our organisation, a particular staff member, another learner or a third-party providing services on our behalf.

If you wish to make a formal complaint or appeal a decision, please complete the '**Complaints and Appeals Form**'.

For details on how Upskill U Pty Ltd utilises feedback received please refer to our '**Feedback, Complaints and Appeals Policy and Procedure**'.

PERSONAL DETAILS			
Family Name		Given Name:	
Email Address			
Address			
Course			

RELATIONSHIP TO Upskill U Pty Ltd	
<input type="checkbox"/> Current Student	<input type="checkbox"/> Prospective Student
<input type="checkbox"/> Employer	<input type="checkbox"/> Staff Member
<input type="checkbox"/> Graduate	<input type="checkbox"/> Other: _____

TYPE OF FEEDBACK	
Please tick the relevant area(s) your feedback relates to:	
<input type="checkbox"/> Course Information / Marketing Materials	<input type="checkbox"/> Third-party services
<input type="checkbox"/> Enrolment Process	<input type="checkbox"/> Training Delivery / Assessments
<input type="checkbox"/> Facilities / Learning Environment	<input type="checkbox"/> Website or Social Media
<input type="checkbox"/> Fees and Charges	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Support Services	

FEEDBACK DETAILS

Please describe your feedback, suggestion, concern or grievance.

WOULD YOU LIKE A RESPONSE?

Yes – Please contact me about this matter.

No – I do not require a follow up.

Suggestions for improvement (Optional)

OFFICE USE ONLY

RECEIVED BY:

DATE RECEIVED:

Action Taken:

FEEDBACK LOGGED IN THE RTO REGISTER

Yes No

FOLLOW UP ACTION REQUIRED

Yes No

Follow up action required:

SIGNATURE OF STAFF MEMBER UNDERTAKING REVIEW