

STUDENT ENGAGEMENT

QUALITY AREA 1 – TRAINING AND
ASSESSMENT

STUDENT ENGAGEMENT

PURPOSE

The purpose of the Student Engagement survey questions is to gather meaningful feedback from students to inform and strengthen the quality of training and assessment services **provided by Upskill U Pty Ltd**. The survey is designed to capture students' experiences and perceptions throughout their learning journey. Insights gained from this process enable continuous improvement, support compliance with regulatory requirements, and ensure practices remain relevant, accessible and responsive to student needs.

SURVEY QUESTIONS

1. MARKETING & RECRUITMENT

How clearly was key course information (e.g. course title, duration, fees, entry requirements, delivery mode) communicated on our website or in promotional materials?

<input type="checkbox"/>	Extremely clear – all essential details were easy to find and understand
<input type="checkbox"/>	Mostly clear – most details were available but required some searching
<input type="checkbox"/>	Unclear – important information was missing or difficult to interpret
<input type="checkbox"/>	Very unclear – I was confused or unsure about what was being offered

How well did our promotional materials reflect inclusivity and make you feel welcomed as a potential student?

<input type="checkbox"/>	Very well – language, images and tone felt inclusive and approachable
<input type="checkbox"/>	Reasonably well – some inclusive elements were noticeable
<input type="checkbox"/>	Neutral – no strong impression either way
<input type="checkbox"/>	Poorly – the materials felt exclusive, unclear, or uninviting

Based on the initial course information provided, how confident were you in choosing Upskill U Pty Ltd as your training provider?

<input type="checkbox"/>	Very confident – the information strongly supported my decision
<input type="checkbox"/>	Somewhat confident – the information was helpful but left some questions
<input type="checkbox"/>	Not very confident – I felt unsure or needed more information
<input type="checkbox"/>	Not at all confident – the information did not support my decision

Was the information you received before enrolling sufficient to make an informed decision about whether the course was right for you?

<input type="checkbox"/>	Yes – I had all the information I needed to make an informed choice
<input type="checkbox"/>	Mostly – I had most of the information but needed to ask a few questions

<input type="checkbox"/>	Partially – I made a decision but wasn't fully confident
<input type="checkbox"/>	No – I did not have enough information to make an informed decision

2. ENROLMENT

How easy was it to understand and complete the enrolment process, including forms, required documents, and instructions?

<input type="checkbox"/>	Very easy – the process was clear, straightforward, and well-supported
<input type="checkbox"/>	Mostly easy – some minor confusion but manageable
<input type="checkbox"/>	Somewhat difficult – parts of the process were unclear or confusing
<input type="checkbox"/>	Very difficult – I struggled to understand or complete the process

During the enrolment process, were your individual learning needs and required support (e.g. LLN, digital literacy, wellbeing, accessibility) clearly discussed or assessed?

<input type="checkbox"/>	Yes – my needs were clearly identified and addressed
<input type="checkbox"/>	Somewhat – some needs were identified but not fully explored
<input type="checkbox"/>	No – my needs were not identified or discussed
<input type="checkbox"/>	Not sure – I'm unsure whether this was assessed

3. SUPPORT & PROGRESSION

How accessible were your trainers and support staff when you needed help or had questions?

<input type="checkbox"/>	Always accessible – responses were timely and support was consistent
<input type="checkbox"/>	Usually accessible – I received help most of the time when needed
<input type="checkbox"/>	Occasionally accessible – support was available but inconsistent
<input type="checkbox"/>	Rarely or never accessible – it was difficult to get assistance when needed

Overall, how supported did you feel throughout your learning journey (including academic, wellbeing, and administrative support)?

<input type="checkbox"/>	Very supported – I consistently received the help I needed
<input type="checkbox"/>	Mostly supported – I received help most of the time, with minor gaps
<input type="checkbox"/>	Occasionally supported – support was limited or hard to access at times
<input type="checkbox"/>	Not supported – I felt unsupported throughout my learning experience

Were you clearly informed about the support services available to you (e.g. wellbeing, academic support)?

<input type="checkbox"/>	Yes – the information was thorough and easy to access
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<input type="checkbox"/>	Mostly – I was informed, but some details were unclear or missed
<input type="checkbox"/>	Minimally – I was given limited or unclear information
<input type="checkbox"/>	Not at all – I was unaware of any available support services

4. TRAINING & ASSESSMENT

How well did the training content and delivery reflect real-world industry standards?

<input type="checkbox"/>	Extremely well – the training was highly relevant and industry-aligned
<input type="checkbox"/>	Well – it reflected industry standards with some minor gaps
<input type="checkbox"/>	Somewhat – parts were relevant, but others felt outdated or unclear
<input type="checkbox"/>	Not at all – the training did not reflect industry needs or practices

How clearly were the assessment requirements explained, and how fair did you find the assessment process?

<input type="checkbox"/>	Very clear and fair – expectations and marking were well communicated
<input type="checkbox"/>	Mostly clear and fair – minor areas of confusion or inconsistency
<input type="checkbox"/>	Somewhat clear – I was occasionally unsure what was expected
<input type="checkbox"/>	Unclear or unfair – assessments were confusing or not aligned with training

How often did you receive feedback on assessments or performance that helped you improve?

<input type="checkbox"/>	Always – feedback was timely, specific, and useful
<input type="checkbox"/>	Most of the time – feedback was generally helpful
<input type="checkbox"/>	Sometimes – feedback was inconsistent or too general
<input type="checkbox"/>	Rarely – feedback was limited, delayed, or unclear

Did the information you received during the enrolment and onboarding process accurately reflect the training you experienced?

<input type="checkbox"/>	Yes, completely – the course matched what was described
<input type="checkbox"/>	Mostly – there were minor differences from what I expected
<input type="checkbox"/>	Somewhat – parts of the training were different than expected
<input type="checkbox"/>	Not at all – the course was significantly different from what was presented

5. COMPLETION

How well did your training prepare you for employment or further study in your chosen field?

<input type="checkbox"/>	Very well – I feel confident and job/study-ready
<input type="checkbox"/>	Well – I feel mostly prepared with minor gaps

<input type="checkbox"/>	Somewhat – I need additional support or learning to feel confident
<input type="checkbox"/>	Not well – I do not feel prepared for next steps

Overall, did the training meet your expectations based on the information provided before enrolment?

<input type="checkbox"/>	Exceeded expectations – it was better than expected
<input type="checkbox"/>	Met expectations – it matched what was promised
<input type="checkbox"/>	Partially met – some aspects were different than expected
<input type="checkbox"/>	Did not meet expectations – it fell short of what was described

Based on your experience, how likely are you to recommend Upskill U Pty Ltd to others considering training?

<input type="checkbox"/>	Very likely – I'd confidently recommend this RTO
<input type="checkbox"/>	Likely – I would probably recommend, with some reservations
<input type="checkbox"/>	Unsure – I'm undecided or had a mixed experience
<input type="checkbox"/>	Unlikely – I would not recommend this RTO