

Student Exit Survey

Thank you for choosing to undertake your course with Melbourne Institute of Business and Commerce.
Congratulations on completing your course!

As part of our quality assurance process we conduct surveys of employers and students throughout their training and at the end of their course/s. This ensures we receive feedback from stakeholders on a regular basis that can be used to gauge our performance and base our continuous improvement processes on.

Please complete the survey and return it to us at: info@mibc.vic.edu.au

Date (dd/mm/yyyy):	/ /				
Qualification:					
The following information is optional:					
Name:					
Contact details:					
1. Thinking in general about your course and the training services you have received from Melbourne Institute of Business and Commerce, how would you rate your experience overall?					
<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Very good	<input type="checkbox"/> Excellent	<input type="checkbox"/> Undecided
2. The things I most valued about the course were:					
3. The things I least valued about the course were:					

Please explain why these were the least valued aspects of the course. Please provide any suggestions you may have to improve or enhance these areas

4. Please read the statements below and circle the most appropriate response:

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Don't know/ not applicable
a) I received all the information I needed to make an informed decision about my enrolment in the course.	1	2	3	4	5	6
b) Before enrolment, I received accurate information that gave me a clear idea of what to expect from the course and what opportunities it would provide.	1	2	3	4	5	6
c) The training has been stimulating and engaging.	1	2	3	4	5	6
d) The communication I received from Melbourne Institute of Business and Commerce about my course and enrolment was sufficient and clearly understood.	1	2	3	4	5	6
e) The enrolment process was efficient and timely.	1	2	3	4	5	6
f) I learnt a variety of new skills and acquired lots of knowledge during my course.	1	2	3	4	5	6
g) The assessment tasks have been sufficiently challenging.	1	2	3	4	5	6

h) The ways in which I was assessed matches the skills I am required to have, or what I expect I will need, on the job.	1	2	3	4	5	6
i) The way the course was delivered met my needs and was appropriate for the course.	1	2	3	4	5	6
j) The trainers and assessors have good knowledge of the topics they are training and assessing.	1	2	3	4	5	6
k) The trainers and assessors are appropriately supportive and provide me with appropriate opportunities to learn.	1	2	3	4	5	6
l) My individual needs have been catered for.	1	2	3	4	5	6
m) I have been able to, or feel that I would be able to, access additional support services if required.	1	2	3	4	5	6
n) The range of services and support provided by Melbourne Institute of Business and Commerce met my needs and expectations.	1	2	3	4	5	6
o) I was treated fairly by all staff of Melbourne Institute of Business and Commerce during my course.	1	2	3	4	5	6
p) The course appropriately recognised my existing skills and knowledge.	1	2	3	4	5	6
q) The level of customer service provided by Melbourne Institute of Business and Commerce during the course met my expectations.	1	2	3	4	5	6

r) I will recommend Melbourne Institute of Business and Commerce and/or the course to others.	1	2	3	4	5	6
s) I am considering enrolling in another course with Melbourne Institute of Business and Commerce.	1	2	3	4	5	6
5. If you have rated any answers to any of Question 4 (above) with a score of 3 or less, please provide explanations if possible. This may include suggestions for improving the area etc.						
6. Do you have any further comments or suggestions in regards to our services, the course or your overall experience?						

Thank you for providing your valuable feedback.