



The Redcliffe Aero Club - Student Completion Survey

Dear Redcliffe Aero Club student,

Please help us by taking a couple of minutes to tell us about your experience with the Redcliffe Aero Club. We appreciate your feedback and want to make sure we meet your expectations. Please answer to below questions by placing a ✓ tick in the corresponding answer.

- 1) Which course have you recently commenced / completed?
 - ☐ AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
 - ☐ AVI50415 Diploma of Aviation (Instrument rating)
 - ☐ AVI50516 Diploma of Aviation (Flight Instructor)

- 2) How often do you / did you attend Redcliffe Aero Club?
 - ☐ Daily
 - ☐ Twice a week or more
 - ☐ A couple of times a month
 - ☐ Once a month

- 3) In thinking about your most recent experience with the Redcliffe Aero Club team, how was the quality of customer service you received?
 - ☐ Superior
 - ☐ Very Satisfactory
 - ☐ Above average
 - ☐ Somewhat satisfactory
 - ☐ Very poor

- 4) If you were not satisfied with the customer service please explain why?

- 5) At what age did you first realise you wanted to become a pilot?
 - ☐ Under 10
 - ☐ 10-15 years
 - ☐ 15-20 years
 - ☐ 20-30 years
 - ☐ 30 – 40 years
 - ☐ 40 +

- 6) If and/ or when I had concerns, my concerns were heard and addressed to the below standard:
 - ☐ Very unsatisfactory
 - ☐ Somewhat unsatisfactory
 - ☐ Above average
 - ☐ Somewhat satisfactory
 - ☐ Very satisfactory
 - ☐ Not applicable, I had no concerns,



- 7) Please think about your training schedule / training plan. How satisfied are you with the information that it provides?
- ☐ Very unsatisfactory
 - ☐ Somewhat unsatisfactory
 - ☐ Above average
 - ☐ Somewhat satisfactory
 - ☐ Very satisfactory
- 8) How satisfied are you with your overall training?
- ☐ Extremely satisfied
 - ☐ Somewhat satisfied
 - ☐ Neutral
 - ☐ Somewhat unsatisfied
 - ☐ Extremely unsatisfied
- 9) Do you still intend to maintain an active member of the club since you have completed your qualification?
- ☐ Yes
 - ☐ No
 - ☐ Undecided
- 10) Thinking about your most recent experience with your trainers/ assessors at RAC, was the quality of student support you received?
- ☐ Superior
 - ☐ Very satisfactory
 - ☐ Above average
 - ☐ Somewhat unsatisfactory
 - ☐ Very poor
- 11) Please think about the features and benefits of the way Redcliffe Aero Club structure their course and the course itself. How satisfied are you with it being contextualised for your needs?
- ☐ Very unsatisfactory
 - ☐ Somewhat unsatisfactory
 - ☐ Above average
 - ☐ Somewhat satisfactory
 - ☐ Very satisfactory
- 12) Do you feel that your trainers / assessors / Flight Instructors were supportive throughout the course?
- ☐ Yes
 - ☐ No
 - ☐ Undecided
- 13) If you feel you were not supported, then please describe why.



- 14) Were you kept well informed about my training plans and progress?
- ☐ Very unsatisfactory
 - ☐ Somewhat unsatisfactory
 - ☐ Above average
 - ☐ Somewhat satisfactory
 - ☐ Very satisfactory
- 15) I have good communication with RAC in general?
- ☐ Very unsatisfactory
 - ☐ Somewhat unsatisfactory
 - ☐ Above average
 - ☐ Somewhat satisfactory
 - ☐ Very satisfactory
- 16) I am kept well informed about my course costs and I receive frequent email with important information?
- ☐ Very unsatisfactory
 - ☐ Somewhat unsatisfactory
 - ☐ Above average
 - ☐ Somewhat satisfactory
 - ☐ Very satisfactory
- 17) I have adequate opportunities to ask questions and pre-test my CASA knowledge and assessment knowledge?
- ☐ Very unsatisfactory
 - ☐ Somewhat unsatisfactory
 - ☐ Above average
 - ☐ Somewhat satisfactory
 - ☐ Very satisfactory
- 18) Which of the following best describes your reason for taking the course?
- ☐ I wanted to gain the qualification to enrol into another course / university study pathway.
 - ☐ Personal interest
 - ☐ To gain a nationally accredited qualification.
 - ☐ To meet the industry Licencing requirements – gain a licence issued by CASA
- 19) What level of licence do you currently hold?
- ☐ RPL Licence
 - ☐ PPL Licence
 - ☐ CPL Licence
 - ☐ MECIR
 - ☐ Flight instructor
- 20) Was the difficulty of the course in line with your expectations?
- ☐ Yes
 - ☐ No
 - ☐ More difficult than I initially thought
 - ☐ Less difficult than I initially thought.



- 21) Would you enrol in another course / undertake further training conducted by RAC if the opportunity arose.
- ☐ Yes
 - ☐ No
 - ☐ Maybe/ undecided
- 22) What is your primary immediate post – graduation plan (please tick one only)
- ☐ Further study
 - ☐ Family employment
 - ☐ Aviation industry employment
- 23) What year are you completing this course?
- ☐ 2018
 - ☐ 2019
 - ☐ 2020
- 24) What is your gender
- ☐ Male
 - ☐ Female
 - ☐ Other
- 25) Would you recommend RAC to others who are looking at becoming a pilot or wish to study the Diploma of Aviation?
- ☐ Definitely
 - ☐ Probably
 - ☐ Might or might not
 - ☐ Definitely not

Thank you for taking the time to complete the above course evaluation. The information you provide will be used to help us improve the content of the course and monitor the quality of our program. It will provide us with a platform to conduct training for our Admin staff and Trainers alike.

We appreciate you participating.

Redcliffe Aero club