



The Redcliffe Aero Club Student Enrolment Survey

The Redcliffe Aero Club (RTO No. 40971) prides ourselves on providing accurate information to students both prior to and during the enrolment process.

The Redcliffe Aero Club encourages students to discuss and share their experiences with The Redcliffe Aero Club so that we can continue to improve our services and assist our students in making informed decisions about their education and best support them in their Aviation Education Journey.

We are committed to providing our students with the best learning environment possible. We aim to be :

• Valid	• Reliable	• Flexible
• Comprehensive	• Constructive	• Fair
• Objective	• Organized	• Specific

The Redcliffe Aero Club is required to encourage all students to complete this enrolment survey under various Government requirements. The Redcliffe Aero Club appreciates your patience, understanding and participation in completing the below survey. It will take you approximately 5 minutes.

Once complete please hand in your completed survey at Reception or alternatively you can email it our Administration team at info@redcliffeaeroclub.com.au or our RTO Co-Ordinator either in person or via email at lauree@redcliffeaeroclub.com.au

Part One (1) Student Details

Student name: (Full Legal Name)	
RAC Student Number:	
Qualification Name / Code:	
Unit of Competencies Completed:	
Course Commencement Date:	
Estimated Course Completion Date:	



Part Two (2) Marketing and Recruitment Questions

	Criteria	Yes	No	Comments (optional)
1.	The information I received during the two (2) day "Pre-Enrolment Information Session" at The Redcliffe Aero Club was comprehensive?	<input type="checkbox"/>	<input type="checkbox"/>	
2.	The information that I received regarding my course before I enrolled (completed paperwork) was correct?	<input type="checkbox"/>	<input type="checkbox"/>	
3.	I knew the name of the training provider (RTO) before I signed up and was made aware that there were no third-party agreements with any other provider?	<input type="checkbox"/>	<input type="checkbox"/>	
4.	Did the training provider promise or guarantee you would get a job if you completed the course?	<input type="checkbox"/>	<input type="checkbox"/>	
5.	I was provided with adequate time throughout the enrolment process to ask and have my questions answered?	<input type="checkbox"/>	<input type="checkbox"/>	

Part Three (3) Enrolment Questions

	Criteria	Yes	No	Comments (optional)
6.	I understood the length of the course before I enrolled (signed up)	<input type="checkbox"/>	<input type="checkbox"/>	
7.	The Redcliffe Aero Club gave me information about how the course would meet my needs before I enrolled ? (CASA Licence Syllabus)	<input type="checkbox"/>	<input type="checkbox"/>	
8.	I understood and was given a clear understanding of the study requirements before I enrolled (signed up)	<input type="checkbox"/>	<input type="checkbox"/>	
9.	My rights and responsibilities as a student were explained to me before enrolled?	<input type="checkbox"/>	<input type="checkbox"/>	
10.	I was provided with a copy or access to the Redcliffe Aero Club student handbook prior to enrolment?	<input type="checkbox"/>	<input type="checkbox"/>	
11.	I had a clear understanding of the payment terms and conditions were made clear to me at the "Pre-Enrolment Information Session" which I attend prior to enrolment?	<input type="checkbox"/>	<input type="checkbox"/>	
12.	I was aware of all The Redcliffe Aero Club policy and procedures that had been provided to me or I had access to on the website, prior to enrolment?	<input type="checkbox"/>	<input type="checkbox"/>	

Part Four (4) Overall Enrolment Process Satisfaction

	Criteria	Yes	No	Comments (optional)
1.	Overall, I am satisfied with the Enrolment process I undertook with the Redcliffe Aero Club?			
2.	I believe that the Redcliffe Aero Club was transparent in providing correct information to me during the "Pre-Enrolment Information Session" and prior to enrolment?			
3.	How could the Redcliffe Aero Club improve the enrolment process?			
4.	Are there any other comments or suggestions you wish to provide?			

**PART Four (4) Student Declaration**

I acknowledge that I am the above student name and I am currently studying with The Redcliffe Aero Club (RTO No. 40971) And the information provided above is my opinion/s and I have not been influenced by anyone with my responses.

Signature:

Date: _____