

Student RPL Feedback Form



Name (optional):	<input type="text"/>	Date:	<input type="text"/>
Position:	<input type="text"/>		
Qualification:	<input type="text"/>		

For each performance category below, please circle the number you think best reflects the service / performance provided by EnerTrain during your RPL process.

Rating	Expectations
5 - Excellent	Expectations always met and consistently exceeded
4 - Above Average	Expectations always met and sometimes exceeded
3 - OK	Expectations usually met, with an occasional problem
2 - Below Average	Regularly fails to meet expectations
1 - Poor	Rarely meets expectations

Overall Experience

How would you rate your RPL experience with EnerTrain overall?

1 - Poor	2 - Below Average	3 - OK	4 - Good	5 - Excellent
Comments: <input type="text"/>				

Understanding your Needs

How well do you believe your RPL needs were understood by your EnerTrain assessor?

1 - Poor	2 - Below Average	3 - OK	4 - Good	5 - Excellent
Comments: <input type="text"/>				

Professional Relationship

How comfortable did you feel talking about your RPL needs with your assessor? What was the level of trust between yourself and your assessor?

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1 - Poor	2 - Below Average	3 - OK	4 - Good	5 - Excellent
Comments:				

Level of Technical Knowledge

What level of technical knowledge do you believe your assessor had in relation to your RPL needs?

1 - Poor	2 - Below Average	3 - OK	4 - Good	5 - Excellent
Comments:				

Range of Services

How well do you think the RPL process that EnerTrain offers matches your needs?

1 - Poor	2 - Below Average	3 - OK	4 - Good	5 - Excellent
Comments:				

Implemented Solutions

How well do you believe your assessor followed through and implemented the RPL solution to meet your needs? This may include the time taken to implement the solution, the process that was followed, and whether you received what you expected.

1 - Poor	2 - Below Average	3 - OK	4 - Good	5 - Excellent
Comments:				

Professionalism

How do you rate the overall professionalism of EnerTrain's RPL process?

1 - Poor	2 - Below Average	3 - OK	4 - Good	5 - Excellent
Comments:				

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Standard of Support Staff

How do you rate the standard of EnerTrain support staff in terms of the professionalism, dependability and courtesousness you experienced during the RPL process?

1 - Poor	2 - Below Average	3 - OK	4 - Good	5 - Excellent
Comments:				

Communication

What was the standard of communication you received from EnerTrain during your RPL experience?

1 - Poor	2 - Below Average	3 - OK	4 - Good	5 - Excellent
Comments:				

Value Add

How would you rate your assessor's ability to add value to your initial assessment of your needs?

1 - Poor	2 - Below Average	3 - OK	4 - Good	5 - Excellent
Comments:				

General Comments

Please provide any general comments about how our business may be improved or any specific problem areas you think we need to address to provide a better RPL service to our students.

Comments:

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