



QUALITY AND IMPROVEMENT · STUDENT FEEDBACK

End of Term Feedback Form

Tell us how your term went so we can keep improving your course

ABOUT THIS FORM

- **Please complete this form in the last week of each term.** It takes about 10 minutes and covers your training, learning resources, assessments and support.
- **Your name is optional**, and honest feedback is always welcome. You will never be disadvantaged for what you say. Results are shared with trainers in summary form, without identifying you.
- **Send the completed form to info@iois.edu.au.** The RTO Manager reviews all feedback each term, and the improvements we make are recorded in our Continuous Improvement Register.
- **Need help now, or want a formal response?** Contact Student Support at studentsupport@iois.edu.au, or use the **Complaint Form**.

01 ABOUT YOU

NAME (OPTIONAL)	STUDENT ID (OPTIONAL)	
COURSE	TERM OR STUDY PERIOD	
UNITS STUDIED THIS TERM	I STUDY FROM ☐ Australia ☐ Overseas	

02 TRAINING AND YOUR TRAINER

THIS TERM...	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
The live sessions on Microsoft Teams were well organised and engaging.	☐	☐	☐	☐	☐
My trainer explained concepts clearly and checked our understanding.	☐	☐	☐	☐	☐
My trainer encouraged questions and treated all students with respect.	☐	☐	☐	☐	☐
My trainer answered my questions within a reasonable time.	☐	☐	☐	☐	☐
Session times worked for me, including the time difference if I study from overseas.	☐	☐	☐	☐	☐

Tick one box in each row.

**03 LEARNING RESOURCES AND MOODLE**

THIS TERM...	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
The learning materials on Moodle were clear, current and relevant to industry.	☐	☐	☐	☐	☐
Moodle was easy to use and worked reliably.	☐	☐	☐	☐	☐
Session recordings and resources helped me catch up when I needed to.	☐	☐	☐	☐	☐
The workload matched the weekly study commitment I was told about.	☐	☐	☐	☐	☐

04 ASSESSMENT

THIS TERM...	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
Assessment instructions and due dates were clear.	☐	☐	☐	☐	☐
Assessments related to what was taught and to real workplace tasks.	☐	☐	☐	☐	☐
I received useful feedback on my assessments within a reasonable time.	☐	☐	☐	☐	☐
I understood the academic integrity rules, including when I may use AI tools.	☐	☐	☐	☐	☐

05 SUPPORT AND OVERALL EXPERIENCE

THIS TERM...	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
I knew how to get help with my studies.	☐	☐	☐	☐	☐
Academic, LLND, digital or wellbeing support was available when I needed it.	☐	☐	☐	☐	☐
IOIS administration (enrolment, fees and records) was helpful and timely.	☐	☐	☐	☐	☐
Overall, I am satisfied with this term.	☐	☐	☐	☐	☐

WOULD YOU RECOMMEND IOIS TO A FRIEND OR COLLEAGUE?

☐ Yes☐ Maybe☐ No**06 YOUR COMMENTS****What worked best for you this term?****What should we improve for next term?***For example, sessions, materials, assessments, Moodle, support or communication.*

**Is anything affecting your studies that we should know about?**

☐ No ☐ Yes – please ask Student Support to contact me (include your name above)

DATE

Privacy notice. IOIS uses your feedback only to improve its courses and services. Results are reported in summary form without identifying you. Any personal details you give are used only to contact you if you ask us to, and are handled under the IOIS Privacy Policy and the Privacy Act 1988 (Cth).

OFFICE USE ONLY

DATE RECEIVED

REVIEWED BY

DATE REVIEWED

FOLLOW-UP

- ☐ Results added to the end of term feedback summary
- ☐ Summary shared with the trainer and discussed at the staff or academic meeting
- ☐ Student contacted by Student Support (if requested or a concern was raised)
- ☐ Improvement actions recorded in the Continuous Improvement Register

NOTES AND ACTIONS

STAFF NAME

SIGNATURE

DATE