

ASFA CODE OF PRACTICE FEEDBACK FORM

Date:

As an RTO, ASFA applies and communicates the following principles in a professional manner to its clients:

The above statement is:

	0	1	2	3	4	5	Percent
Extremely accurate							
Mostly accurate							
Sometimes accurate and sometimes not							
Mostly inaccurate							
Extremely inaccurate							
I do not have a point of view							
1. Enrolment and induction/orientation procedures							
2. Course information including content and vocational outcomes							
3. Fees and charges, including refund policy and exemptions (where applicable)							
4. Provision for language, literacy and numeracy assessment							
5. Client support, including any external support the RTO has arranged for clients							
6. Flexible learning and assessment procedures							
7. Welfare and guidance services							
8. Appeals, complaints and grievance procedures							
9. Disciplinary procedures							
10 Staff responsibilities for access and equity							
11 Recognition Prior Learning (RPL) arrangements							

PLEASE FAX YOUR COMPLETED FORM TO: ASFA (02) 9264 8824, OR POST TO: ASFA PO Box 1485 SYDNEY NSW 2001

THANK YOU VERY MUCH FOR YOUR ASSISTANCE TO ASFA