



Feedback Form

Purpose

This form supports ongoing quality assurance under **Outcome Standard 2.7 & 2.8** by documenting feedback and suggestions for improvement across RTO operations. It may be submitted by students, staff, management, or external stakeholders and feeds into the Continuous Improvement Register.

Instructions

1. Complete all relevant sections of the form.
2. Provide specific details about the identified improvement opportunity.
3. Submit to info@bit.edu.au or the Compliance Officer.
4. Forms will be logged, reviewed, and addressed as part of the organisation's continuous improvement cycle.

Date:		Click or tap to enter a date.	
Name:		Click or tap here to enter text.	
Organisation (if applicable):		Click or tap here to enter text.	
1. Which option best describes your current association with BIT?			
☐ Student	☐ Staff member	☐ Management	☐ Employer or industry organisation
☐ Graduate		☐ Other:	
2. Tell us about the improvement you have in mind. (You can share what needs to be improved, ideas for how to improve it, and how you noticed it.)			
Click or tap here to enter text.			
3. What good things could happen if we make this improvement? (Or what might happen if we don't?)			
Click or tap here to enter text.			
4. Which part of the business does this improvement relate to?			
☐ Training and assessment services		☐ Course materials	
☐ Student services		☐ Policy/procedure/system	
☐ General management		☐ Marketing	
☐ Documentation/recordkeeping		☐ Staff	
☐ Other:			
5. Did this idea come from a complaint?			
☐ Yes		☐ No	
6. How important or urgent do you think it is to make this improvement?			



☐ Low priority – not urgent	☐ Medium priority – low urgency	☐ High priority – urgent
Optional: please provide your contact details so we may contact you if required.		
Print name:	Click or tap here to enter text.	Date:
Click or tap to enter a date.		
Signed:		

Date received:		Click or tap to enter a date.	
Suggestion recorded:	Initial: Click or tap here to enter text.		Date: Click or tap to enter a date.
Review date:	Date for review by management Click or tap to enter a date.		
Decision:	Click or tap here to enter text.	Responsibility:	Click or tap here to enter text.
Timeline:	Click or tap here to enter text.	Recorded:	Initial: Click or tap here to enter text. Date: Click or tap to enter a date.
Completed:	Initial: Click or tap here to enter text. Date: Click or tap to enter a date.	Recorded:	Initial: Click or tap here to enter text. Date: Click or tap to enter a date.

Please return this form to info@bit.edu.au

Thank you for participating in our continuous improvement process