



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21983	Australian College of Trade

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	162	101	62.3
Employer satisfaction	N/A	N/A	N/A

#### Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Our international student cohort responded at similar rates as in previous years.

Our VTG funded student cohort provided responses for the first time. The percentage of surveys received was lower than that experienced for International students. This was a reflection of the completion rates for VTG students which was lower than for our international student cohort.



## Section 2 Survey information feedback

### What were the expected or unexpected findings from the survey feedback?

Our cohort of international students continues to be provided with assistance in regards to understanding the vagaries of competency based training. Survey feedback is very positive in regards to the implementation of a more structured and rigorous orientation program. Feedback is also positive towards the efforts of our staff to ensure strong staff participation in our student welfare programs. Our efforts continue to be focused on student satisfaction with all aspects of our training and assessment methods and practices. We have also implemented capital works that have enhanced our facilities with positive feedback about these from our students.

With VTG Funded students we found that their responses were very similar to International students in that the major points of satisfaction centred around quality training, speed of response to their requests and the tangible improvement in our training facilities and general amenities.

### What does the survey feedback tell you about your organisation's performance?

That our efforts are leading to students undergoing an enhanced all round experience. The building improvements we have undertaken have been met with positive feedback. This feedback has helped vindicate the capital expenditure to improve facilities and the general ambience and comfort of the building for students and staff. We also received positive feedback in relation to our continuing efforts to improve all aspects of our training and assessment

## Section 3 Improvement actions

### What preventive or corrective actions have you implemented in response to the feedback?

We continue to conduct quarterly meetings of administrative and training staff to foster a continuous improvement philosophy in the best interests of our students. Our focus is particularly targeted towards recognising and implementing best practice in responding to student feedback.

### How will/do you monitor the effectiveness of these actions?

Feedback from students, staff and other stakeholders is collated and analysed. We encourage feedback and use the information received in our quarterly management meetings so that continuous improvement is carried out on a regular basis