



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21765	Yarrawonga Neighbourhood House

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	130	118	90.76
Employer satisfaction			

Trends of response statistics:

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

The response rate comparison from last year had a less than 1% variance. Response rates were consistent across all student cohorts.



Section 2 Survey information feedback

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

A small percentage of students mentioned some information provided in First Aid course was unnecessary. One learner noted the facilities were not "up to date". Some students found the questions in the assessment tool for Responsible Service of Alcohol difficult to read and understand. Students noted that some of the batteries in the mannequins for First Aid were flat.

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

The majority of students were extremely satisfied with the trainers. The students felt the trainer enhanced the quality of their learning experience, by ensuring the course content was engaging, interesting, enjoyable and knowledge based.

Section 3 Improvement actions

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

Assessment tool and resources for Responsible Service of Alcohol have been evaluated and remedied. All first aid mannequins are now checked prior to courses to ensure they are working correctly.

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

By encouraging and monitoring student feedback through in progress surveys and ongoing communications