

Your quality indicator annual summary has been received by ASQA.

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Section 1. Survey response rates Student engagement

Surveys issued (SI)

543

Surveys received (SR)

525

Percent (%) response rate = $SR*100/SI$

96.68

Employer satisfaction

Surveys issued (SI)

19

Surveys received (SR)

6

Percent (%) response rate = $SR*100/SI$

31.57

Trends of response statistics

This is the first year we have issued Employer Surveys, gaining a 1/3 response rate back.

Employers were representative from Early Childhood, Aged Care and Disability sectors.

The number of Student surveys increased dramatically, with face to face learning occurring it was easier to collect them as soon as courses were completed. Completion rate for student surveys increased to 96.68%. Single unit courses such as First Aid and Responsible Service of Alcohol had the highest return rate of Student surveys.

Section 2.. Survey information feedback

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

Expected findings from the survey feedback were that we provide a comfortable and friendly environment for students to learn in, that our group discussions are helpful and viewed in a

positive manner, and that our trainers are respected, and make it entertaining and are able to contextualise and share stories with students. Some students commented about having to write too much on certain assessment tools.

Unexpected findings are the value that students place on the resources that we provide them, and the "hands-on" training we provide in our setting.

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

The survey feedback tells us that students are very satisfied with our trainers, and feel supported by them.. Students like the smaller group sizes we are able to offer, and feel comfortable in our learning environment.

The surveys indicate that we are viewed highly by the majority of our students.

Section 3. Improvement actions

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

We have reviewed certain assessment tools and looked at where we can improve these by incorporating more short answer questions.

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

Through monitoring of ongoing student feedback and industry consultation in relation to assessment tools to gain feedback from employers.