Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tr>
<td>22034</td>
<td>PASS GLOBAL PTY LTD.</td>
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**Section 1  Survey response rates**

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<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>655</td>
<td>550</td>
<td>83.97%</td>
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<tr>
<td>Employer satisfaction</td>
<td>11</td>
<td>11</td>
<td>100%</td>
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**Trends of response statistics:**

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

With a combination of electronic and paper based surveys, we were able to identify high response rates mainly with students enrolled in Cert IV qualifications. However Diploma and Advanced Diploma students tend to offer more comments with regards to the best aspects of training and aspects that need improvement.

Overall in comparison to last year, the response rates where much higher, mainly due to improvement in data collection policies. Student cohorts with responses remained very similar to last year.
Section 2  Survey information feedback

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

The expected findings were the high level of positive responses towards learner engagement and quality of training and trainers. The data trends with findings remained very similar to last year with no significant unexpected findings. A few students however did comment about the availability of hard copy resources, which is being addressed by making hard copy resources available in college library. Another area of finding was about computer hardware not performing as expected.

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

The feedback validates ALTEC’s approach towards learner engagement and providing valuable support to our students and respecting their cultural backgrounds. We received positive feedbacks on trainer skills and knowledge with a majority of students strongly agreeing that they found trainers approachable.

Section 3  Improvement actions

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

All feedback is reviewed by our staff and appropriate actions are then implemented and recorded in our continuous improvement system. With regards to comments concerning hard copy resources, we now have copies readily available in our library to be borrowed and are constantly working towards developing more resources inhouse.

In response to the computer hardware not performing as expected, we have started upgrading some of the aging computers. We have also hired an external IT consultant to ensure that the existing hardware is maintained at regular intervals.

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

ALTEC is ensuring that ongoing feedback is sought and reviewed about the availability of hardcopy resources to ensure it’s current and sufficient.

Regular meetings with the IT firm to ensure all computers and IT equipments are regularly inspected and maintained for optimal performance.