



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3732	Albury Wodonga Community College

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	777	275	35.4%
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 highest response rate equating to over 50% was received from the age group of 15-19 years old. The lowest response rate received was in the age bracket of 55 to 64 years old, with under 5% of responses. This data aligns with enrolment numbers as 15-19 year old cohort makes up the majority of enrolments at the College.

Since inputting the Surveys into an online survey format as of July 2020, response rates have increased. In 2019 overall response rate was 2.40%, Jan to June 2020 was 6.25% then July to Dec 2020 increased to 54.1%.



Section 2 Survey information feedback

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

95% of Learners agreed or strongly agreed that the training prepared them well for work.

98% of the Learners developed the knowledge expected from this training and were satisfied with the training.

98% of Learners strongly agreed or agreed that the Trainers had an excellent knowledge of the subject content and made the subjects as interesting as possible.

25% of Learners identified as Aboriginal or Torres Strait Islander.

35% of Learners identified as having a disability, impairment or long term condition. Direct quotes from Learners:

'The best aspects about the training is that you learn new skills and you get to have fun while learning'

'Great supportive Coach, learning new things, the flexibility of everything'

'Learning new things, ousting myself out of my comfort zone, working with Coach'

Improvement direct quotes from Learners:

'Some questions in the booklet were difficult to understand'

'Re word questions in training material'

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

Survey feedback demonstrates that overall Learners are satisfied with the training provided. Learners developed the required skills from the training and felt supported in developing employability skills in preparation for work. Trainers have knowledge in subject areas and delivered the training in an engaging and interesting way.

Section 3 Improvement actions

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

Taking into account the feedback in regards to areas of improvement, all coursework - activities and assessments have been reviewed and updated in 2021.

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

Will gain additional feedback from Learners in regards to coursework and continue to monitor feedback from formal surveys and direct feedback received.