



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3732	Albury Wodonga Community College Limited

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	581	66	11%
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)

In 2018 100% of learners were sent a link to complete the survey online. This resulted in a drop in response rate from the previous year (54%).

35-44 year age group returned the most surveys (27% of responses). 20% of responses were received from the youth cohort (15-19 years)

Review the strategy of how and when the surveys are issued in an attempt to increase the response rate so that a larger sample is collected.



Section 2 Survey information feedback

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

The dissatisfaction with the tablets was expected.

High level of satisfaction with trainer quality was also expected.

One learner requested more hands on work experience. Unexpected response from an enrolment in a foundation skills level course.

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

The very poor response rate of only 11% means that feedback is from an inadequate sample of learners to give a valid result of the organisation's performance.

In all areas positive results far outweighed the negative.

Section 3 Improvement actions

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

Negative feedback stemmed mostly from the use of tablets as an online learning resource for programs in Community Services and Early Childhood Education and Care.. No corrective action is required as these qualifications will not be delivered in 2019 and they have been removed from our Scope of Registration.

As mentioned earlier, aim to improve response rate

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

Monitor response rates for the remainder of 2019 after reviewing strategies to increase the response rate