



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22065	Eastern College Australia Incorporated.

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	59	8	13.6%
Employer satisfaction	10	3	30%

Trends of response statistics:

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

The 2019 survey was not conducted and the Quality Indicator Summary report for 2019 was not submitted due to COVID-19 impacts.

The number of learner surveys (2018 - 30 learners; 2020 - 59 learners) have increased but the response rate was largely similar.

The number of employer organisations surveyed increased (from 2018 - 1; 2020 - 10) with improved response rate.



Section 2 Survey information feedback

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

The learners' study experiences in 2020 were interrupted by COVID-19. Some were receptive towards the switch to online learning but others missed the face-to-face interactions with the trainers and other students.

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

The learners were generally satisfied with the quality of training provided. The feedback from the employers suggests that the level of training and support provided to the learners were satisfactory.

Section 3 Improvement actions

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

1. The timing of collecting feedback from learners can be improved. A learner will be offered the opportunity to provide feedback once in a calendar year, preferably at the end of their course. A unit-level feedback, at the completion of each unit, is also being considered.
2. The timing of collecting feedback from employers can be improved. An employer survey will be conducted at the end of the work placement or at the end of the calendar year, whichever occurs first. This will improve the timeliness and efficiency of collecting feedback.
3. The contents of units delivered online can be improved and more resources made available to students and trainers. More courses will take a blended learning approach.

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

The learner's feedback process will form part of the course completion procedure as well as the "end of semester" procedure, at the end of Semester two. These procedural changes will ensure that the learners' feedback is collected in a timely and efficient manner. The employer survey will be conducted at the end of the work placement, as part of the student's submission of their completed log books or reflections.