



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22065	Eastern College Australia Limited

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	118	24	20.3%
Employer satisfaction	14	5	35.7%

Trends of response statistics:

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

The Learner engagement response rate improved from 2020 (13.6%) to 20.3% in 2021. More learner questionnaires were issued in 2021 but due to COVID19 restrictions, it was difficult to follow-up. Employer satisfaction response rate also improved from 30% in 2020 to 35.7% in 2021.

The highest response rate was from a class where the learner survey was conducted during class. The learner surveys of all other courses were conducted online. The Employer engagement surveys were also conducted remotely.



Section 2 Survey information feedback

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

2021 was another COVID19 disrupted year. However, students seemed to have "accepted" the restrictions as the norm and adjusted their study approaches where necessary.

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

Students were generally satisfied with the training provided. The college provided support to students and made adjustments where necessary to enable students to complete their courses. 2021 was the second year that students had to shift to online learning and most students coped very well. There were major disruptions to work placements and many course end dates had to be extended.

Section 3 Improvement actions

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

We implemented unit-level feedback last year, allowing students to comment on their study experience after every unit or cluster. This unit-level feedback was helpful for trainers to adjust their approaches and also to improve their unit delivery or content. In 2022, we are largely back to face-to-face teaching and the anxieties experienced by students in 2021 should not be an issue.

Employer satisfaction surveys will be conducted after each work placement, in order to improve response rates.

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

Regular meetings with trainers and course coordinators, to review unit-level feedback and implement improvements.