

Webform submission from:

Australian Skills Quality Authority <asqa.noreply@govcms.gov.au>

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To: Esther Teo <eteo@eastern.edu.au>

Your quality indicator annual summary has been received by ASQA.

Submitted on Mon, 2023-06-26 16:39

Submitted by: Anonymous

Submitted values are:

RTO number

22065

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Eastern College Australia Limited

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Section 1. Survey response rates**Student engagement****Surveys issued (SI)**

102

Surveys received (SR)

29

Percent (%) response rate = $SR \times 100 / SI$

28.4

Employer satisfaction**Surveys issued (SI)**

12

Surveys received (SR)

4

Percent (%) response rate = $SR \times 100 / SI$

33.3

Trends of response statistics

The number of Student surveys issued in 2022 (102) was slightly lower than 2021 (118) - 13.6%. The response rate was better - 28.4% in 2022 compared to 20.3% in 2021.

The number of Employer surveys in 2022 (12) was also consistent with 2021 (14). The response rate was comparable - 33% in 2022 versus 35.7 in 2021.

All surveys were conducted online.

Section 2. Survey information feedback**What were the expected or unexpected findings from the survey feedback?**

2022 was the first full year of "normal" classes, after the COVID-19 disruptions. Students continue to prefer online learning. Courses with placements remain challenging, with students having to get extensions to complete their placements.

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

The students were generally satisfied with the quality of training provided. The online resources (from the Learning Management Ssystem) were useful and adequate to support the students in completing their assessments. Feedback from the trainers was well-received, timely and adequate.

There were some disruptions in one course where the trainer had resigned prematurely and had to be replaced with some interim arrangements. This had caused some student dissatisfaction.

The Employer feedback suggested that the placement duration for one of units in our courses may be too short.

Section 3. Improvement actions**What preventive or corrective actions have you implemented in response to the feedback?**

1. Greater clarity of the Employer's responsibilities in placements for two of our courses (Chaplaincy and Christian Ministry).
2. Timing of Student and Employer surveys to improve response rates - to collect 2023 data before the end of 2023.

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

1. Review the Placement Agreement document, to ensure greater clarity of the Employer's responsibilities.
2. Ensure that the Student and Employer surveys are conducted, for the 2023 cohort, from September 2023 onwards.