Your quality indicator annual summary has been received by ASQA.

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Section 1. Survey response rates

Student engagement

Surveys issued (SI)

195

Surveys received (SR)

42

Percent (%) response rate = SR*100/SI

21.54

Employer satisfaction

Surveys issued (SI)

16

Surveys received (SR)

3

Percent (%) response rate = SR*100/SI

18.75

Trends of response statistics

Learner surveys response fell from 39.6% for 2023 data to 21.54% for 2024. Several reminders were sent during 2024 and early2025 to encourage participation. Although the number of responses was fewer, students provided qualitative comments, which were very helpful. Of the 2024 Learner surveys, 60 surveys were sent to students in schools studying the Cert III in Christian Ministry and Theology, with 22 or 36.7% responses. Employer surveys were conducted during the first half of 2025 for 2024 enrolments. 16 surveys were sent, with 18.75%response rate compared to 10% for 2023 data.

Section 2. Survey information feedback

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

For the younger cohort in schools, the Learning Management System (Canvas) was not user-friendly, particularly when they had to re-submit assessments. Students were generally satisfied with the course contents and training provided. Some instructions to students regarding assessments could have been made clearer.

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

Students were generally satisfied with the training provided. The learner surveys provided positive feedback on our courses. In the area of assessments, students commented that the process of getting extensions approved can be improved and that the range of support services offered by the College can be expanded. Students also commented that feedback from trainers can be more precise, timely and useful.

Section 3. Improvement actions

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

1. Update the survey tool to ensure that the responses were accurate.

2. Share the qualitative comments with course coordinators – regarding the assessment extension process, support to students, timely and useful feedback to students.

3. Review the assessment submission and re-submission processes in Canvas and advise trainers to provide guidance and support to students, especially for re-submission.

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

Regular reminders to course coordinators during Course Coordinators' meetings (monthly). Sampling of students' work through the validation process to include timeliness and quality of feedback from trainers to students.