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**Re: Webform submission from:**

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**From** Esther Teo <eteo@eastern.edu.au>  
**Date** Wed 4/1/2026 4:19 PM  
**To** Eastern Information <info@eastern.edu.au>

Thanks, Christine.

Regards,  
Esther

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**From:** Eastern Information <info@eastern.edu.au>  
**Sent:** Wednesday, April 1, 2026 4:12 PM  
**To:** Esther Teo <eteo@eastern.edu.au>  
**Subject:** Fw: Webform submission from:

Here's the report that you emailed me about.

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**From:** Australian Skills Quality Authority (ASQA) <asqa.noreply@govcms.gov.au> on behalf of asqa.noreply@govcms.gov.au <asqa.noreply@govcms.gov.au>  
**Sent:** Wednesday, 1 April 2026 1:32 PM  
**To:** Eastern Information <info@eastern.edu.au>  
**Subject:** Webform submission from:

You don't often get email from asqa.noreply@govcms.gov.au. [Learn why this is important](#)

Your quality indicator annual summary has been received by ASQA.

Submitted on Wed, 2026-04-01 13:32

Submitted by: Anonymous

Submitted values are:

**RTO number**

22065

**RTO legal name**

Eastern College Australia Limited

**RTO email address**

[info@eastern.edu.au](mailto:info@eastern.edu.au)

## Section 1. Survey response rates

### Student engagement

**Surveys issued (SI)**

227

**Surveys received (SR)**

69

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

30.4

**Employer satisfaction****Surveys issued (SI)**

0

**Surveys received (SR)**

-2

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

-2

**Trends of response statistics**

Learner surveys response rate improved from 21.54% in 2024 to 30.4% in 2025. The largest cohort studying the Cert III in Christian Ministry and Theology in schools (92 students) returned 36 surveys or 39%.

There were very limited opportunities to gather employer survey data. However, feedback from the Christian schools that hosted our students in the Cert IV in School Based Education Support was very positive, with all of our students being offered part-time learning assistant roles at those schools after the completion of their placements.

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

Students enjoyed their courses across the board. They commented positively on the topics covered and their relevance.

The Learning Management System (Canvas) was challenging for some. The younger cohort (from schools) needed more support from their trainers for their assessments and better access to learning resources.

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

Students were generally satisfied with the training provided in all our courses. Their qualitative comments suggested that they preferred the smaller, face-to-face classes where they could interact and study together. The support from their trainers was good.

In the area of assessments, students commented that the workload and the schedule of submissions added a level of stress on them. They also felt that the assessors' feedback could have been more specific to be helpful.

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

1. Shared the qualitative comments from the students with the course coordinators – regarding the assessments, schedule of work, support to students, and timely and useful feedback to students.

2. Advise the course coordinators (and the trainers) to walk through the assessments, submission schedules and expectations with the students.

**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/assessors to students.