



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22073	Angad Australian Institute of Technology

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	364	352	96.7
Employer satisfaction	24	20	83.3

Trends of response statistics:

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

High Response Rates

Student Cohort:

- Students of Certificate IV in Marketing and Advanced Diploma of Management.
- Response from Females: 186
- Response from Males: 166
- Between Age 20-24: 103 responses
- Between Age 25-34: 114 responses

Employer Cohort:

Workplace supervisors of Students of Diploma of Community Welfare Work, Certificate III in Aged Care and Certificate IV in Aged Care (Total responses received 15)

Low Response Rates

Student Cohort:

- Students of Certificate III in Aged Care, Certificate III in Home and Community Care, Certificate IV in Business and Advanced Diploma of Marketing.
- Between Age 35-44: 11 Responses
- Between Age: 45-54: 3 Responses
- Did not mention Age: 121

Employer Cohort:

Employers of students studying business and management qualifications (Responses received 5).

Survey information feedback

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

Expected Findings

Expected positive feedback on training resources, trainers and facilities.

Actual findings on best aspects of training (All responses received were good)

“Good friendly environment”

“Very convenient locations”

“Very good training facilities and training resources”

“Excellent trainers and very supportive staff members”

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

Survey feedback clearly reflected that the organisation is performing well in terms of quality of training and training facilities provided to students. The organisation is, however, committed to exceed its own expectations in the coming years.

2. Improvement actions

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

Learner’s engagement data has been extremely useful for the purpose of continuous improvement. The data received from learners has been thoroughly reviewed and every effort has been made to implement suggestions for improvements. Following corrective actions have been taken during the review period:

Technology:

Have added one (1) more Computer laboratory for students which make it a total of nine (9) laboratories (both campuses inclusive).

Workplace Health and Safety:

More storage space created, to facilitate easy access to files and learners resources

Student Services:

Increased student preparedness through student information sessions and through notices/posters on latest government policies, job openings, how to prepare for interviews, etc.

Staffing:

Have hired additional trainers and assessors to cater to increased student capacity.

In-house Professional Development programs are conducted to keep staff informed about latest changes to VET regulations.

Academic Governance:

New members have been selected to be included on Institute’s Advisory Academic Board to facilitate educational decision making in line with Industry requirements.

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

To monitor the effectiveness of the above continuous improvement activities undertaken, Angad Australian Institute of Technology plans to conduct internal audits as scheduled on its CI plan for the current year (2013) and will collect feedback from its stakeholders (students, staff and industry) as per the feedback schedule.