



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22073	ANGAD AUSTRALIAN INSTITUTE OF TECHNOLOGY PTY LTD

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	435	421	96.7%
Employer satisfaction	22	18	81.8%

Trends of response statistics:

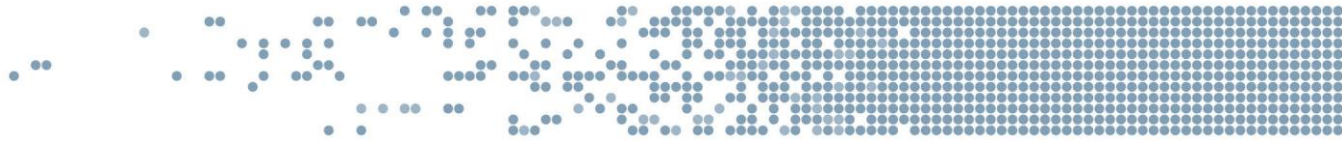
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

High Response Rates

Student Cohort:

Students of Advanced Diploma of Marketing, Diploma of Marketing and Certificate IV in EAL (Further Study) (Total responses received were 243)

- Response from Females: 105
- Response from Males: 138
- Between Age 15-19: 7 responses
- Between Age 20-24: 92 responses
- Between Age 25-34: 39 responses
- Between Age 35-44: 51 responses
- Between Age 45-54: 14 responses



- Did not mention Age: 40

Employer Cohort:

Work managers of students who completed Advanced Diploma of Marketing, Diploma of Leadership and Management and Diploma of Marketing (Total responses received were 12)

Low Response Rates

Student Cohort:

Students of Certificate IV in Business, Certificate IV in Human Resources and Diploma of Human Resources Management (Total Responses received were 35)

- Response from Females: 17
- Response from Males: 18
- Between Age 20-24: 3 responses
- Between Age 25-34: 32 responses

Employer Cohort:

Work managers of students who completed Certificate IV in Business and Certificate IV in Human Resources (Total responses received were 6)

Response rates as compared with previous years:

Learner engagement response rate:

2016 - 96.7% (Current)
2015 - 95.9%
2014 - 95.8%
2013 - 95.3%
2012 - 96.7%

Employer satisfaction response rate:

2016 – 81.8% (Current)
2015 - 80%
2014 - 80%
2013 - 75%
2012 - 83.3%



Section 2 Survey information feedback

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

Expected Findings:

Expected positive feedback on knowledge of trainers and assessors, training facilities, student support services, quality of training and assessment resources.

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

“Excellent Trainers who have very good subject knowledge”

“Excellent student support services and trainers”

“Facilities and training materials are excellent”

“Supportive administrative staff”

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

Survey feedback clearly reflected that the organisation is performing very well in terms of quality of training, training and assessment resources, student support services and ensuring that trainers and assessors have relevant vocational skills and knowledge.

The organisation is committed to continually exceed its own expectations in the coming years and will focus on practices and behaviour in relation to phases of the student experience during Marketing and recruitment, enrolment, support and progression, training and assessment and completion.

Section 3 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 reviewed and every effort has been made to implement suggestions for improvements. Following continuous improvement activities have been undertaken during the review period:

Nationality Mix:

We have focussed on recruiting students from different nationalities to create a multicultural learning environment. We have successfully recruited students from Taiwan, HongKong, Korea, China and Nepal.

Addition to scope:

Have successfully added following qualifications on scope:

22250VIC Certificate I in EAL (Access)



22251VIC Certificate II in EAL (Access)
ICT40115 Certificate IV in Information Technology
ICT50115 Diploma of Information Technology
SIT30816 Certificate III in Commercial Cookery
SIT40516 Certificate IV in Commercial Cookery
SIT50416 Dipoma of Hospitality Management

Student Services:

Student welfare activities are conducted by staff all through the year with focus on student engagement in social activities and cultural events to create a multicultural learning environment.

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

New posters highlighting roles and responsibilities of nominated 'Student Support Officers' for non-academic support, English language support and numeracy support have been created and displayed in the campus.

Student engagement:

Student engagement practices have been planned with an objective to provide students with an excellent learning experience along with cultural recognition, acknowledgement and support. This include educational excursions, barbeques and cultural days.

Staffing:

Additional trainers and student support staff have been recruited to ensure quality services to international students.

In-house Professional Development programs are conducted to keep staff informed about latest changes to VET regulations and regulatory compliance requirements as well as to maintain their industry currency.

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 has a well laid out quality management system to conduct internal audits as scheduled on its CI plan for current year.

Angad Australian Institute of Technology will continue to collect feedback from all stakeholders (staff, students, and employers) on training and assessment practices, Industry engagement, student support services and welfare policies and procedures.