Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
</tr>
</thead>
<tbody>
<tr>
<td>22424</td>
<td>Australian Careers Education Pty Ltd</td>
</tr>
</tbody>
</table>

Section 1 Survey response rates

<table>
<thead>
<tr>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>100</td>
<td>92</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>1</td>
<td>100</td>
</tr>
</tbody>
</table>

% response rates = \( \frac{SR \times 100}{SI} \)

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

ACE continuously improve its training and assessment based on feedback received from its learner cohorts (international students at present) and employer (workplace delivery arrangements venue). As indicated in this report ACE has completed the survey in class time under the supervision of their Trainer / Assessor who gave the surveys out and collected them at the end of the class.

Giving the surveys out in class meant all groups achieved a response rate in excess of 85% when students were asked to volunteer to fill in the survey.

2012 = 100 %
2013 = 87.5 %
2014 = 100 %
2015 = 92 %
Section 2  Survey information feedback

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

The Learner Engagement survey has a 4 point scale as follows:
1 = Strongly Disagree
2 = Disagree
3 = Agree
4 = Strongly Agree

ACE had determined a 2015 target of achieving a response rate of averaging at least 3 points or above for all qualifications on its Scope of Registration across the 4 Key Quality Performance Standards; and it is pleasing to report that again ACE has achieved this target for all qualifications in 2015.

The actual response for the 4 Key Quality Performance Standards rates for 2015 are set out below which indicate an improvement from the previous years indicator:-

<table>
<thead>
<tr>
<th>Standard</th>
<th>Description</th>
<th>Average Response Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Training Quality Responses</td>
<td>3.35</td>
</tr>
<tr>
<td>2</td>
<td>Job / Work Readiness Responses</td>
<td>3.30</td>
</tr>
<tr>
<td>3</td>
<td>Training Conditions Responses</td>
<td>3.32</td>
</tr>
<tr>
<td>4</td>
<td>Learning Engagement Responses</td>
<td>3.30</td>
</tr>
</tbody>
</table>

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

ACE feels that it is performing reasonably well based on the outcomes of the learner and employer questionnaire feedback. Again in 2015, learner feedback indicates that ACE’s drive for continual improvement in the provision of educational services to its students is being recognised and appreciated. The employer feedback commended ACE’s continuous focus on providing quality training which have lead learners acquire job ready skills.

This is being reflected across all of Key Quality Performance Standards to such an extent that ACE has been able to again achieve its performance target of averaging 3 or above for all responses across all 4 key Quality Performance Standards for all qualifications on its scope of registration in 2015.

Section 3  Improvement actions

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

In line with ACE’s approach to continuous improvement, under the direction of ACE’s Management, ACE intends to adopt the same vigorous approach to continuous improvement during 2016 and beyond.

ACE conducted Quarterly Continuous Improvement Committee Meeting monitored and reviewed the responses. Trainers were given the findings and told to incorporate the feedback from the students for continuous improvement to be able to maintain a high level of quality in the provision of educational services. This was reiterated in the
Monthly Trainer Staff Meeting The student and employer responses for 2015 indicate that ACE has been able to sustain its approach to quality as perceived by its management.

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

ACE CEO is commissioned with the responsibility of continuously reviewing the effectiveness of all its educational products and services in line with its Continuous Improvement Policies and Procedures; which will continue during 2016 and beyond.

It has implemented an annual planning schedule and monitors the effectiveness and implementation through Quarterly Continuous Improvement Committee Meeting, Monthly Staff meeting, Reviewing academic progress and results of which provided the responses to see if their standard of achievement has risen due to the instructions given to the trainer by their Course Coordinator and also through ACE internal feedback forms given out to students.