Australian Government

Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21340	iAscend Polytechnic Pty Ltd

Section 1   Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	233	7	3%
Employer satisfaction	30	6	20%

Trends of response statistics:

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

Our enrolment numbers were low in 2018, so less students to respond to the survey. This is a similar reponse to 2017.

Employer responses were low, as we find most years. I think perhaps the survey is quite long and there is little incentive for the employer to complete, especially if they had little to do with the student's training.

Section 2　　Survey information feedback

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

There were several comments from students praising the support they received from their trainer:

"Rebbecca always went out of her way to help me and others with out her i wouldn't have got this far."

"support from my teacher Shahlaa"

"Mentoring and helpful facilitator"

Students commented on the skills they acquired:

"yes,i feel satisfied with the program, lots of knowledge that i can use in my fieldwork"

"Broadening my job prospects"

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

There were limited responses, but based on this small selection we're pleased with the positive respond to training and our trainers.

We also conduct internal surveys to gather more specific information about our students' experiences of our courses and trainers.

Section 3　　Improvement actions

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

We have expanded on student placement opportunities by creating several new relationships with regulated children's care services.

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

We run internal surveys for our students, so we monitor their satisfaction and engagement that way. We also obtain regular trainer feedback to review the impact of any changes made.