



# 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	384	36	9%
Employer satisfaction	145	5	3%

#### Trends of response statistics:

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

Employer responses continue to be low, perhaps due to the broad nature of the survey and many employers feeling that many questions do not apply very well to their circumstances.

Survey responses increased dramatically this year, many more students responded.



## Section 2 Survey information feedback

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

We receive great praise for our trainers.

There was interesting suggestions from students, including adding excursions to childcare centres to the childcare course and providing support to help them find placement.

Many students expressed their appreciation for the support they were given throughout lockdown in Victoria in 2020, in continuing with their course.

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

We're really happy to receive such great feedback for 2020 especially given the circumstances in Victoria. This demonstrates that our core values are on display to our students; support, flexibility and reliability.

## Section 3 Improvement actions

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

One student noted our legal name was used on the survey, as opposed to our trading name. We will review this to see if it can be updated to increase likelihood of survey uptake.

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

Compare next year's numbers to this years.