



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	189	2	1%
Employer satisfaction	71	4	6%

Trends of response statistics:

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

Slightly lower response numbers than in previous years. We've also distributed internal surveys for feedback as well as a survey for students who joined us for some Zoom online classes during COVID-19 shutdown. We use all these responses to guide us in improvements.



Section 2 Survey information feedback

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

We had some great feedback in terms of a student getting their "dream job" after studying with us. It was good to hear that our support staff were considered "easy going, professional and encouraging".

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 response to training and our trainers.

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

We may consider changing how and when we ask students to complete the AQTF survey as the response level was very low for last year.

Section 3 Improvement actions

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

As we didn't receive any constructive criticism in our survey responses, we will work harder to gain feedback from the internal surveys that we distribute to our students.

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

During COVID-19 we delivered some theory sessions online through Zoom, so we asked students to answer a few questions about this delivery method. The responses were really positive so we will continue to offer this in accompaniment to our existing face to face classes. We'll monitor this moving forward.