



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	121	11	9%
Employer satisfaction	95	12	12.5%

Trends of response statistics:

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

Learner responses has very slightly increased since last year, though mentions of questions not relevant to their circumstances means the response rate is still low. Students do complete our internal surveys with a completion rate of over 90%, however with the AQTF survey being voluntary and too long, most students won't complete it.

Employer surveys have also increased since last year, though the response rate is still considered low, with the majority going to early childhood education and care providers. Feedback indicated that they found the surveys too long and not always relevant.



Section 2 Survey information feedback

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

The students survey indicated a very positive experience and comments such as great trainer, good communication, multiple comments about feeling supported are mentioned. There were two disagrees in the responses, one relating to sourcing own resources and the other relating to pushing themselves to understand things they found confusing - every other question was 100% agree or strongly agree. All employer answered questions had over 90% agree or strongly agree response rate.

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

Comments such as great trainers, face to face class options either virtual or in a classroom, group activities and communication were the main comments in regards to MCFE. This demonstrates that our care and support for our students, across the training and administration team..

Section 3 Improvement actions

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

One student mentioned that online learner resources was hard for one of her classmates that didn't have a laptop. This led to a question in our 2024 form asking how the students plan to access their learning and assessment materials online so we can better plan for individual students. Another student requested more skills class, which was reviewed and determined that there were sufficient practical skills and workplace requirements within the classes and course.

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

By comparing next year's survey statistics to these current one.