

# 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

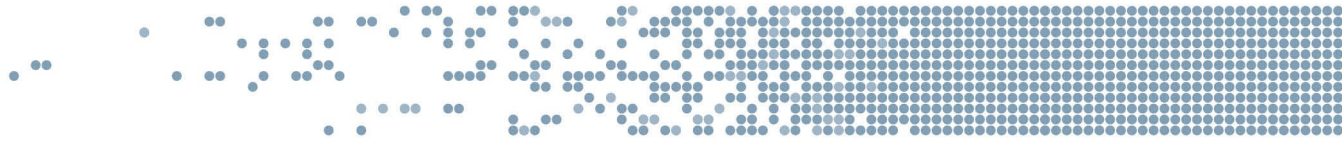
	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	370	21	5.67%
Employer satisfaction	286	16	5.59%

#### 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 percentage has decreased this year with higher number of students surveyed. Students do complete our internal surveys with a completion rate of over 80% of students sent the survey, however with the AQTF survey being voluntary and too long, most students won't complete it.

Employer surveys percentages has also decreased 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. A couple of comments were around placement services being available.

There were eleven disagrees in the responses, most relating to having to source own resources and I had to push myself to understand things I found confusing. Others related to the training being the right level of difficulty, which is very subjective question.

All employers that answered questions had 100% agree or strongly agree response rate and comments mentioned that they liked our up to date skills and knowledge and ongoing mentoring. A suggestion was focusing on social-emotional skills and a review was undertaken to ensure learning in this area is sufficient.

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

Comments such as great trainers, face to face class options either online or in a classroom, group activities, interactive learning and conversations 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?

A couple of comments were around placement services being available, though we have a placement coordinator that is there to assist students, so we have reviewed how that information is communicated and ensured the information stands out through the enrolment process and within their practical placement section in their Course Home modules.

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

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