



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22034	Pass Global Pty Ltd. t/a Altec College

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	360	285	79%
Employer satisfaction	25	20	80%

#### Trends of response statistics:

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

Certificate I students made up 13% of respondents.

Certificate 1+2 students responded for the first time. Combined, they make up 19% of respondents.

Diploma Level (C5) students were larger representative response group. 25% or 1/4.

Management/Commerce & IT course students continued to respond well, with nearly 42% (combined)

Age group with maximum responses was 25 - 34 in 2016. 2017 = 27% students in the 20-24yo age bracket.

nearly 46% of the students were male and just over 54% were Female, reversing the trend of last year (2016)

Although Certificate III and Advanced Diploma students provided lower than expected responses in 2016, all levels participated this year (2017)



## Section 2 Survey information feedback

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

The findings were consistent with RTO's expectations in terms of quality and last years data. Student were happy with the quality of training, learning resources, skills and knowledge of trainers and assessors, student support and overall learning experience.

Overall satisfaction with the training

70% Agreed, 23% Strongly Agreed, 7% Disagree = 2016, where as 2017 saw 67% = agreed + nearly 30% strongly agreed.

Areas of improvement identified through feedback:

More learning resources and tighter pre-enrolment process to ensure learners find the training difficulty at the right level. Learner Needs Analysis implemented in 2018.

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

Survey feedback clearly reflected that the RTO is performing very well in terms of quality of training, training and assessment resources, student support services and ensuring that trainers and assessors have relevant vocational and industry skills and knowledge. Cert 1 and Cert 2 students to be encouraged to participate in on-line feedback Vs paper in 2018.

The RTO is committed to continually exceed its own expectations in the coming years and will focus on practices and behaviour in relation to phases of the student experience during Marketing and recruitment, enrolment, support and progression, training and assessment and completion.

## Section 3 Improvement actions

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

Learner's engagement data has been extremely useful for the purpose of continuous improvement. The data received from learners has been reviewed and every effort has been made to implement suggestions for improvements. Following continuous improvement activities have been undertaken during the review period:

Pre Enrolment:

Tighter pre enrolment processes to ensure students are at the right level. RTO has introduced Learner Needs Analysis and a LLN test as part of the pre enrolment process. A dedicated Learning support officer has also been appointed and students with LLN issues are being offered additional support classes.

RPL:



The feedback received indicated that the around 50% students mentioned that they did not receive recognition of prior learning, however in another question 79% agreed that their previous skills were recognised with another 17% strongly agreeing. To mitigate this issue previous studies to cover unit competencies where applicable to be advised at pre-enrolment stage.

#### Student engagement:

Student engagement practices have been planned with an objective to provide students with an excellent learning experience along with cultural recognition, acknowledgement and support. This includes educational excursions, barbecues and cultural days. ALTEC College is also focussing on increasing student engagement through social media by sharing learning resources, student experiences. In 2017 - from March, excursions related to modules/units taught implemented on program of having one student engagement scheduled for each month.

#### Professional Development:

ALTEC College has engaged an industry consultant to conduct regular in-house Professional Development programs to keep staff informed about latest changes to VET regulations and regulatory compliance requirements as well as to maintain their industry currency. Outside PD to be actively encouraged in 2018.

#### Industry Engagement:

ALTEC is continuously focused towards establishing further industry connections and receiving ongoing consultations about the quality of training and assessment services including current industry skills of our trainers and assessors. VOCATIONAL trainers to concentrate on getting Employer Survey forms. Stakeholders encouraged to visit campus.

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

The RTO has established an internal review process to ensure compliance with regulatory requirements and to monitor effectiveness of continuous improvement activities. Feedback from stakeholders is collected and analysed to identify areas of improvement. The RTO works closely with stakeholders. This will produce ongoing stakeholder monitoring - going forward.

The organisation will focus on ensuring quality management practices in key phases of student experience that include marketing and recruitment, enrolment, support and progress, training and assessment and completion, as well as the beginning of implementing a specific survey related to student engagement. This has been rolled out already, results of which will be available going forward to further enhance the information from student surveys.