

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22034	Pass Global Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	420	376	89
Employer satisfaction	50	20	40

Trends of response statistics:

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

The response rate was spread across all the student cohorts in the enrolment course of the RTO.

Certificate III and IV students made up 9 % and 23 % of respondents respectively.

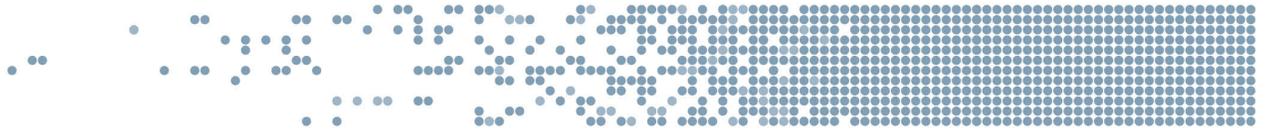
Diploma-level students were the largest representative response group, nearly half or 35% of the respondents followed by the students in Advanced Diploma courses (29%).

Among these respondents, students from the Hospitality group made up 68% which is similar to the previous years.

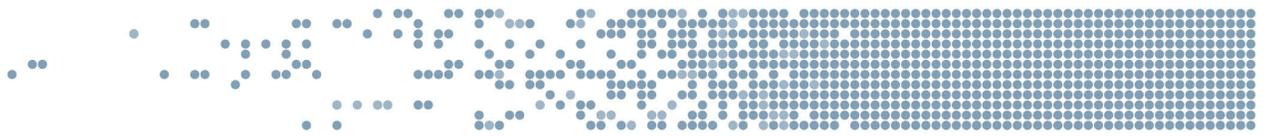
Learners aged between 25 to 34 actively participate in our survey, accounting for 69% out of all age groups which is similar to the previous years.

The trend for respondents is consistent with last year's with 55% of female and 45% male respondents respectively.

Employers were selected by the organization in accordance with the employer survey guide. Employer satisfaction survey results indicate, that over 80% of the employers are more satisfied with the training and agreed that the training prepared employees well for work and they would recommend (90%) of training to others. Overall, the



employers responded positively to all three areas of the domain (Training Quality, Work Readiness, and Training Conditions).



Section 2 Survey information feedback

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

The survey findings were consistent with RTO's expectations in terms of quality and last year's data. Students are greatly satisfied with the quality of training, learning resources, student support, skills and knowledge of trainers and assessors, and overall training experience.

Learners were satisfied (93%) with the quality of the college's facilities, equipment, and resources.

Learners were satisfied (94%), that they were provided with enough learning material to keep up their interest.

95% of the students were satisfied with the course meeting their learning needs.

94% of students were satisfied that they understood the expected course outcomes.

95% of students were satisfied with the training facilities and materials and agreed that the trainers had an excellent knowledge of the subject content. Learners agreed (95%) that the trainers made the subject as interesting as possible.

94% of students were satisfied with the support services provided by the college.

95% of students were satisfied that the training resources were accessible and available as and when required and received useful feedback on their assessments.

Over 93% of the students agreed that the training had a good mix of theory and practice.

Learners were satisfied (93%) that the training prepared them well for the work.

94% of students were satisfied and agreed they would recommend the training to others.

Overall satisfaction with the training

55% Agreed, 38% Strongly Agreed, 1.6% Disagree with less than 3% Strongly Disagree in 2021.

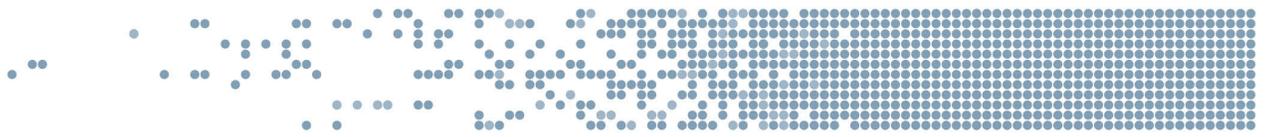
In comparison to 2020, more students have chosen Strongly Agreed which is consistent with the previous year.

Employer response was positively related to training and assessment practices and employers agreed that the training prepared employees for the demands of work and satisfied (90%) with the training.

There were no major unexpected findings, however, it was noted that the workload for some of the students was more than what they expected. The learners were provided with additional support (one-one tutorial sessions) including an extension for the submission of assessments.

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

The feedback received indicates, that overall, students are highly satisfied with the quality of training and support throughout the ALTEC training delivery. The survey response also indicates that the organization meets the training needs of the student and prepare them well for the work. There has been a continuous improvement in the quality of



training, facilities, resources, and learning materials.

Some of the notable continuous improvement practices include the implementation of new training and assessment resources for all Business and Hospitality training products of ALTEC scope. The outcome of the survey reflects and validates the student's satisfaction with 93% of the learners being satisfied with the quality of the college's resources and 94% agreed that they were provided with sufficient learning material to support their learning. Student satisfaction has been consistently high with over 94% of students satisfied and agreeing they would recommend the training to others.

An online survey tool (Survey Monkey) was used for the 2021-22 Questionnaire completion and this tool makes responding to the survey questions easier for the students. The employer survey was administered by telephone.

Overall, the survey data shows that our policies, procedures, and additional staffing including the industry-qualified trainers are contributing to more robust feedback processes being implemented and increased the satisfaction of our learners and employers.

Section 3 Improvement actions

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

The satisfaction levels have been consistently above 90% with positive feedback from the surveyed respondents. The RTO will focus on further streamlining practices and behavior in relation to the key phases of the student experience including support, progression, and training delivery. With the pandemic restrictions eased in most of the workplace and education settings, the RTO has decided to run the courses in face-face mode from July 2022.

The following continuous improvement activities have been undertaken during the review period:

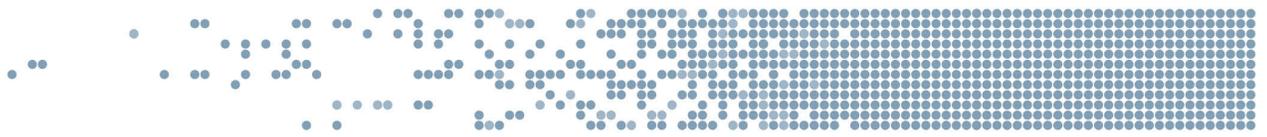
Validation

The RTO undertook pre-validation activities of the training and assessment resources in 2022 to receive ongoing feedback about the quality of training and assessment tools. This will help to ensure that the assessment tools and activities are able to meet the current industry requirements, resulting in students graduating with the required skills to work in their industry.

Professional Development

Based on the internal review recommendation and to continually support the training staff with the national standards and professional development requirements, the RTO has continued to provide complimentary membership to all staff members.

As a complimentary/sibling member of Velg training, all staff members have access to programs and resources that assist in the continued development of vocational training, learning and assessment. In addition, members can build their PD Portfolio by uploading and storing their PD records to keep track of all event resources including the



statement of attendance and other evidence of participation in one convenient location. This feature allows every staff member to store, retrieve, filter, export and analyze the PD activities and records.

ALTEC encourages all academic and administrative staff to undertake at least 20 hours of professional development each year with 10 hours of VET and industry currency. This would ensure that trainers and assessors understand the requirements of the VET industry and continue to develop knowledge on training and assessment competencies.

Student Engagement and Support

As the pandemic restrictions eased in most of the workplace and education settings, ALTEC will be organizing student engagement activities to provide students with excellent learning experiences and support including study educational excursions, industry visits, and cultural days.

Industry Engagement

ALTEC is continuously focused on further establishing the industry network and connections, and receiving ongoing consultation about the training delivery and trainers' industry currency. This industry engagement activity validates that the institute's training and assessment practices are relevant to the industry needs and are aligned with contemporary industry practices.

Overall, the survey data and feedback outline that ALTEC has maintained a positive trend in 2021-2022 which is consistent with the previously reported data over the last 5 years.

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

Student and employer feedback survey provides an opportunity for monitoring the learner satisfaction and performance of the organization. The effectiveness of these actions will be monitored through regular meetings and continued feedback processes. In addition, the RTO has established an internal review process to ensure compliance with regulatory requirements and to monitor the effectiveness of continuous improvement activities. The organization will be conducting and reviewing learner and employer surveys on a Quarterly basis which would allow us to monitor the effectiveness of our actions and identify any potential improvements sooner than later.