



# 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	300	249	83
Employer satisfaction	0	0	0

#### 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 student cohorts of the RTO.

Certificate III and IV students made up 6% and 10% of respondents respectively.

Meanwhile, 31% of respondents were Advanced Diploma students.

Diploma Level students were the largest representative response group, totalling more than half or 52% of respondents.

The trend of these responses is in contract to last year where Advanced Diploma students made up the largest response group. However, this trend is consistent with that of 2018.

Lastly, Graduate Diploma students represented the smallest number of respondents at 1%

Among these respondents, Cookery and Hospitality students provided a combined response rate of 33% of respondents.

Business and Leadership and Management course students collectively made up 41% of the respondents.

The balance of 26% of respondents are students that are spread across other fields.



Consistent with prior years, student aged between "25 to 34" actively participate in the Learner Questionnaire survey, accounting for 78% of all age groups, which is an increase of 3% compared to 75% last year.

The "20-24" and "35-44" age group accounted for 10% of respondents respectively.

The trend for gender of respondents is consistent with last year's, whereby 43% of the respondents are female while male respondents are represented by 57%.



## 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 previous years' data. Students are overall greatly satisfied with the quality of training, learning resources, skills and knowledge of trainers and assessors, student support and learning experience.

94% of students were satisfied with with the quality of training, learning, and learning materials/resources provided; 98% students were satisfied with the course information provided prior to enrolment

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

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

94% students were satisfied with the quality of college's facilities, equipment, and resources

94% students were satisfied with the pace of learning

95% student were satisfied with the trainer's preparation and presentation skills

93% students were satisfied with the support services provided by the college

For overall satisfaction with the training provided, students indicated the following:  
60% Agree, 35% Strongly Agree, 3% Disagree while 2% Strongly Disagree.

In comparision to 2019, more students have chosen Strongly Agree compared to the other options

This is a reflection of the significant effort by the RTO in improving our quality of training.

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

The survey feedback clearly indicates that the RTO is performing well in the different areas in terms of meeting the needs of the students. This includes:

- Course information prior to enrolment
- Communication on the expected outcomes
- Structure and outcome of learning
- Quality of trainers

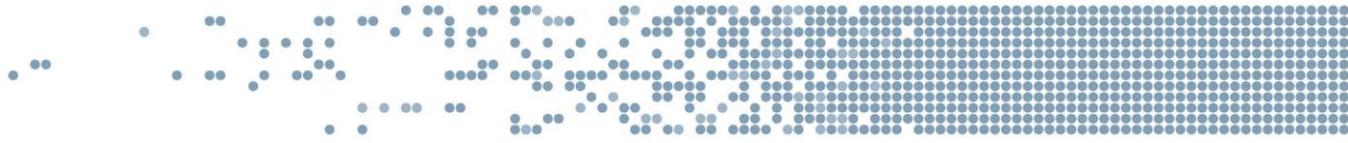
There has been continuous improvement on the quality of training, quality of facilities, equipment and resources, learning materials and student support services.

Overall, student satisfaction has been consistently high with 91% of respondents indicating that they would recommend the RTO to others.

The survey data will be used for continuous improvement across all areas of operations.

The RTO shall continue to encourage and engage trainers and assessors in professional development activities.

## Section 3 Improvement actions



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

The RTO is committed to continually exceeding its own expectations and will focus on further streamlining practices and behaviour in relation to the key phases of the student experience during marketing and recruitment, enrolment, support and progression, training and assessment and completion based on the learner engagement data received. The following continuous improvement activities have been undertaken during the review period:

#### **Pre Enrolment**

Due to the COVID-19 outbreak, the RTO has implemented an online booking system for pre-enrolment interviews which are then conducted over the phone. This process has improved the efficiency and convenience for staff and students to enhance student engagement prior to enrolment and help students make an informed decision. The effectiveness has been monitored and as a result, a tighter pre enrolment process can be observed.

#### **RPL**

The feedback received showed that around 70% of students mentioned that they did not receive recognition of prior learning. However, in another question, 94% agreed that their previous knowledge and skills were recognised. To mitigate this issue, all applications with previous studies in the VET industry were referred to the Academic Department to assess for credits. The outcome and amended duration is then advised to students at pre-enrolment stage, where applicable.

#### **Student Engagement**

Student engagement activities have been carried out with an objective to provide students with an excellent learning experience along with cultural recognition, acknowledgement and support. Due to the COVID-19 situation, student activities and engagement have generally been moved online. At the beginning of the pandemic, the RTO provided a care package to all students which comprised of staple food items such as pasta, rice, soup, snacks and canned food. The RTO also held an ISO cooking competition for students to showcase their home cooking or baking skills. The RTO has also been increasing student engagement online by having a dedicated page on the website for COVID-19 related information and online learning support. The RTO set up a new IT helpdesk where students could direct their IT and online learning related queries to further support students with online learning.

#### **Professional Development**

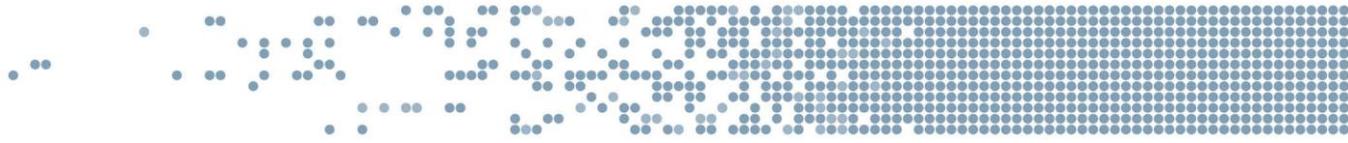
The RTO conducted routine in-house Professional Development programs to assist staff in meeting their professional development requirement before the COVID-19 lockdown.

External Professional Development has also been actively encouraged where information on programs and workshops that are highly beneficial to staff have been routinely communicated throughout 2020.

To keep staff informed about the latest changes to VET regulations, regulatory compliance requirements as well as to maintain industry currency, the RTO has continued to provide complimentary membership to all staff to the Independent Tertiary Education Council Australia (ITECA).

#### **Validation**

The RTO undertook some validation activities across different faculties in 2020 to receive ongoing feedback about the quality of training and assessment tools. Due to the COVID-19 situation, these validation activities were carried



out online. 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 the industry.

**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 on a regular basis. Faculty meetings are held to discuss feedback from students while Senior Management meetings are conducted to discuss the outcomes of monitoring and suggestions for continuous improvement. The RTO will focus on ensuring quality of management practices in key phases of the student lifecycle.