



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22424	Australian Careers Education Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	150	128	85%
Employer satisfaction	100	11	11%

Trends of response statistics:

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

For the 2021 calendar year, the learner response rate (85%) was significantly higher than the employer response rate (11%). The learner response rate was higher than in previous years, with the employer response rate being lower in 2021 compared to previous years.

From our experience over the years; we have found that obtaining feedback from employers more challenging than learners due to issues reported such as time and other pressing priorities. Furthermore, with the increased pressure on businesses to manage their response to the COVID-19 pandemic, we feel that employers unfortunately did not prioritise the provision of written feedback. Despite this, we did engage with employers using other methods (such as telephone calls and workplace visits) and their regular feedback was captured via these methods.

Increasing the response rate of employers will be a focus of our RTO in the upcoming calendar year, with all concerted efforts made to educate the employer about the importance of their feedback to us as an RTO and to the broader sector. We will also continue to offer online access to the survey to allow ease of access, and encourage feedback to be obtained from employers during workplace visits.



Section 2 Survey information feedback

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

The findings of the survey feedback were overwhelmingly positive.

The data from the learner surveys found that a vast majority of the learners reported positive experiences with regard to their training, training resources, trainers / assessors, the organisation as a whole, and the gains made as a result of their training. Specifically, 96% of students provided a response of "agree" or "strongly agree" to all questions in the learner survey; with both responses reflecting the positive experiences of the learners.

The data from the employer surveys identified a similar pattern, with 100% of responses being "agree" or "strongly agree"; with both responses reflecting positive experiences of the employers.

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

The results from both the learner and employer surveys gives us confidence that our learners and employers are satisfied with the quality of training, assessment and service delivery offered by our RTO. The data reflects our mission to deliver quality training and the emphasis we place on the provision of support for our learners and employers.

While the results are very positive; the survey feedback reminds us of the importance of our role and ensuring we continue to uphold our quality training and support for our learners and employers.

Section 3 Improvement actions

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

There were no corrective actions required as a result of the survey feedback. However, Australian Careers Education continues to strive towards maintaining its high level of performance through the provision of quality training and assessment, supported by a team of qualified trainers/assessors and business support staff. Further, we undertake to continue to offer proactive support to our learners and employers.

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

We continue to regularly evaluate the responses received from our learners and employers, not only via these surveys, but also when engaging with our learners/employers on a day-to-day basis.

During our monthly management meetings, we review feedback received from our learners/employers and trainers/assessors to ensure that we continue to proactively support our learners'/employers' education experience.