Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
</tr>
</thead>
<tbody>
<tr>
<td>110070</td>
<td>Australian Careers Institute Pty Ltd</td>
</tr>
</tbody>
</table>

Section 1 Survey response rates

<table>
<thead>
<tr>
<th></th>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates = SR *100 / SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>395</td>
<td>395</td>
<td>100</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>30</td>
<td>18</td>
<td>60</td>
</tr>
</tbody>
</table>

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

Response rates for LQ were in keeping with prior years.
Response rates for EQ were down on the prior year. We believe this was due to the distribution and data collection method changing. In the prior year telephone interviews were conducted to collect data; for 2014 surveys were distributed at workplace visits and collection scheduled for a set date, which saw a decline in the response rate.
## Section 2  Survey information feedback

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

Feedback from employers was strong and included responses consistent with "Sage students are committed and good students"; "Trainers seem to listen to our feedback which is important"; and "Love that they all have uniforms". Consistent with feedback we have heard in the past, the employers sampled did not feel the questionnaire was one that suited them to complete, and they left some responses as unanswered. A review of the employer questionnaire would be good.

Feedback from learners was positive and highlighted strengths as being the knowledge and enthusiasm of the trainers, the practical nature of the programs delivered, and the mandatory workplace component incorporated into every program.

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

Our trainers are at the heart of everything we do and are critical to the success of our learners. Our employers are pleased with our graduates and this is supported by the fact that several organisations tell us they only take Sage students for work placement. We are performing well however there is always opportunity for improvement and our stakeholders are key to working with us in identifying such improvement.

## Section 3  Improvement actions

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

Specifically, we received feedback that:

1) Course materials contained spelling and grammatical errors. In response, workbooks were reviewed and redeveloped to remove all identified errors, and electronic continuous improvement logs are in place and being used by trainers and assessors to identify ongoing improvements for the instructional design team to review and rectify as required.

2) Students wanted access to WiFi, and computers with internet access would be helpful for students to complete homework whilst on-campus. In response, a dedicated student WiFi was set up, and multiple student computers with Microsoft Office and internet access were provided.

3) The work placement book was not easy to follow. In response, the work placement book was divided and simplified into 2 separate placement kits, with easier to follow instructions to students and workplace supervisors to ensure all parties understand the requirements of placement.

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

We will continue to monitor and collect feedback from students, trainers and industry to ensure we are addressing any concerns.
In respect of these specific actions, their effectiveness is reviewed and discussed at regular team and management meetings.