Australian Government

Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
1441	Australian College of Commerce and Management Pty Ltd

Section 1   Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1629	315	19.3%
Employer satisfaction	975	136	13.9%

Trends of response statistics:

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

Historically, our Trainees and their employers have always provided a higher response rate to this opportunity to provide feedback than other cohorts. That said, all of our cohorts responded in sufficient numbers in 2019 to give us a strong picture of the satisfaction of our student body and their employers (if applicable). Our response rate was slightly higher for Learner Engagement this year (up 2% to 19.3%), with our Employer Satisfaction responses remaining steady around 14%.
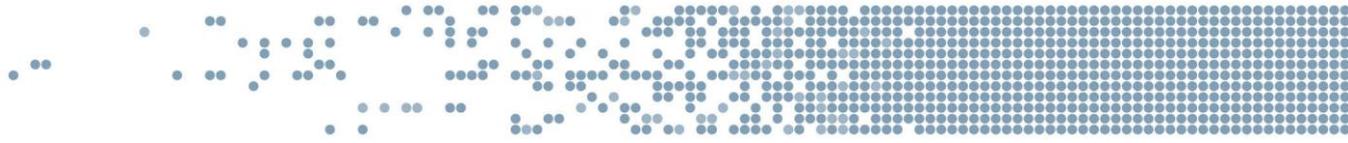
Section 2   Survey information feedback

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

The feedback we received in 2019 was in line with our expecations and reflects our historical results. Our Learner and Employer feedback remains steady in the high 70's to mid-80's across all categories. The quality and quantity of our student support remains the most common postive theme in our results. Closely followed by the flexiblity of our delivery and the variety of our subject material to match the needs of the learner and their industry role. The feedback on the currency of our Microsoft Office materials showed improvement over 2018 results, as we began an update of these subjects in 2019 that has been well received by our learners based on results from the final months of 2019. Additionally, the postive feedback we obtained from learners and employers in 2019 regarding the currency of our IT programs also reflects the update we finalised in early-2019.

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

Our survey feedback indicates our learners and their employers enjoy a high level of satisfaction with our overall performance and service. Our strongest asset clearly remains our Student Training Advisers and the care they provide for our Learners through proactive contact and support. Feedback also confirms our delivery methods are still allowing our students to seek and receive help when needed, work at a measured but flexible pace and choose electives that meet our Learner's needs.   Based on the results obtained in the final months of the 2019 survey cycle, our updated Information Techology and Microsoft Office materials are now meeting or exceeding our stakeholders needs and expectations. Survey results also show we should continue to focus on verifying that all instructions and assessment requirements are clear and understandable for our learners.

Section 3   Improvement actions

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

ACCM completed our update of all Information Technology and MS Office materials in our catalogue to ensure currency and industry relevance. We are continuing with an on-going project focussed on the guidance and instructions given to our students within their assessments. This will involve a review of all instructions, as well as the content of projects/case studies to ensure the details/support provided meet the learners needs.   We are also reviewing our learning materials to see how they can be broken up into smaller and more manageable sections to better facilitate learning and help motivate our learners.

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

We will monitor the effectiveness of these continuous improvement efforts by reviewing all Learner and Employer surveys we receive for specific feedback. Additionally, as Learner's complete each Subject in their course, they are given the opportunity to provide detailed learning and assessment material feedback via an online survey. We will evaluate these results to ensure we address any specific issues raised, and confirm we see a corresponding
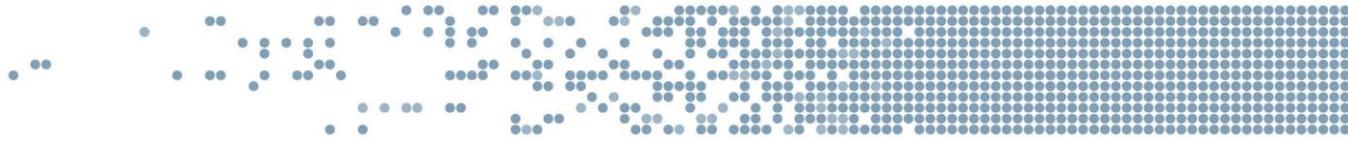
improvement in stakeholder satisfaction in these focus areas.