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	1905	341	17.9
Employer satisfaction	1075	155	14.4

Trends of response statistics:

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

As expected Trainees and employers of Trainees provided a slightly higher response rate then other cohorts. However, all cohorts are repesented and took the opportunity to respond to provide feedback on their experience and our service/support. Response rates were a bit lower, but comparable to previous years and have remained steady overall since our online survey system was implemented in 2014.
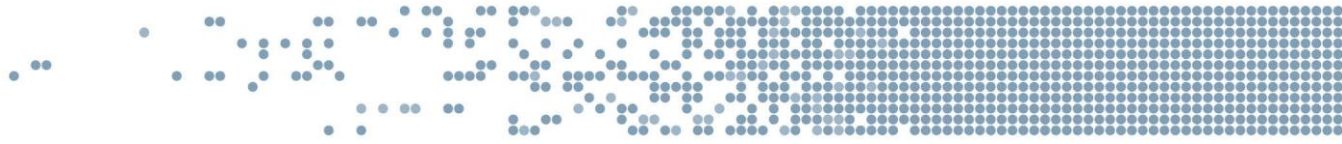
Section 2   Survey information feedback

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

There were no unexpected results from either the student or employer feedback. ACCM's satisfaction results have remained steady around the 80% mark, with a slight upward trend, over the last 6 years. Both students and employers remain very satisfied with our student support, overall quality, delivery method and course materials. Also, as expected based on our internal validation/subject reviews, feedback results showed a need to review our IT related subjects and Microsoft Office Suite materials to ensure currency.

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

Survey feedback confirms for us that we perform consistently at a strong level of student and employer satisfaction. ACCM's core strengths remain the regular and meaningful support of our Trainers/Advisers and the flexibility of our delivery method.   Being able to work at their own pace, receiving help when needed and offering a variety of elective subjects are all recognized and appreciated. Feedback showed students built strong relationships with their trainers that helped motivate and guide them to their qualification. However, student feedback regarding the currency of our Information Technology and MS Office subjects indicated we need to update these subjects on a more frequent interval. Additionally, more explanatory information in the assessment tasks to help students better understand project or question requirements will assist their learning.

Section 3   Improvement actions

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

ACCM has just completed an overhaul of our IT programs to coincide with the release of the new ICT Training Package, with updated learning materials and assessment tasks reflecting new technology and industry best practices which should improve future feedback. Our MS Office subjects are being renewed (again!) to ensure alignment with industry standards and technology used by our clients, and we have increased the frequency of review for these subjects. As part of our ongoing validation and material review process, we have placed increased focus on assessment instructions to ensure students are given sufficient detail on project/response expectations.

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

ACCM reviews all student feedback on our course materials as each Subject is completed by the student. Feedback is then allocated to a training manager to be evaluated and acted upon as warranted. Our automated process also converts their feedback scores into percentage that is used to prioritise ongoing reviews and action.

Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.
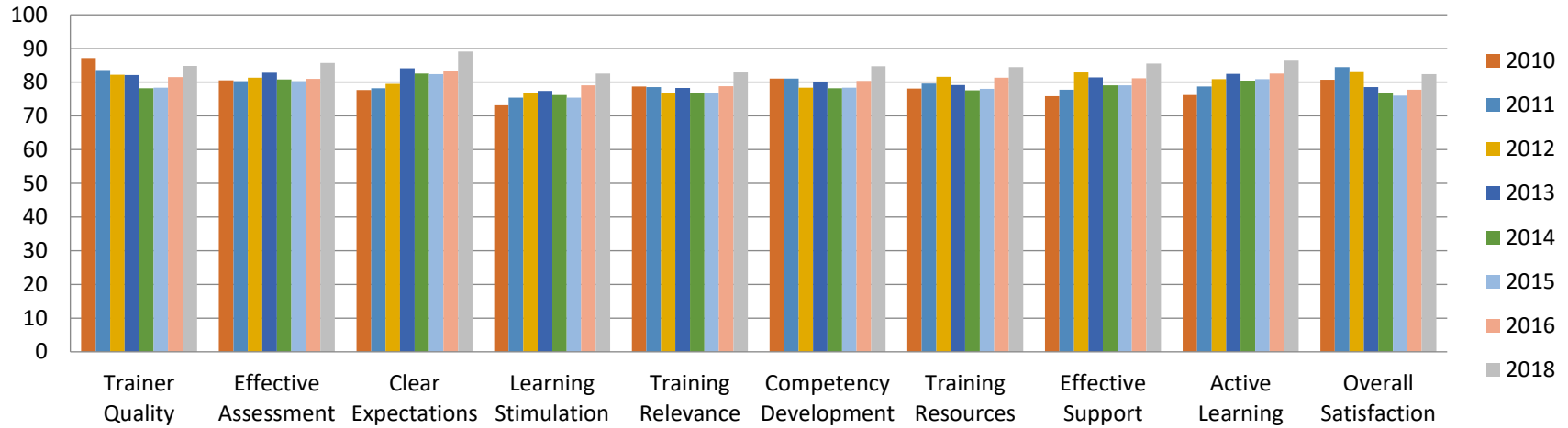
Results are provided for learners and/or employers depending on the data entered into SMART.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

Summary statistics

Scale	Learners			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	341	84.8	15.1	155	78.2	17.7
Effective Assessment	341	85.7	13.8	155	81.2	16.4
Clear Expectations	341	89.1	13.6			
Learning Stimulation	341	82.6	15.8			
Training Relevance	341	82.9	16.8	155	80.5	15.9
Competency Development	341	84.7	14.5	155	81.8	15.5
Training Resources	341	84.5	16.1	155	81.4	15.8
Effective Support	341	85.5	15.9	155	80.7	15.8
Active Learning	341	86.4	15.0			
Overall Satisfaction	341	82.4	15.8	155	82.2	17.8

Learner Average Score

Employer Average Score