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	311	276	89%
Employer satisfaction	287	96	33%

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 rates have increased from past years; but a lower volume of surveys were issued.

Overall feedback results, variation ranges and types of comments in the responses were however consistent with past results.

Section 2   Survey information feedback

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

Overall results and specific elements in the survey remained high with consistent results compared to past years.

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

The survey feedback (and particularly analysis of the comments) shows that we were successful with our efforts to maintain our performance at our traditionally high levels in all survey components. This is a very positive result given the changes to processes needed under various programs, the growth in student and client numbers, and associated growth in College staff.

Student comments highlight that they like the online delivery system "Webclass" as its easy to use and gives them quick access to learning resources and results.

The other main area of student comment was the high standard of support they received from their trainers. This continued to be a highly rated aspect. This is even more significant given the commencement of a number of new College training staff. This reflects positively on our internal trainer induction system and processes.

Section 3   Improvement actions

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

It was noted from feedback that students prefer to keep the same College trainer for the duration of their enrolment. As this is sometimes not feasible due to staff absences, resignations or new staffing levels, the approach has been to ensure students are introduced to their new trainer and explained why a change was needed. A greater focus has been placed on ensuring students are aware of their "team of trainers" who can asist them.

Areas of improvement suggested by students still tended to relate to minor issues in learning resources. Closer examination indicates that these comments relate to the "older" resources in use by students undertaking their courses over a longer than normal timeframe. Therefore a new process has been trialled of contacting students to determine if a move to the newer learner resources would suit them, rather than just issuing newer materials to new students.

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

Student and client feedback data can be analysed as received - so it is possible to quickly test changes and determine if they have been effective.

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'.

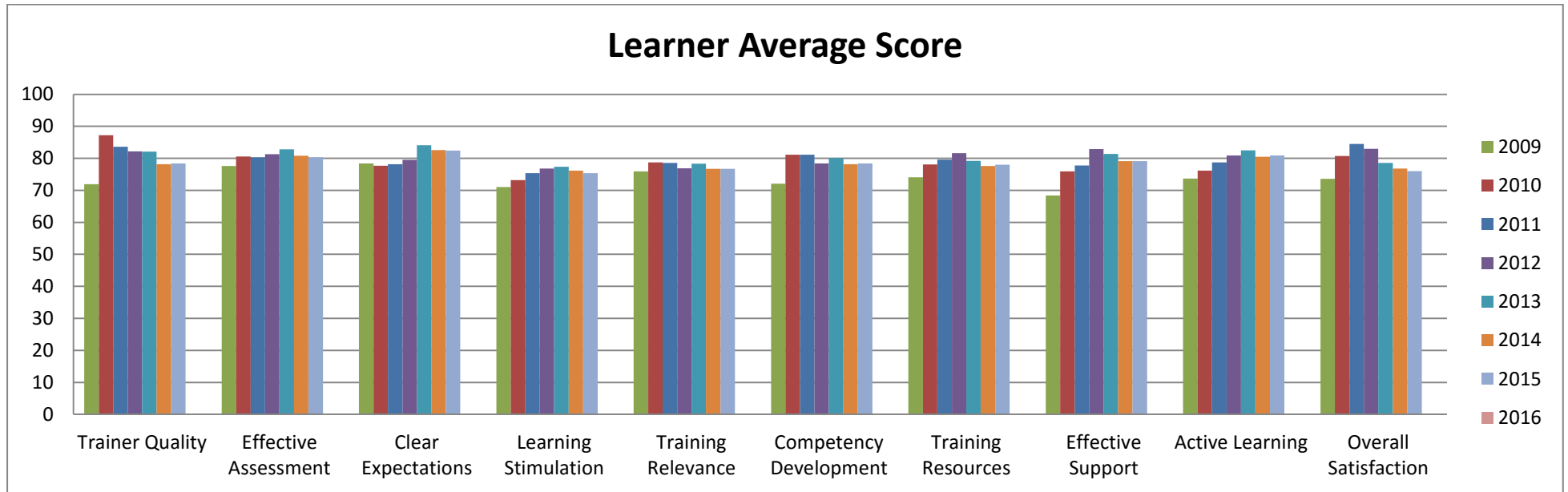Results are provided for learners and/or employers depending on the data entered into SMART.

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	276	78.4	19.0	96	73.7	15.6
Effective Assessment	276	80.3	18.6	96	74.7	15.9
Clear Expectations	276	82.4	18.7			
Learning Stimulation	276	75.4	20.2			
Training Relevance	276	76.7	19.5	96	74.5	15.1
Competency Development	276	78.4	18.4	96	75.2	15.9
Training Resources	276	78.0	19.5	96	75.0	15.4
Effective Support	276	79.1	20.5	96	72.8	15.3
Active Learning	276	80.9	19.4			
Overall Satisfaction	276	76.0	19.7	96	75.6	15.7

The National Quality Indicators survey students across 9 areas and have an overall satisfaction rating.

ACCM is proud of its consistently high results across all areas.

Learner Average Score

Legend: 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016

Categories: Trainer Quality, Effective Assessment, Clear Expectations, Learning Stimulation, Training Relevance, Competency Development, Training Resources, Effective Support, Active Learning, Overall Satisfaction

The National Quality Indicators survey employers across 6 areas and have an overall satisfaction rating.

ACCM is proud of its consistently high results across all areas.

Employer Average Score