Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tr>
<td>20829</td>
<td>Victorian Institute of Technology Pty Ltd</td>
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Section 1 Survey response rates

<table>
<thead>
<tr>
<th>Learner engagement</th>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>850</td>
<td>536</td>
<td>63%</td>
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<tr>
<td>Employer satisfaction</td>
<td>75</td>
<td>42</td>
<td>56%</td>
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Trends of response statistics:

- The overall response rate is 63% for learners and 56% for employers.
- Majority of the respondents are international learners aged 20 to 35 and the remainder are domestic leaners from a various backgrounds.
- The students participating in the survey represent Hospitality, IT, English and Business related courses from Certificate I to Advanced Diploma level.
- The responses from learners and employers are good when compared to the previous year. There is a notable improvement in both the learner and employer satisfaction.
Section 2  Survey information feedback

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

- Learners appeared to be very happy in general. We had a lot of good feedback on the recent upgrades to the Institute, including upgraded classrooms, new student library and breakout facilities, and improved computer access.
- Majority of the employers appreciated the flexibility of the training and the experience of our trainers.
- Our unexpected feedback was about minor administrative issues which have been mostly resolved.

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

- We had a very positive response overall, which indicates that a number of initiatives that have been implemented in the last 12 months are successful.
- We are also working hard to improve our student experience on a constant basis.

Section 3  Improvement actions

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

- The feedback has been logged into our continuous improvement register and acted upon immediately where possible.
- Some examples include setting up an online Moodle for our students, giving more access after class times to trainers, and installing new data projectors in all of our training rooms for a better learning experience.

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

- By continuing to collect the feedback from learners at the end of every stage/study period and analyse that feedback.
- Create an action plan with possible time frames to ensure that responsible persons are nominated and empowered to act on the changes that are required based on the feedback response.
- Continue to ensure that VIT trainers and assessors are informed in staff meetings about the above objectives.
- Evaluate the effectiveness of all these elements in management meetings and internal audits.