



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21765	Yarrowonga Neighbourhood House Inc.

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	431	431	100
Employer satisfaction			

Trends of response statistics:

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

We have received a much higher number of completed surveys this year after changing our way of distributing and collecting surveys. Handing out surveys at the end of the course before the students leave seems to be the better option.

Response rates were very good this year up from 96% to 100%



Section 2 Survey information feedback

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

Most students provided good feedback about the course, content and their tutors. There were some comments about not having a good understanding of how much work would be involved. Some students also felt improvement was needed in the running of virtual classes.

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

We believe most students are satisfied with the courses we offer. However our organisation need to put more emphasise on the workload required to complete our courses.

Section 3 Improvement actions

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

We have changed our virtual classroom platform and it seems to be more stable and we have received an excellent result because of this. Students are more engaged and logging on weekly needing little support and assistance. Whilst we fully inform the students during induction of the approximate number of hours per week required to complete the course and other information about the workload, we now also inform them during the Pre training review to ensure that this is emphasised.

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

By continuing to monitor student feedback and completing class in progress surveys. We will also continue to monitor attendance at virtual classes to ensure platform is meeting needs.