

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21870	Queens Group Pty Ltd

Section 1 Survey response rates

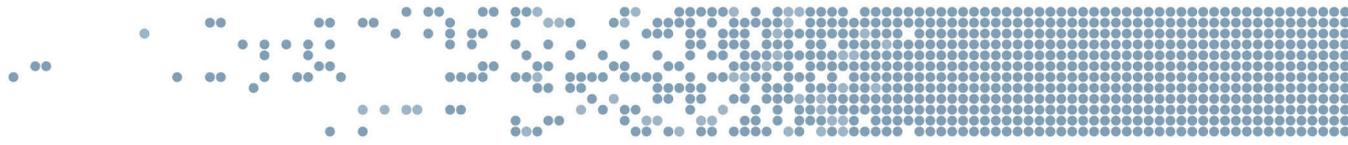
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	495	285	57%
Employer satisfaction	N/A	N/A	N/A

Trends of response statistics:

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

The majority of responses were from students in the Business courses, aged 25-34 years.

We had a considerable improvement in the response rate compared to last year.



Section 2 Survey information feedback

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

A very strong majority (85-90%) of students provided positive feedback across all aspects of the training delivery and student support services.

Some students felt that some of the assessment tasks were too complicated and repetitive.

A number of students requested a facility for online submission.

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

The survey results showed a good improvement from last year, which reflects our stability and commitment to quality and resources.

They provided positive feedback about the dynamic training activities and the trainers.

They enjoy working on projects in groups, and the active learning model.

The feedback showed a positive trend compared with previous years across most categories of the survey.

Section 3 Improvement actions

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

We have analysed the feedback received from the learners.

We are currently implementing an online Learning Management System to improve student access to learning and assessment materials.

We are constantly improving and reviewing our learning and assessment materials.

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 to ensure that responsible persons are nominated and empowered to act on the changes that are required based on the feedback.

Evaluate the effectiveness of all these elements in management meetings and internal audits.