Australian Government
Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4112	Acknowledge Education Pty Ltd

Section 1   Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1800	768	43%
Employer satisfaction	50	18	36%

Trends of response statistics:

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

As per previous years most our our VET students were completing Hospitality courses, being the Certificate III in Commerical Cookery, Certificate IV in Commercial Cookery, Diploma of Hospitality Management and Advanced Diploma of Hospitality Management. the response rate in both the Diploma oand Advanced Diploma were above 80%, whereas the Certificate II and Certificate IV in Commercial Cookery were around 20%. The Advanced Diploma of Business also had a very good response rate of 80%. The highest response rate occurred in the Advanced Diploma and Diploma was most likely because they are exit points of our college, where as the lower response rates of Certificate III of and Certificate IV of is most likely because these students are continuing their studies.

Section 2   Survey information feedback

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

As per previous years, our strength continues to be in the quality of trainer that we employ. Most responses relating to trainers were agree or strongly agree. Our facilities also rated well. This was expected, given the investment we made in our new training facility and our new campus at 168 Exhibition Street Melbourne.

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

The feedback tells us that overall we are providing a good qualitry education service to our students and performing well. Our trainers performed particulary well, which is pleasing.We reviewed many of our training materials late 2016 and early 2017, and this is reflected in the positivity towards our training resources.

Section 3   Improvement actions

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

We have invested in additional computer labs and strengthened our student support services.We have also introduced new technologies into the classroom to better facilitate learner engagement.

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

We continue to conduct end of term internal surveys to monitor any issues that of concern to students, so that we are able to address them in a timely manner. We have a fortnightly program meeting comprising of program heads, administration, student services and compliance to identify and relove issues that have arisen.