



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3687	The Centre of Excellence Pty Ltd

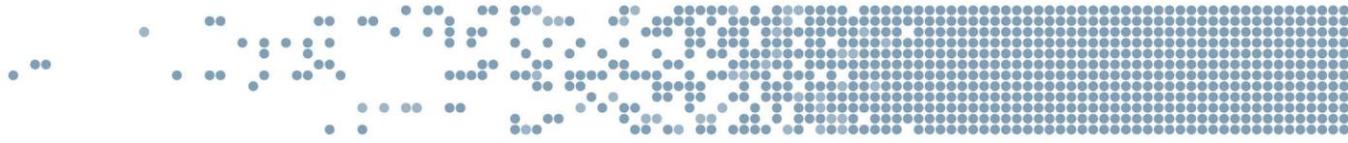
#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	185	125	67.56
Employer satisfaction	12	5	41.66

#### Trends of response statistics:

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

Response rate from students improved from previous year. However, it is difficult to get more response rate from employers as they are being bombarded with too many surveys and is reluctant to participate in any new ones.



## Section 2 Survey information feedback

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

Most of the student feedback were good. There were a few suggestion about improved areas within the campus. Some students expressed that there is more paperwork in the new training package and they have been advised as it is the requirement of the training package. Students provided good feedback about RTO duty of care and the standard of teaching and student support.

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

The survey feedback tells about the good work with the organisation is doing. There are a few areas which needs to be looked at and the management has taken appropriate steps to make those improvement.

## Section 3 Improvement actions

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

Necessary changes in the infrasturcture was done. A new Kitchennette was built for students and staff so that they could warm up their food and also make tea/coffee. Negotiation with the landlord and real estate began and a deal has been struck for new paint/work required for the front of the building. More new equipment/tools and resources were purchased as per the requirement of the new training package.

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

Discussion with students and staff are effective means for management to find out about the new changes. Internal survey of students were also done to see the effectiveness of the new changes and requirement o any new ones. Campus visits by industry representatives play a crucial role into organisation facilities and points out the need for continuous improvement.