



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
110070	Australian Careers Institute Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	559	559	100
Employer satisfaction	17	17	100

Trends of response statistics:

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

Response rates for LQs were in keeping with prior years. For this data collection, EQs were administered over telephone and email which improved the response rate compared with prior years.



Section 2 Survey information feedback

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

Feedback from employers was again strong and included:

- Massage: graduates have better knowledge than those from other institutions we have recruited from
- Aged Care: contact from Career Agents is great; course materials and assessments are really good
- Fitness: students have broader knowledge and greater depth of understanding than others we have had on work experience
- Child Care: on-the-job Sage Assessors are amazing; students are great in the workplace

Both Aged Care and Fitness employers said they would benefit from an employer briefing session in respect of work placement requirements.

Learner feedback indicated that the best aspects of the course included:

- Campus facilities
- Opportunity to meet new people
- Practical, hands-on classes
- Knowledgeable and skilled Trainers
- Great learning environment
- Requirement for workplacement
- Connection to industry through career recruitment nights, Career Agents, career websites, industry events
- Flexibility of timetables to accommodate changing needs

In terms of opportunity for improvement, learners felt they could benefit from:

- Printers and access to photocopiers
- Updates to textbooks to include regional specific information (specifically in child care)
- Access to online resources for home study
- Longer inductions to the workplace

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

The organisation is performing well, and enjoys good relations with industry and is valued by its students. As it expands it should ensure it continues to consider the diversity of learners' abilities and needs, and adjusts practices to suit its learners.

Section 3 Improvement actions

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



Sage is a specialist on-campus provider. Opportunity exists to explore ways to support learners outside of the classroom more, through online resources that supplement but not replace the face-to-face delivery and other ITC means. Sage will look to further develop its workplace training and information to enhance the experience of both industry supervisors and learners. In respect of the inclusion of regional specific information in Child Care texts, these updates have been logged for future textbook updates and all other delivery resources have been updated to include regional specific information.

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

Sage will continue to monitor and collect feedback from students, trainers and industry to ensure it is addressing any concerns, and opportunities for improvement will be discussed and monitored at regular team and management meetings.