

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21282	Academies Australasia Polytechnic Pty Limited

Section 1 Survey response rates

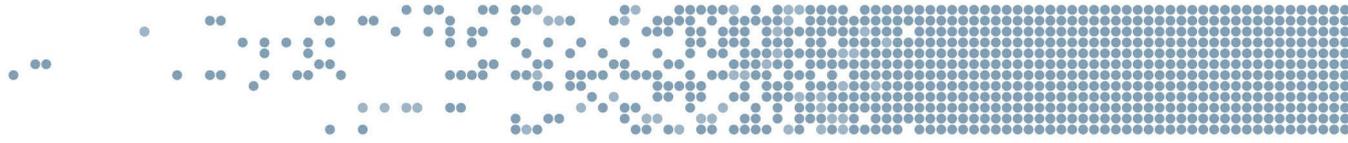
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	458	391	85.4%
Employer satisfaction	11	11	100%

Trends of response statistics:

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

As reported in the 2017 return, we improved our data collection processes. The response rate increased from 42.1% in 2016 to 86.9% in 2017. As a result, all Fields of Education returned stronger survey participation, with the lowest (Information Technology) of 67.7% to a high of 100% in Society and Culture.

Participation and response from Employers also increased from 2 in 2016 to 11 in 2017.



Section 2 Survey information feedback

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

In 2017, the largest graduating cohort was from Food, hospitality and personal services, followed by Information Technology. The RTO's Overall Satisfaction score (Learners) for the reporting period was 78.4% versus 75% in 2016. Overall Satisfaction score (Employers) for the same period improved from 83.3% to 87.9%.

The qualitative comments were generally favourable, highlighting satisfaction in training, facilities and resources.

We note that there were more female graduates in 2017 compared to males and more students in the younger age groups - 24 and below. The expectations from these younger student cohort should inform the design of our training and assessments.

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

In all the survey areas (from Trainer Quality to Active Learning), the satisfaction scores were 77% and above. These scores suggest that AAPoly's performance, across all the areas that were important to students, is consistently strong.

Feedback/comments provided in the report confirmed our learners' satisfaction of our trainers' quality, delivery accessibility and professional behaviour. Several individual trainers and faculty staff were given special mention and recognition for their training quality, diligence and student-centred approach.

Employers feedback suggest that our students, while on work-based training, were well-prepared and properly trained. Students on work-based training for Cert III and Cert IV Commercial Cookery have placements in four and five-star hotels.

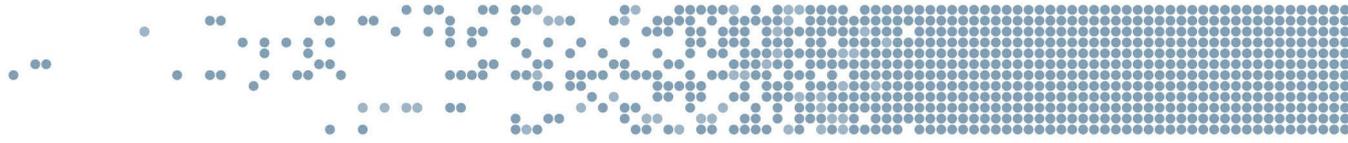
Section 3 Improvement actions

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

Through 2017, the facilities in the Institution have improved. Improvements include new computers in the computer labs (80 computers replaced), Wifi services upgraded in Swanston St. campus; in the Library additional electronic resources available online. Facilities in the training kitchen were upgraded (presentation plates, mixers, cooking equipment). For Bourke Street campus, students can watch current affairs on TV in the Student Lounge and enjoy outdoor recreational facilities during the warmer months.

Extensive industry consultations were conducted during 2017/2018, improving our training and assessment strategies and the currency of our training approach. Training methodologies and assessment designs were extensively validated by practitioners and qualified trainers, ensuring that our courses are industry-relevant, contemporary and engaging the students.

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



Student evaluations are conducted at the end of each term, to inform the training and assessment designs. These student feedback mechanisms will serve as indicators to monitor the effectiveness of improvement initiatives. Industry validations and site visits will continue to inform the continuous improvements and currency of training and assessments.