

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	235	109	46.4%
Employer satisfaction	2	2	100%

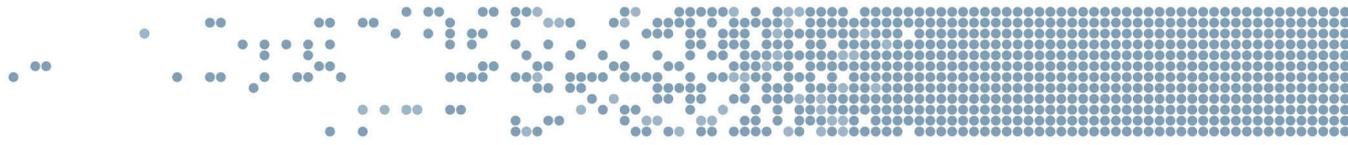
Trends of response statistics:

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

Each AAPoly Vocational Programs graduate was required to complete the Learner Engagement Survey Form upon course completion and issue of Testamur throughout the 2016 reporting period.

The RTO's Learner Engagement Survey response rate was considerably lower than the previous years' Quality Indicator reports.

The lower response rate was in part due to a change in the collating and collecting process of the Learner Engagement Survey feedback data during the 2016 reporting period.



Section 2 Survey information feedback

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

The Management and Commerce Discipline was the largest graduating cohort. Further, during the 2016 reporting period, the RTO's first Commercial Cookery cohort since the 2011 Quality Indicator Report, graduated.

The RTO's Overall Satisfaction score (Learners) for the reporting period was 75.0%. This was a variance of 11.11% and decrease from the 2015 AQTF Indicator Report Overall Satisfaction (Learners) score of 86.11%. This figure has likely been impacted by the lower response rate in 2016.

The Learner Engagement Survey feedback data can be viewed as a quantitative summary for the reporting period with consistent average percentage result of 75% indicated in all key performance areas.

Employer Survey data was consistent with an average score of 83.3% in all reporting fields.

The quantitative survey feedback received was as expected with no major unexpected or compelling concerns raised or identified with the exception of the lower than expected response rate.

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

The RTO's highest average scores were in the student-centred areas of 'Trainer Quality', 'Training Relevance' and 'Active Learning'.

Feedback provided in the report confirms our learners' satisfaction of our trainers' quality, delivery, accessibility and professional behaviours.

Practical delivery elements included in the RTO's Training and Assessing delivery was consistently commented on as being an asset; hence the increase in the 'Active Learning' and 'Training Relevance' KPI scores.

Several Individual trainers and Faculty Staff members were given 'special' recognition and praise throughout the Survey data, for their diligence, commitment and student-centered approach.

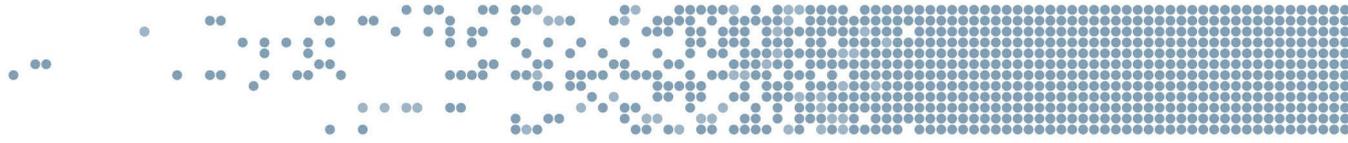
The RTO's facilities were consistently referenced as favourable or appropriate with minor comments referencing a further need to increase computer facilities and technology, notably new software, options.

The compelling concerns, feedback and low average facilities score from the 2015 Quality Indicator Report, were addressed through corrective actions and changes to infrastructure implemented.

Worthy of note in the 2016 Quality Indicator Report is the trend reversal for the RTO's lowest score for the previous two reporting periods, 2014 and 2015 - 'Active Learning' - which has now become one of the RTO's highest score indicators.

Furthermore for the reporting period the RTO was able to access and engage Industry in the reporting process. Employer feedback was positive and encouraging.

Finally there is always scope for improvement in all key performance areas and the RTO will review in detail each indicator field as best practice and as part of the RTO's monitoring of the quality indicators, continuous improvement and quality assurance processes.



Section 3 Improvement actions

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

An important corrective action required is to improve the lower than anticipated response rate. This has already been actioned and a new process of collecting and collating the Learner Engagement Survey data has been implemented which should see significant improvement in response rate for 2017 reporting period.

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

Key strategies:

Quarterly checkpoint - after every academic term, the number of Learner Engagement Surveys completed versus the number of graduating students will be reported, to ensure that the revised data collection process has improved the response rate.

Qualitative feedback from the Learner Engagement Surveys will be discussed at scheduled Faculty department meetings for continuous improvement.