



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3730	Continuing Education and Arts Centre of Alexandra Inc

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	60	41	68.3%
Employer satisfaction	17	14	82.4%

Trends of response statistics:

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

Of the student cohorts, the Certificate IV in Outdoor Recreation, course provided the highest response rate with 17. Then it was the Diploma of Outdoor Recreation and Certificate III Education Support with 9 responses each.

Certificate IIII Disabilities and Certificate III Aged Care provided the lowest response rate with 4 and 2.

Compared to the previous year, it differs as Certificate III Education support has gone from providing the lowest response rate to the equal top response rate.



Section 2 Survey information feedback

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

EXPECTED

Students enjoyed the training, having the classes with fellow students to get ideas and feedback. Trainers providing hands on, practical training and relevant information to work places.

Unexpected

Certain choice of trainers inadequate for groups of students- Personality clashes .

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

That CEACA has professional, quality trainers that provide practical training.

That the CEACA location and facilities are suitable for supportive student learning.

The general size of our classes are beneficial for creating a positive and supportive learning environment for students who are first time learners or returning to learning.

Access to trainers outside of class time was appreciated by students as was the flexible and personalised nature of the training

Section 3 Improvement actions

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

Learner resources and materials have been updated and redeveloped to align with student requirements and current industry practise.

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

We will ensure that regular mentoring of student work and trainers knowledge. Changes will be made to the delivery methods to strengthen employer involvement and ensure work based experience are provided within the industry.