Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tbody>
<tr>
<td>21838</td>
<td>Hays International College</td>
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Section 1  Survey response rates

<table>
<thead>
<tr>
<th></th>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates = SR *100 / SI</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>47</td>
<td>26</td>
<td>55.3%</td>
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<tr>
<td>Employer satisfaction</td>
<td>10</td>
<td>5</td>
<td>50%</td>
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Trends of response statistics:
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

EAL and Marketing students have higher student response rates with zero employer response rate. We have better employer response rate for Aged Care courses. This is because most of our students are able to find some casual work in the nursing home after the work placement.

The response rate for 2014 is less compares to 2013. This was because the new staff didn't followup with the students to encourage them to provide the feedback. We are taking measure to improve the response rate for 2015.
Section 2  Survey information feedback

What were the expected or unexpected findings from the survey feedback?
Students are happy with the trainers and the student support services. A few students hope we can have better payment options for them. Some students want us to provide better networking services.

What does the survey feedback tell you about your organisation's performance?
Our College has performed well in providing quality education and support services to our students. We still need to improve our internet speed and employment networking services. We will try to provide easier payment plans for students who face financial problems. Anyway this number is very small.

Section 3  Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?
As there is no major issues or areas of concern based on the feedback, we will continue to try to improve our services and resources.

How will/do you monitor the effectiveness of these actions?
We plan to have more meet the student sessions to discuss about strategies to improve our services. We will get further feedback from the students concerning the effectiveness of these strategies.