



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21838	Hays International College Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	68	68	100%
Employer satisfaction	12	12	100%

Trends of response statistics:

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

Hays International College has analysed the response statistics from previous years as follows :-

2014 - Learner engagement surveys - 55.3 % Employer satisfaction survey - 50 %

2015 - Learner engagement surveys - 100 % Employer satisfaction survey - 100 %

The higher response rate is due to the fact that all the surveys were given out in class to students at the end of the course and employers at the end of the workplacement. This meant all groups achieved a response rate in excess of 85% when students and employers were asked to volunteer to fill in the survey.



Section 2 Survey information feedback

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

The Learner Engagement and Employer survey has a 4 point scale as follows:

1 = Strongly Disagree 2 = Disagree 3 = Agree 4 = Strongly Agree

Hays International College had determined a 2015 target of achieving a response rate of averaging at least 3 points or above for all qualifications on its Scope of Registration across the 4 Key Quality Performance Standards; and it is pleasing to report that again Hays International College has achieved this target for all qualifications in 2015.

The actual response for the 4 Key Quality Performance Standards rates for 2015 are set out below:-

Average Response Rating :- 1 - Indicates min 4 - Indicates max

Standard 1 – Training Quality Responses 3.18

Standard 2 – Job / Work Readiness Responses 3.21

Standard 3 – Training Conditions Responses 3.2

Standard 4 – Learning Engagement Responses 3.18

Employers feedback suggested that they were satisfied with quality of training provided by Hays International College. Their feedback suggested that students have sufficient knowledge and skills to perform the duties required and training provided by Hays International College reflected current practices. A few of them suggested students to improve their time management skill which comes with due course in their job roles while employed.

Students feedback suggested that they were happy with the training they received.

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

The survey feedback suggests Hays International College is performing reasonably well based on the outcomes of the learner and employer questionnaire feedback. Again in 2015, feedback indicates that Hays International College drive for continual improvement in the provision of educational services to its students is being recognised and appreciated.

This is being reflected across all of Key Quality Performance Standards to such an extent that Hays International College has been able to again achieve its performance target of averaging 3 or above for all responses across all 4 key Quality Performance Standards for all qualifications on its scope of registration in 2015.

Section 3 Improvement actions

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

In line with Hays International College (HIC) approach to continuous improvement, under the direction of Management, HIC intends to adopt the same vigorous approach to continuous improvement during 2016 and beyond. HIC conducted Quarterly Continuous Improvement Meeting monitored and reviewed the responses given by learners and employers. Trainers were given the findings and told to incorporate the feedback from the students



and employers for continuous improvement so that HIC is able to maintain a high level of quality in the provision of educational services. The student responses for 2015 indicate that HIC has been able to sustain its approach to quality as perceived by its management. HIC intends to address time management skills in students by incorporating different assessment techniques in their training and assessment.

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

HIC Management continuously reviews the effectiveness of all its educational products and services in line with its Continuous Improvement & Quality Assurance Policy and Procedures; which will continue during 2016 and beyond. The trainers will continue to monitor students' time management skills by measuring their efficiency to finish allocated tasks on time. It has implemented an annual continuous planning schedule and monitors the effectiveness and implementation through Quarterly Continuous Improvement Meeting along with Staff meeting, reviewing academic progress and results of learners which provided the responses to see if their standard of achievement has risen due to the instructions given to the trainer by their Course Coordinator and also through HIC internal evaluation student feedback forms and employer survey forms