



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21838	Hays International College

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	9	9	100 %
Employer satisfaction	5	5	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 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 %

2016 - Learner engagement surveys - 92.3 % Employer satisfaction survey - 100 %

2017 - Learner engagement surveys - 100 % Employer satisfaction survey - 100%

The response rate for 2017 is very high this can be due to the fact that we have very few students at this moment so we are able to follow them up easily. All the surveys were given out in class to students and employers at the end of the workplacement. All groups achieved a response rate in excess of 85% when students and employers were asked to volunteer to fill in the survey.

The response rate from employer also remain the same. We are still using the same strategies as last year in order to maintain the response rate.



## Section 2 Survey information feedback

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

Students said that our training helped them to develop the relevant skills and knowledge. Our work placement had also helped them to gain new experiences and enabled them to apply what they had learnt in actual work situation. Below is a summary of their feedback :-

Students said that their communication skills have improved through group discussions. They are happy with our training resources and the skills and knowledge of our trainers.

Students also say that our trainers are very helpful and approachable. The lessons are interesting and our trainers have prepared them well for the workplacement.

Some students wanted more variety in the delivery techniques.

All employers said that our students have sufficient knowledge and skills to perform the duties required. They also believed that our training have enhanced students' attitude in the workplace.

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

Hays International College has done well in providing training for our students enabling them to work successfully in the relevant industries. Our students not only have current knowledge and skills needed by the industries, they also have very good work ethics. The feedback from students and employers had been very encouraging for us to continue to improve our performance.

## Section 3 Improvement actions

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

HIC will continue to apply the same vigorous approach to continuous improvement during 2018 and beyond. HIC conducts regular meetings with staff to monitor and review the responses given by learners and employers. Trainers and supporting staff have acted based on the feedback from the students and employers.

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

Hays International College has continued to use the approach through its annual continuous improvement planning schedule and meetings to monitor the effectiveness. HIC also reviewed students' academic progress and the feedback from students and employers to monitor the effectiveness of the actions taken.