Australian Government
Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40936	VASS College of Vocational Education

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	68	45	66%
Employer satisfaction	0	0	

Trends of response statistics:

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

Majority of students in the Education support course had stated that they would like the course work to be more simplified as assessments were spread out through various documents which made the coursework repetative.

Individual support students requested for assessments to be available online and for more visual aids to be accessible throughout the course.

More students chose to participate in this report and a lot of students were vocal about the assessments at the College.

Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?
Expected Findings: Satisfactory facilities at VCVE; Knowledgable Trainers; good learning environment; Right amount of support from the trainers; staff are respectful of background and needs; useful feedback provided to the student about their assessment. Students were happy to be back to face to face learning. Unexpected Findings: Students were interested in online assessment. this was unexpected as in the past many students preferred written materials, however our College has had an influx of younger students who are used to computer and electronical forms of work and communicayion.

What does the survey feedback tell you about your organisation's performance?
The survey feedback suggests that the College has been consistent with its students, especially through means of support and providing quality training. Students have particularly expressed their satisfaction with the one on one training provided to them and extra student support classes available throughout their course.

Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?
Review of Education support materials. Workload to be reduced and paperwork to be combined with similar documents that are distrubuted to both trainers and students throughout the course. Visual aids to be added into the learning material. Online learning to be made available to students who are interested in studying via electronic or remote means.

How will/do you monitor the effectiveness of these actions?
The College will respond to student feedback as part of its commitment to the continual improvement of the student learning experience. In addition student feedback will be used to a) evaluate and enhance teaching effectiveness; b) improve the quality of subjects and course, and; c) inform College decisions about enhancements to learning resources, facilities, equipment and services. All changes and outcomes implemented as a result of this feedback will be monitored through Validation and Moderation activities in order to evaluate how effective the changes are. Students will also be re-surveyed to see the impact of the change that has been introduced due their original feedback, to judge the effectiveness of the step taken on this matter. All outcomes from student feedback and validation/moderation suggested actions form part of the Continuous Improvement Program at the College and remains a standing agenda item of all meetings of the RTO.