

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22205	Acumen Education Pty LTD

Section 1 Survey response rates

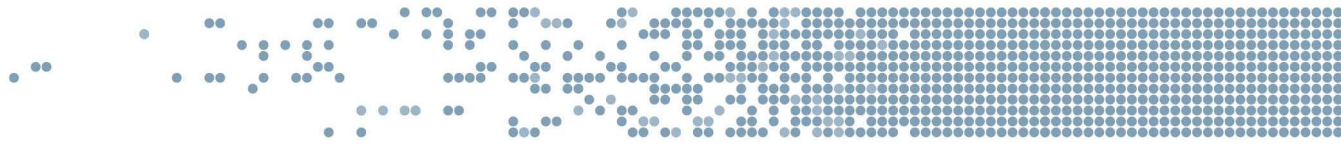
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	316	235	74.1%
Employer satisfaction	NA	NA	NA

Trends of response statistics:

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

The survey is now administered under the supervision of a student support officer to ensure better coverage. Response rates moved up from 72% last year to 74.1% this year. We continue to focus on this aspect since feedback from students forms one of the integral part of our continuous improvement actions.

Approximately 80% of survey responses came from Automotive and Business course students. We plan to continue providing support to all our non english speaking background students to facilitate increased response rates. Students from other streams like hospitality and Accounting are also being encouraged to provide feedback.



Section 2 Survey information feedback

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

Expected Feedback

Students are happy with the over all aspects of teaching and related methodologies. Some are particularly happy with their trainers and some are happy with the increased online content that is now made available through our in-house moodle. Students continued to express their satisfaction with the turn around time of our student support officers who work with them to sort any and every issue the students might have.

Unexpected Feedback

Some respondents felt that practical resources for automotive workshops (simulated environment) needed improvement. Student feedback was positively worked upon and improvements have been made to our existing workshop facilities

Some of the respondents felt the need to understand referencing process better in order to assessments.

Few students suggested if they could get support and guidance for resume writing and enabling them to be future ready.

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

97% of our students have said they would be happy to recommend acumen education to others which is evident from the increased numbers in last one year.

97% of students agree or strongly agree that their courses would prepare them well to face the challenges at work.

96% agreed that the training had a good mix of theory and practice.

94% of students were happy with the training facilities and materials provided

We continue to encourage student feedback which inturn helps us improve various aspects of our academics & administration.

Section 3 Improvement actions

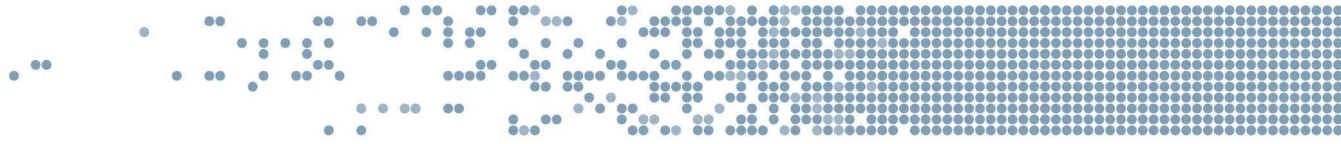
What preventive or corrective actions have you implemented in response to the feedback?

Acumen has made improvements to the automotive workshop in response to the student feedback by upgrading facilities and bringing in the required resources which were needed for students to have a good practical learning experience.

Automotive units have now been realigned keeping in mind the different vocational outcomes in response to student, trainer feedback and Industry consultation

Resources expansion like adding new computers was done keeping in mind the growing needs of our students

Some of our students needed extra support with ensuring referencing from external sources is done the right way without stepping on plagiarism, which is when our support staff spent time with students to make them aware of right referencing practices



Acumen plans to include resume builder wizard on the website which could help students give a head start with resume writing techniques preparing them for the future.

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

We shall continue to review the progress made in our continuous improvements meetings. We will also continue to collect formal and informal feedback from all our stakeholders to improve the efficiency and effectiveness of overall operations.

Sensitizing all the staff members & providing regular trainings to understand ASQA's compliance requirement.

Review of training and assessment strategies would be done on regular basis in order to understand the changes to be implemented.