

# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22205	Acumen Education Pty Ltd.

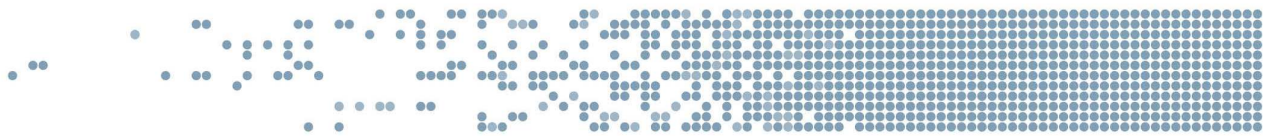
#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	600	453	75.5%
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)

Acumen Education continues to administer the student surveys online which gives the necessary independence to the students to provide valid and fair feedback. Student support officers have ensured necessary support wherever the students needed to facilitate smooth provision of feedback. Response rates continue to stay healthy at 75.5% up by 1.4% from last year. This process is working well as the survey response rate has not dropped with the increase in survey sample. This year we have sent 50% more invites to our students compared to last year considering the increase in student population



## Section 2 Survey information feedback

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

#### Expected Feedback

Students are happy with the overall approach of training and assessment methodologies that are being followed at acumen education. Most of them are particularly happy with their trainers and the increased focus on practicals both in workshop & Kitchen that keeps the students engaged in automotive and cookery courses. Students continue to express their satisfaction in dealing with the administration team who help with all non academic related aspects.

#### Unexpected Feedback

Some of our students felt they needed more hands on practicals.

For hospitality stream, student feedback has been worked upon and appropriate amendments have been made to ensure they have access to the kitchen and for extended time outside their class hours for them to get more hands on experience. Additional staff have been employed to cater to the requirement.

For automotive stream, trainers ensure the students gain necessary skills prior to being assessed. Additional support is being provided to students facing difficulties.

Workshops & Kitchens are updated on a regular basis for the student to be exposed to most recent changes in their respective fields.

Some feedback indicated gap between the students and their student support officers and this was answered by conducting information sessions and one on one sessions between students and the student support officer. The follow through of the actions taken based on the feedback was effective.

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

96% of the students said they will be happy to recommend the training organization to other students, which is very important for us and acumen has always prioritized students welfare over everything else

More than 95% students said the training had a good mix of theory and practice

90% of the students said they received useful feedback on their assessments

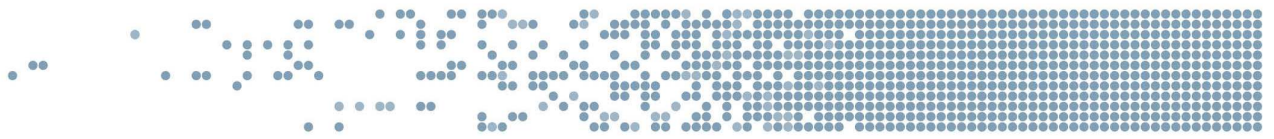
More than 90% of students said the training prepared them well for work

## Section 3 Improvement actions

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

The student support staff have been given additional training for them to be better equipped to answer the student's queries and to help them in the best possible manner.

The hours of training have been altered based on the feedback such as extra practical sessions on the weekends and additional workshop assistants to help students.



Students facing difficulties in gaining necessary skills are also being encouraged to discuss the difficulties with their assigned student support officers and trainers and assessor. Additional support is being ensured.

Enhancing the orientation sessions at the beginning of the course.

Improving the mode of delivery of the pre enrolment information to the students to ensure they take a more informed decision while enrolling.

Early intervention procedure has been amended to ensure students at risk of falling short on their course progress are being helped at the right time.

Resource expansion like adding new computers, procuring new tools and servicing the existing tools for the workshop, were corrective steps taken to ensure we provide the best possible facilities for the students.

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

We continue to rely on student feedbacks and discuss the same during continuous improvement meetings. This allows us to ensure effective implementation of processes and ensure efficiency in running the operations.

Continuous improvement register is maintained that closely tracks the feedback we receive, the action acumen education has taken and the outcome from the actions. This is documented in detail to ensure effective execution and monitoring of the actions.

All proposed operational changes will consider the insights from feedbacks & suggestions received in the past to ensure an effective and informed decision taking mechanism is in place.