



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 | 1359 | 971 | 71.4% |
| Employer satisfaction | 0 | 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)

Survey Response rates improved to around 71% from the previous 60.11% as Acumen student support officers reminded students about the importance of filling surveys and providing feedback.

90% of survey responses received are from automotive and hospitality qualifications, and only 10% pertained to English and Business qualifications. Acumen discontinued offering EAL qualifications from March 2018.



Section 2 Survey information feedback

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

Expected Feedback

Students expressed satisfaction about the kind of support they received especially at orientation stage and during the course from their allotted student support officers who also monitor their course progress and provide support from time to time during the course.

Students were specifically happy with the practical training experience and the facilities provided by Acumen in hospitality training kitchens at Richmond and Sunshine Campus. Automotive students expressed satisfaction with the simulated equipment added in the workshop. Students also expressed that trainers and assessors at Acumen are very knowledgeable which makes the sessions interesting.

Unexpected Feedback

Some of our students felt that the assessment tools of hospitality are lengthy and option should be provided to submit typed documents in place of handwritten ones. Student feedback was considered and units of competency for Automotive and hospitality were validated during the year by enhancing the content, providing clarity of instructions for trainers & assessors and students.

During the year, some of the hospitality students were not happy with one trainer and assessor. Acumen received complaints related to specific practices by the trainer and took immediate steps to counsel him. The trainer was not receptive to the feedback and eventually left the organisation. The students continued to remain happy with the rest of the team.

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

The survey indicates that for the majority of students, the training provided met their needs and expectations. 90% of respondents confirmed that they developed the skills expected from the training and 91% agreed that the training focused on the relevant skills required.

85% students said they will be happy to recommend the training organization to other students, which is very important for us and acumen has always attached great importance to students welfare.

90% students continue to say the training had a good mix of theory and practice

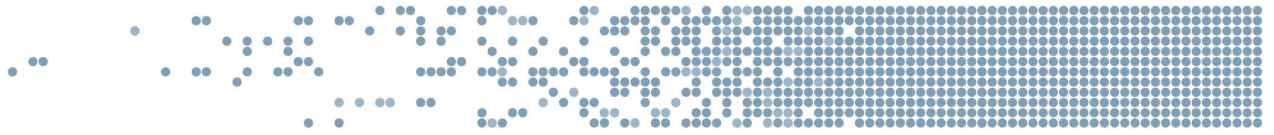
85% of the students said they received useful feedback on their assessment

All the above outcomes indicate that Acumen continues to maintain exceptional standards of service to our students.

Section 3 Improvement actions

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

Acumen always focusses on closing the loop of continuous improvement by seeking feedback, communicating it to



our team and taking action to rectify shortfalls, if any.

Acumen took the initiative to validate the training and assessment resources to remain compliant with the SRTOs as well as to provide enhanced training and assessment experience to our learners. More focus was placed on face-to-face training experience by providing sufficient training time, clear instructions to assessors on conducting the assessments and clear submission requirements set for students along with flexibility to submit typed documents instead of hand-written wherever practicable.

Acumen continued to develop and update in-house learning material to provide to the learners.

With regard to the complaint received against the trainer, Acumen has taken steps to counsel the trainer to improve the performance. The trainer was not positive about the feedback received and eventually left Acumen Education. We also took this opportunity to speak to all the trainers and set expectations that students satisfaction is of utmost importance for us.

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

Acumen continues to rely on staff and student feedbacks to improve our processes and resources and the same is discussed 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 helps us closely track the feedback we receive, the action acumen education has taken and the outcome of these 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 making mechanism is in place.