

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

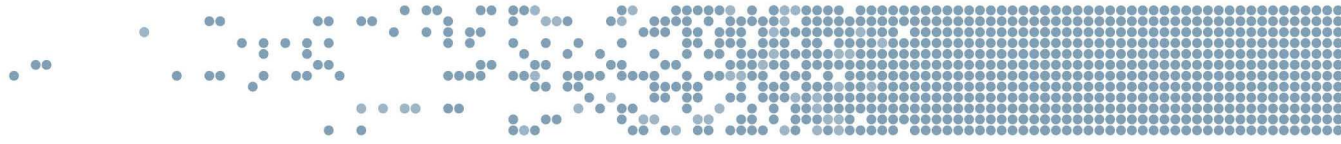
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	168	121	72%
Employer satisfaction	NA	NA	NA

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 was administered online through our website. The response rate has improved over the previous year. In order to achieve 100% response rate, the institute has planned to get the online survey done under the supervision of our student support officers.

The survey response was higher for Business courses students compared to Automotive. English students also took part in the survey but faced difficulties with their English levels. We plan to provide them with support in understanding the questions being asked and how to interpret them.



Section 2 Survey information feedback

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

Expected findings

Student feedback showed they were overall happy with all aspects of their courses from the staff, to the practical component. Students were generally happy about with the quicker response rates to enquiries and the relationship that they maintain with their student support officers and Trainers. Acumen staff responds to students within a day for all the enquiries whether by email or phone.

Unexpected findings

Some respondents felt that the learning resources should be provided online as that is the best medium of learning these days. This was a comparatively low figure but Acumen has made available the resources to English students via moodle and to Business students by way of e-mail. We hope to see further improvement in this area in future survey results as we have developed our learning materials further and are developing an in-house moodle to provide learning resources to students for reference purposes.

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

95.34% of students Agree or Strongly Agree that their courses prepared them well to face the challenges at work.

93.78% agreed that the training had a good mix of theory and practice.

94.66% of students Agree or Strongly Agree that they would recommend Acumen Education to others and would like to study future courses at Acumen which indicates the level of satisfaction from our students.

We feel that our institute is delivering the courses to the expectations of our students.

Section 3 Improvement actions

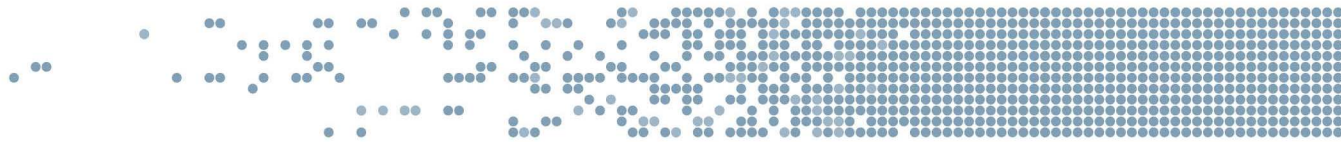
What preventive or corrective actions have you implemented in response to the feedback?

Acumen Education has provide learning resources online to English students, we shall continue to develop our online resources for all the courses and have an in-house moodle in order to facilitate an enjoyable learning experience.

Many comments were received on feedback on assessments and providing extra time for students who are not able to complete the course work on time. Acumen shall continue to make reasonable adjustments in order to accomodate students needs based on their situation and requirements.

Feedback from learners would be considered in implementing our continuous improvement program.

We shall continue to discuss the findings with our trainers in specific department continuous improvement meetings and also the strategies to make units and learning resources more engaging.



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

We shall monitor the effectiveness of these actions by placing and discussing the progress of the recommendations in our Academic continuous improvement meetings as well as administrative meetings.

Training and Assessment Strategies for all courses will be reviewed at regular intervals in order to determine the triggers for changes to be implemented.

We shall continue to seek feedback from the learners. We shall ensure concerns are recorded and properly addressed. The learners are encouraged to fill in the satisfaction surveys upon the completion of the training program and this will be administered in the presence of student support officers in order to ensure higher response rates. The survey results are good indications of the effectiveness of actions implemented in response to clients' feedbacks