



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3708	Cobram Community House Inc.

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	65	48	74%
Employer satisfaction			

#### Trends of response statistics:

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

Response rates are higher than previous years. Surveys were issued to students upon course completion and whilst students were encouraged to complete them not all students submitted feedback. Our best response rates were in the Early Childhood Education and Care and Hospitality courses.



## Section 2 Survey information feedback

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

We found that our students were satisfied with their learning at Cobram Community House - they found the trainers to be knowledgeable, approachable and supportive of their needs. They indicated that the training facilities were up to date and relevant to the learning experience. Students enrolled in foundation courses expressed that they enjoyed the practical activities embedded in their course - such as computers and cooking. All students who submitted a survey would recommend the training to others.

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

The feedback provides us with an overall sense of satisfaction with the training provided at Cobram Community House - students were happy with the learning experience and satisfied that it met their needs.

## Section 3 Improvement actions

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

Based on the feedback we will investigate ways to integrate more kinaesthetic group learning in the Diploma of early Childhood Education and Care course.

We have discussed processes to improve the response rates of surveys.

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

These actions will be addressed at our regular training meetings and validation sessions.