



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
121666	Australasian College of Education and Training Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	602	602	100%
Employer satisfaction	No surveys were issued/ACET didnt not deliver workplace-based apprenticeship or traineeship courses/qualifcaitons	N/A	N/A

Trends of response statistics:

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

The surveys covered three qualifications delivered by the Australian College of Education and Training in the calendar year 2014. The responses per qualification were as follows:

- CPP20212 Certificate II in Security Operations=349
- CPP30411Certificate III in Security Operations and CHC30113 Certificate III IN early childhood Education and Care=253

The response rates for both cohorts (certificates II and III) were high.

In terms of learners characteristics the following were noted:

- Out of 602 responses, 561 were male and 41 female responses



- Out of 602 responses, 439 responses were from learners between the age of 18-34 years
- Out of 602 responses, 471 responses were from learners from Non-English Speaking Background or indicated that their home language is Language other English..

The response rates were very similar to the previous calendar year as majority of the enrolled students are required to attend classes, hence respond (although the student numbers might vary but the response rate remained identical).



Section 2 Survey information feedback

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

The expected findings were that the overall learner satisfaction remained high with trainer quality, training resources, effective assessment, competency development, and effective support scoring and average of 93%.

The learners responses strongly agreed that the college is delivering quality training and assessment and in particular in the following areas:

- Trainers' knowledge, competency and industry experience, 94.1%
- Quality of training resources and adequacy of facilities, equipments and materials 93.5%
- Effectiveness of assessments 93.5%
- Relevance of training and skills 92.6%
- Effective support (by trainers and administration) 93.5%
- Learning, simulations 93%
- Clear expectation 93.5%

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

Based on learners feedback, Australasian College of Education and Training has performed well in 2014 in meeting clients expectations and needs across all quality performance standards and indicators. ACET has delivered quality training to its students in accordance with training package rules, and met the regulatory/licensing requirements.

Section 3 Improvement actions

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

ACET proactive/ preventative approach across its training and assessment operations (evident from the learners high satisfaction rate) has reduced and eliminated specific/identified need for any corrective or urgent actions.

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

Although there was no need for ACET to monitor the effectiveness of any actions as a result of the survey, ACET will continue to monitor and enforce a culture of continuous improvement and total quality management which is embedded in its core operations and in every process and procedure.