

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21800	Jesuit Social Services T/A Jesuit Community College

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	800	564	70.5%
Employer satisfaction	N/A	N/A	N/A

N.B. Please note that all students at Jesuit Community College in 2013 were not employed. All training was classroom based.

Trends of response statistics:

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

- Of the 800 Learner Questionnaires distributed to students enrolled in Certificate I in Vocational Preparation, 564 responses were collected. The student cohort constitutes participants linked with the Job Services Australia providers. This group of students is a diverse mix. The group consisted of long term unemployed, those with high literacy needs, low education levels, people from a CALD background, people with disabilities (physical and mental), people returning to the workforce and school leavers.

Considering the level of disadvantage and literacy, the response rates far exceeded expectation

- In 2013 the response rate increased by 17.1% over that in 2012.

2. Survey information feedback

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

In all surveys we expect to find areas that could be improved. In this survey, no major issues were identified. As Jesuit Community College has a focus on continuous improvement and best practice, we have analysed the overall result with a strong emphasis on responding to issues raised particularly those presented in the direct comments.

We were pleased with the high number of positive responses regarding quality and accessibility of trainers, flexibility of delivery mode and hands on and interactive training.

In addition, the positive feedback regarding the specific jobseeking skills content confirmed the work undertaken by the College to respond to feedback received last year.

We found that learners noted the value of class-based training and, in particular, the support offered by other individuals in similar circumstances. The affirmation that students felt they were treated with respect is also noted.

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

The 2013 survey feedback tells us that we continue to make a difference for our cohort. As a result of our training, our students are motivated and engaged. Students are telling us that they are enjoying the courses and the trainers.

In addition, respondents are advising us that the quality of our trainers, the relevance of our courses and the effectiveness of training delivered continues to improve.

3. Improvement actions

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

Feedback highlighted the following particular areas of improvement to focus on:

- Reviewing and updating workbooks
- Provision of up to date equipment/facilities/visual aids
- Enrolment process
- One-on-one assistance with resumes, application letters and interview preparation

Jesuit Community College is increasing the number of volunteers to assist in all programs. The aim is to provide personal support to students to assist with the completion of letters of application, resumes and one on one role plays. Their role will continue to include individual support with literacy and numeracy.

The review of the Vocational Preparation course resulted in:

- Investment in the upgrade of computers – including the purchase of class sets of laptops and iPads
- Sourcing of additional training premises
- The review and update of workbooks
- Employment of additional specialist staff to continue to develop curricula and resources

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

We are utilising the Learning and Practice Development Unit of the Central Office of Jesuit Social Services to support us in reviewing all data received and to assist in implementing a quality practice framework.

To support this, additional surveying and follow up with the selected cohort will occur. This is to be completed privately, one on one, away from the training and learning environment.

The instrument used is the Jesuit Social Services Participant Consultation and Engagement Survey.