



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21800	Jesuit Community College

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	638	396	62%
Employer satisfaction	N/A	N/A	N/A

NB Please note that all students in 2015 were not employed. In addition all training delivered was class room based.

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)
- This year we targeted one qualification, 22235VIC Certificate I in General Education for Adults (Introductory)
- The cohort included Department of Justice and Regulation Victoria referrals of people on Community Corrections Orders, long term unemployed linked to jobactive providers, people with a mild disability linked to Disability Employment Services and disengaged students.
- The student cohort provided a high average trend for overall satisfaction of 97%
- The response rate compared to previous years:

	2011	2012	2013	2014	2015
Learner stimulation	73.8%	77.8%	80%	95%	92%
Trainer quality	84.6%	84.6%	85%	99%	96%
Training Relevance	75%	81%	81%	85%	93%
Effective Support	80%	81.6%	82%	90%	95%

2. Survey information feedback

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

We expected to find areas where we could improve. In this exercise no major issues were identified. However, taking into consideration our focus on continuous improvement and the analysis of the direct comments contained within the surveys, we will focus on the following areas requiring improvement:

- The quality, availability and conditions of the training facilities and equipment
- Learner expectations

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

The survey feedback tells us that the effectiveness of the support given to the students and the relevance of the training has been increased in the last year. Students are telling us that our courses have been useful to increasing their confidence and employability skills.

However, we need to review the stimulation given to the learner and the techniques used by our trainers. We have taken action in regards these areas, which are described in the 'improvement actions' section.

3. Improvement actions

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

As the result of the learners' feedback Jesuit Community College has taken the following actions:

Learner stimulation:

- Since the beginning of 2016, iPads and mobile Wi-Fi connections are available for the students and trainers. They have been used to engage the students in activities like text creation or job searching.
- We incorporated the use of these technologies in the delivery of units like: Prepare for Employment, Create Simple Texts for Employment Purposes, Create Simple Texts for Learning Purposes

Trainer quality:

- We reviewed the qualifications of each trainer in order to ensure they meet the requirements to deliver our courses. We found, in every case, that the qualifications and experience of trainers were appropriate.
- We have improved our induction procedures and Trainer and Assessor manual and organised more frequent professional development focused on PTR, LLN assessment, identifying the learner's suitability to the course and how to match learners' goals and interests to the course outcomes.
- Workshops focussing on learning strategies will be delivered as part of professional development given to the trainers.
- The College will facilitate at least one PD each month focussing on identified needs.

Effective Support:

- Jesuit Community College will continue to engage volunteers to assist with courses, to support completion of resumes, for one- on- one role plays and practising acquired knowledge.
- Volunteers give individual support with literacy and numeracy as well

- A list of additional support services for students offered by Jesuit Social Services or external agencies is available in the Student handbook and has recently been updated

Assessment tools:

- We are continuously improving our training resources in Certificate 1 CGEA (Intro). All assessment books have been re-written and validated. The pre-assessment activities have been completed and used successfully by the trainers and learners.

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

The response rates to surveys of our learners increased 15% in comparison to last year. However we are planning to implement a tracking process which will allow us to follow up specific issues that are identified at the end of each course.