



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40936	VASS College of Vocational Education

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	76	40	52%
Employer satisfaction	0	0	

Trends of response statistics:

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

Majority of students in the Certificate III in Early Childhood Education and Care course had stated that they would like more guided learning for tasks in the course. Also that Trainers had not outlined the expectations of the students clearly enough for students to work independantly.

In the Certificate I in Eal Course, many students requested more speaking skill development, many expressed satisfaction with the support from college and colleagues

Students were generally satisfied with the course structure and course outcomes



Section 2 Survey information feedback

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

Expected Findings: Satisfactory facilities at VCVE; Knowledgeable Trainers; good learning environment; Right amount of support from the trainers; staff are respectful of background and needs; useful feedback provided to the student about their assessment. Students were happy to be back to face to face learning.

Unexpected Findings: Students in the EAL Certificate I program expressed that they wanted to develop their listening and reading skills more in their course. Reading skills were focussed on more during the program.

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

The survey feedback suggests that the College has been consistent with its students, especially through means of support and providing quality training. Students have expressed their satisfaction with the training provided to them.

Section 3 Improvement actions

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

Review of EAL I resources and assessment material to ensure that enough resources are available to students to practice their reading and listening skills.

Students in the Certificate III Early Childhood Education and Care course asked for more guided learning. Further feedback from these students meant that they wanted more guidance with their assigned self study tasks. The College aims to correct this by requiring trainers to discuss assigned self study tasks in detail and review their work in class for further clarification and guidance.

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

The College will respond to student feedback as part of its commitment to the continual improvement of the student learning experience. In addition student feedback will be used to

- a) evaluate and enhance teaching effectiveness;
- b) improve the quality of subjects and course, and;
- c) inform College decisions about enhancements to learning resources, facilities, equipment and services.

All changes and outcomes implemented as a result of this feedback will be monitored through Validation and Moderation activities in order to evaluate how effective the changes are. Students will also be re-surveyed to see the impact of the change that has been introduced due their original feedback, to judge the effectiveness of the step taken on this matter. All outcomes from student feedback and validation/moderation suggested actions form part of the Continuous Improvement Program at the College and remains a standing agenda item of all meetings of the RTO.