



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name |
|---------|--|
| 40936 | VICTORIAN ARABIC SOCIAL SERVICES trading as VASS College of Vocational Education |

Section 1 Survey response rates

| | Surveys issued (SI) | Surveys received (SR) | % response rates = SR *100 / SI |
|-----------------------|---------------------|-----------------------|------------------------------------|
| Learner engagement | 42 | 24 | 57% |
| 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)

Certificate IV in Community Services and both the Diploma and Certificate III in Early Childhood Education and Care courses provided high response rates. Students from these courses expressed satisfaction with their course Trainer and commented on the level of support provided to them throughout their course. Students particularly expressed their satisfaction with the support provided during their practical placement.

The EAL courses expressed differing levels of satisfaction in comparison to the previous year. The areas which differed are the areas of support provided in the course and ability to understand the course.



Section 2 Survey information feedback

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

The differing levels of satisfaction and responses provided by EAL students was expected by the College as the remote learning implemented due to the COVID19 restrictions impacted their course. The Students found it difficult to progress in their courses through remote learning measures due to the high support required and traditionally provided in these courses.

It was unexpected that students from Early Childhood Education and Care courses expressed satisfaction within their course placement despite their placement being put on hold for a long time due to covid19 restrictions.

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

The Survey feedback provided information that the RTO is providing the support required for practical placement components. Also the Course trainers for the qualifications delivered in the RTO are received very well and students appear to be very happy with them.

Section 3 Improvement actions

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

In order to combat the difficulty in keeping the EAL students engaged in their courses, the RTO has provided remote learning through media that is familiar to them such as Whatsapp group calls and Skype rather than Zoom or other media that requires students to log into computers. Students were also split into groups (morning and afternoon groups) in order to focus on more students learning at a time as opposed to teaching a full class via remote means.

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.