



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4236	Accredited Training Centre of Australia Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	655	491	75%
Employer satisfaction	10	6	60%

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 two qualifications on the scope of and delivered by the Accredited Training Centre of Australia in the calendar year 2017. The qualification surveyed were:

CPP30411 Certificate III in Security Operations

BSB20115 Certificate II in Business

BSB30112/30115 Certificate III in Business

BSB30412/30415 Certificate III in Business Administration

BSB40515 Certificate IV in Business Administration

BSB50215 Diploma of Business

BSB51915 Diploma of Leadership and Management

TAE40110 Certificate IV in Training and Assessment

FNS40611 Certificate IV in Accounting



BSB41015 Certificate IV in Human Resources

BSB50615 Diploma of Human Resources Management

FNS50215 Diploma of Accounting

BSB51415 Diploma of Project Management

BSB60215 Advanced Diploma of Business

The response rate was similar to the previous years. The highest response rate was from mature aged students undertaking the face to face training between the ages of 20-35 in particular, domestic students who have completed the certificate III in security Operations and international students who have completed the business/management qualifications.

Approximately out of the surveys received 65% were males and 35 % female.

Approximately out of the surveys responses 60% were from learners who were identified english as their second language



Section 2 Survey information feedback

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

The expected findings were that on average approximately 79% of 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,
- Quality of training resources and adequacy of facilities, equipments and materials
- Effectiveness of assessments
- Relevance of training and skills
- Effective support (by trainers and administration)
- Learning, simulations

Learner and employer feedback average scores:

Trainer Quality 78.5

Effective Assessment 84.4

Clear Expectations 80.2

Learning Stimulation 81.5

Training Relevance 77.3

Competency Development 80.3

Training Resources 79.0

Effective Support 82.0

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

The surveys have shown that the overall performance of the college was excellent. It has delivered quality training to its students in accordance with training package rules and volume of learning and it has met or exceeded the regulatory requirements/licensing expectations and needs.

Section 3 Improvement actions

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

While continuous improvement is an integral part of the college's core operations and embedded in every process and procedure, there was no specific/identified need to take any corrective action as a result of the surveys

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



Not Applicable