



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name |
|---------|--------------------------------------|
| 41315 | ORANGE INTERNATIONAL COLLEGE PTY LTD |

Section 1 Survey response rates

| | Surveys issued (SI) | Surveys received (SR) | % response rates = SR *100 / SI |
|-----------------------|---------------------|-----------------------|------------------------------------|
| Learner engagement | 395 | 129 | 32.65% |
| Employer satisfaction | 30 | 3 | 10% |

Trends of response statistics:

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

Orange College had received a good response rates, despite the challenges faced n Victoria with COVID-19 and an extended lockdown in the second half of the year We saw a high rate of student overall satification with the outcome of their course, with the training provided and completing the course within the duration time.

Orange College noticed a extermely high student satification rate regarding trainers acting professional and knowledgeable about the courses, Orange College having access to good quality learning resources and having access to good quality facilities.

In previous years, we didn't have employers and there were no need to send out the employer surveys. In the year 2021 we had placements for our students and we were able to send out the employers surveys. The strategy of electronic surveys was achieved with limited success. As a result for further surveys new strategies of trainers supplying the survey to employers when out on worksites, encouraging employers to complete them onsite and returning to the trainer in a sealed envelop during the visit maybe a option we will have to consider



Section 2 Survey information feedback

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

As expected, feedback was generally very good with 81% of responses to individual questions being positive. Students enjoyed the practical activities most during their training and this was especially evident in survey responses received from those students undertaking construction qualifications. There were no unexpected findings from the surveys and the survey feedback clearly indicates that the RTO is performing well in the different areas in terms of meeting the needs of the students. This includes:

- Course information prior to enrolment
- Communication on the expected outcomes
- Structure and outcome of learning
- Quality of trainers

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

Students continue to be satisfied with the training provided by Orange College with the overall satisfaction results at 81%, these results support that the training provided by Orange College supports student, employer and industry needs.

Section 3 Improvement actions

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

The on-line survey did not appear to encourage employers to complete the survey. We will continue to implement a strategy where trainers provide both a hard copy survey and access to the online survey during their industry visits.

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

The RTO has established an internal review process to ensure compliance monitor effectiveness of continues regulatory requirements and to improvement activities. Feedback from external consultant and internal audits are collected and analysed to identify areas of improvement on a regular basis. Compliance meetings a held to discuss the feedback with Senior Management for review and to focus on ensuring quality of management practices in key phases of student lifecycle.