



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3687	The Centre of Excellence Pty Ltd.

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	160	130	81.25
Employer satisfaction	8	5	62.5

Trends of response statistics:

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

The response rate has increased from previous year. This is mainly due to the fact that the students are continuously made aware of the importance of their participation in the various surveys conducted by the regulatory authorities and by Department of Education.



Section 2 Survey information feedback

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

The overall satisfaction level of student experience at The Centre of Excellence has improved. Students are happy to recommend the course and the RTO to their friends. They are happy with the quality of teaching and the outcome of their intention of doing the course.

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

The feedback met the expectation of the organisation as providing quality education and training. The students gets the opportunity to work on regular clients and this assists a student to be job ready before they complete their course. This is extremely important for every student as this meets their expectation for enrolling at The Centre of Excellence.

Section 3 Improvement actions

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

Some of the preventative actions of providing external reference contacts for personal issues that may affect the study of a student are being enhanced by strengthening the relationship with partner providers. Negotiation with the landlord was successful and the RTO received a full makeover of the entrance and is probably the prettiest building in the street. This has provided a boost in terms of the face value of the organisation. Updating the tools and equipment is a continuous process through out the year to provide opportunity to students to work with latest tools and technology (as per guidance from training package and suggestion from industry consultants).

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

Continuous feedback from students serve the best tool to look at continuous improvement. In addition, a close look is being taken via validation and moderation process by the experienced team of the organisation. The feedback from external industry consultants provide valuable insights to the need of monitoring the effectiveness of the continuous improvement actions.