



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

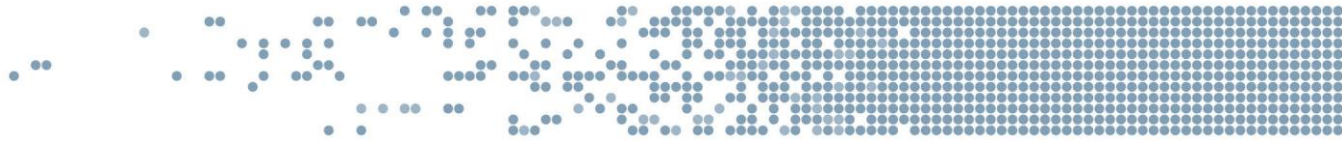
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	36	20	55.55
Employer satisfaction	0	0	0

Trends of response statistics:

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

Learner Engagement:

Feedback from the learners generally indicated a high level of satisfaction, with 90% learners indicating that they are either satisfied or strongly satisfied with their overall experience with Orange International.



Section 2 Survey information feedback

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

Expected:

Having been the first operational year for Orange International College, the feedback regarding the training material indicated that this was an area that needed more clarity and improvement. Therefore the whole lot of assessments and other training resources were reviewed and amended.

Unexpected:

A very minor percentage of students' feedback indicated that the training facilities could be improved further.

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

The analysis based on the feedback of Learners, indicates that Orange International College is operating efficiently and effectively. At Orange, we understand that there is always room for improvement and we strive to work towards improving as part of our continuous improvement process.

Section 3 Improvement actions

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

All training material and assessments related to the unit are checked and reviewed at least two weeks prior to the commencement of any unit, to ensure quality, so that the required amendments could be made based on the feedback of respective trainers. This helps maintain quality,

We have also introduced Learning Management System (Google Classroom) to enhance the learning experience of the learners. At Orange International College, trainers are encouraged to research and add more text, audio, visual resources in addition to the already available ones, for effective and enhanced learning.

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

Trainers are required to provide details of changes required and a record implementation of such changes is maintained and monitored on a daily basis.

Trainers are also required to provide feedback regarding the resources and assessments, based on students' performance and response to training in the Trainers' Monthly Meetings.