



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
41315	Orange International College

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	203	168	82.75
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)

Feedback indicates that 82% of the surveyed international students enrolled at Orange International College are generally satisfied with the training organisation. 1% of students indicate a certain level of dissatisfaction.

Feedback received in 2018 indicated a generally high level of satisfaction, with 90% of surveyed learners being either satisfied or strongly satisfied with their overall experience with Orange International College.



Section 2 Survey information feedback

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

Expected: learners are satisfied with the flexibility in their timetables, especially for evening and weekend classes. The diversity of trainers' backgrounds and the languages spoken by all staff members are another expected positive aspect of the school.

Unexpected: Few students indicated more flexible timings and days.

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

Detailed analysis of the feedback indicates that overall training satisfaction, industry placements, events conducted by the Marketing and Academic teams, Job hunt support, online classroom platform, etc. contribute to the students' positive perception towards the organisation.

Section 3 Improvement actions

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

As per OIC's continuous improvement policy, improvement sessions are organised throughout the year where relevant staff members have consultations with external experts and discuss and conduct updating and upgrading of resources and assessments, as per industry standards.

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

Regularly taking feedback from students, agents, trainers and other staff members, through social media, online classroom platforms and surveys organised.