



# 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	172	113	65.69
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)

This is the first full year where the survey has been conducted electronically therefore the response rate is at a slightly lower rate, with an decrease of 20%. This result can be attributed to having the link sent out to students via emails instead of asking the students to complete the survey during their last week of study in hard copy. We had less VET students this year and more ELICOS students, which resulted in a lower amount of students receiving the survey. All OIC students are face to face cohorts and within these cohorts we have noticed that we have a higher intake of male enrolments then female enrolments with 53% of the surveys being conducted by female cohort of students. 87.10 % of our students who completed the survey were not Australian citizens, 90.32% of students were with English as their second language and 48.44% of students who undertook the survey were enrolled into a cert III course. These figures were all an increase from the 2018 results.

We currently don't provide the employers survey because we don't have any arrangements with any to conduct training.



## Section 2 Survey information feedback

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

The overall feedback from the students was satisfactory and Orange International College was expecting good feedback as a overall. The trainers have expressed that they receive verbal positive feedback from the students throughout there classes on a weekly basis. OIC encourages its students and trainers to discuss any matters of concerns and have them addressed before any dissatisfaction occurs.

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

Orange international College has no major performance shortfalls which the sudents have identified. The feedback indicates that the students are satisfied with the quality of training and how Orange International College performs.

## Section 3 Improvement actions

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

OIC survey was at a satisfactory level but will continue to measure its performance on a monthly basis through meetings, continuous improvement register and verbal feedback from all OIC staff/students.

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

Through continuous improvements feedback from all stakeholders, through staff meeting with trainers, monthly reports and students surveys.