



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22040	Yorke Institute

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	10	10	100
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)

We have our students complete the questionnaire at the completion of their course so responses are high. as it is part of their completion sign off. Students may decline to complete the survey but all have elected to provide us with their feedback. Resopone rates were similar to 2013 .



Section 2 Survey information feedback

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

As we only have international students the findings of the survey were expected and were related to delivery and assessment.

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

We believe we are providing quality training that meets the needs of our students.

Section 3 Improvement actions

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

We have used learn questionnaires to identify areas of improvement in our assessments and delivery.

We have modified IBSA learner guides to suit our international full time students as they were target to on –the – job learners not full time students.

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

Within our assessment validation process we will determine if learner outcomes have improved. .Also future learner questionnaire will give us an indication if changes have been successful.