



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
6477	Numurkah Community Learning Centre

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	21	21	100
Employer satisfaction	2	2	100

Trends of response statistics:

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

The responses were good overall, as we hand them out on the last day of the class and collect before they leave
This has created an improvement in data gathered and information

2. Survey information feedback

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

There were no surprises. We have a staff who are stable and competent. As a small organisation, it is easy to ensure any issues are promptly and personally dealt with

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

It tells us that although there is always room for improvement, we are doing a pretty good job

3. Improvement actions

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

We have looked at developing more resources and implementing user friendly IT. We have upgraded some of our computers and tablets already

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

We have run a mid year survey to see how the improvements are tracking and have asked all service users for input and ideas for change