



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name |
|---------|---------------------|
| 3743 | Crown Melbourne Ltd |

Section 1 Survey response rates

| | Surveys issued (SI) | Surveys received (SR) | % response rates = SR *100 / SI |
|-----------------------|---------------------|-----------------------|------------------------------------|
| Learner engagement | 200 | 159 | 79.5% |
| Employer satisfaction | 20 | 4 | 20% |

Trends of response statistics:

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

Students who are asked to complete the survey at the end of their last class are more likely to complete and submit the survey.

In previous years we have received more surveys back from learners. This decrease in response could be attributed to the decrease in training we have had in the past year.

We received more surveys from the Managers in the housekeeping portfolio than the other portfolios. In previous years we have received surveys equally from all departments.



Section 2 Survey information feedback

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

We have seen improvement across all summary areas from last year's survey feedback. We have also seen an increase in satisfaction from employers although this could be due to the low number of surveys we received back and not. We consistently receive positive feedback relating to trainers. Some of the improvement suggestions were expected - in regards to better technology and less paper.

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

The feedback tells us that overall we are providing a good quality education service to our learners and employer stakeholders. We employ quality trainers who provide valuable learning experiences to students.

Section 3 Improvement actions

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

We are working towards an online assessment solution that will reduce the amount of paper and allow for more flexibility with assessments. There is constant continuous improvement that occurs to review and update materials.

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

We will review and monitor improvements at regular learning and development team meetings, reporting back on improvement strategies and processes.