



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
1441	Australian College of Commerce and Management Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1331	259	19.4
Employer satisfaction	890	91	10.2

Trends of response statistics:

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

In 2021 ACCM achieved an overall 19.4% survey response rate from our learners. As with previous years, our Traineeship learners provide the most statistically significant percentage of survey returns, with private enrolments achieving the lowest return rates. These statistics track with our student populations and historical patterns for survey submissions from previous years. Although our response rate was 2% higher for Learner Engagement this year our Employer responses dropped to 10.2%, which seems to have been caused by large employers with multiple Trainees, who often do not fill out responses for each learner when multiple Trainees are employed. The 2021 response rate provides sufficient meaningful feedback to give us a clear picture of the impact of our services and support for our stakeholders and to help refine the direction of our Quality Assurance program going forward.



Section 2 Survey information feedback

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

The responses from our 2021 survey were very much in-line with what ACCM has seen from past results and our performance expectations based on the quality assurance systems in place. Student satisfaction remained strong in the mid-80s, varying by less than a single percentage point in most areas, indicating our full transition to a new on-line learning system was achieved with minimal disruption to student satisfaction. Employer satisfaction rose by 2% in most categories, bringing ACCM into the low 80's across the board. These statistics align with the positive feedback we've received regarding our industry currency, updated course materials and the flexibility our new LMS provides to their staff. We will continue to monitor results as part of our ongoing Quality Assurance process to ensure we maintain these levels going forward, and respond to feedback and indicators as a matter of urgency. The 2021 data shows the most common areas of satisfaction revolve around the flexibility and ease of use of our on-line learning system, quality and currency of learning materials and as always, the proactive support and experience of our Student Training Advisers.

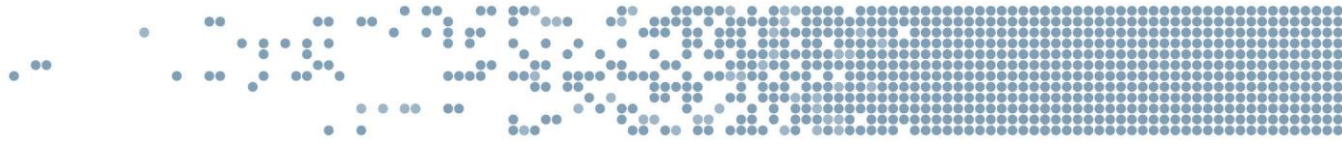
What does the survey feedback tell you about your organisation's performance?

Overall, the 2021 survey results tell us that our performance is meeting the needs of our students and employers. Specifically, our new online delivery system, WebclassM, seems to have been readily adopted by our learners, who have told us they find it intuitive and easy to use. Additionally, the inherent flexibility of on-line access continues to allow learners to make regular progress in their course work, fitting studies into their schedule wherever possible. The updated learning materials and inclusion of additional learning and assessment methods (ie video, practical and project work) was appreciated. The strongest response remains focused on the impact our Student Training Advisers have on helping students achieve their course goals through regular contact, coaching, learning support and motivation. Constructive feedback from 2021 indicates that the instructions/guidance in our updated assessment materials could be further clarified upon for specific subjects and even more video learning opportunities to better support students with different learning styles going forward.

Section 3 Improvement actions

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

The feedback from 2019-2020 helped justify the massive changes to our digital delivery platform, and 2021 has provided the first opportunity for meaningful feedback on our results. The majority of the constructive feedback we received in 2021 reflect issues that have already been addressed/resolved with our new platform (suggestions to add additional learning methods, currency, formatting and proofreading). We are continuously reviewing/revising student instructions to complete assessment activities using direct feedback from students and our moderation and validation process. Our ongoing goal is to ensure requirements are clear and easy to understand, and we will continue to monitor survey results and subject feedback (obtained with each task submission) to ensure we are meeting this goal. The coming cycle will be critical to further evaluate and measure the success of our efforts.



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

ACCM's Quality Assurance program has been designed to monitor, analyse and act upon our audit and feedback processes to improve our service and learning materials. The best and most timely method of feedback remains with the relationships our Student Advisers have built with our learners; which ensures a steady flow of meaningful feedback regarding our course materials, student support and assessment practices is gathered. ACCM has also added a mid-course survey that collects a range of feedback data that allows us to address any potential quality or performance concerns in time to shape and safeguard positive learner outcomes. Additionally, within each of our Assessment tasks is a survey directly relating to the learning and assessment materials being completed, and an opportunity to leave direct feedback to the Assessor with each submission. Finally, the Learner and Employer end of course surveys are reviewed in near real-time as they are received to ensure we have the opportunity to respond to any concerns, recognise strong performance and continue to strive for the best student experience and outcomes possible.

Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

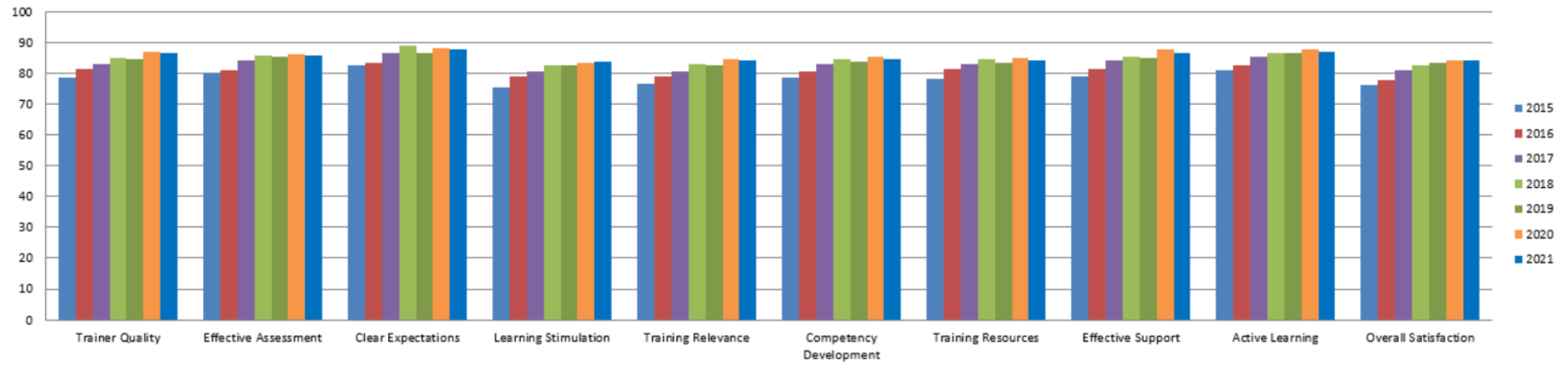
Results are provided for learners and/or employers depending on the data entered into SMART.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

Summary statistics

Scale	Learners			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	259	86.4	14.9	91	81.6	17.2
Effective Assessment	259	85.8	14.1	91	82.0	16.9
Clear Expectations	259	87.9	14.5			
Learning Stimulation	259	83.8	15.6			
Training Relevance	259	84.3	16.0	91	81.4	16.3
Competency Development	259	84.7	15.3	91	81.8	16.7
Training Resources	259	84.3	16.2	91	80.8	16.9
Effective Support	259	86.6	16.3	91	81.7	15.9
Active Learning	259	87.0	15.2			
Overall Satisfaction	259	84.0	15.7	91	82.5	17.7

Learner Average Score



Employer Average Score

