

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21832	AGB Group Pty. Ltd.

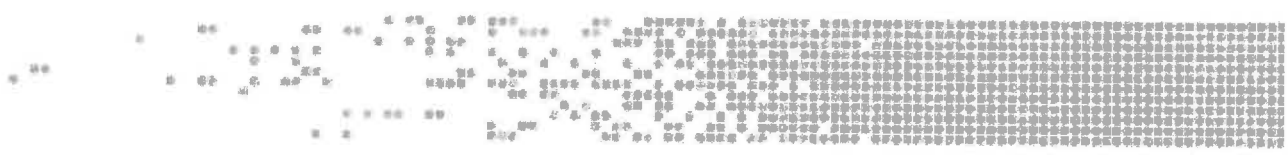
Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1850	1425	77
Employer satisfaction	46	11	23

Trends of response statistics:

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

Response rate is on par with previous years. High response rate from programs more than 6 months, low response rate from programs less than 6 months.



Section 2 Survey information feedback

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

Expected a lower rate because of change of site, however, the outcome was on par with previous years.

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

Continuing to provide high quality training that students are finding to be effective with clear expectations and relevance to their learning pathways

Section 3 Improvement actions

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

Air conditioning system within classrooms improved; external access planning for ease of entry to the site; intervention strategies for students academic at risk and attendance at risk providing additional support to ensure student completion rates are maintained

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

6 monthly review of where students are now since completing their course