

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22238	Barkly International College Pty Ltd

Section 1 Survey response rates

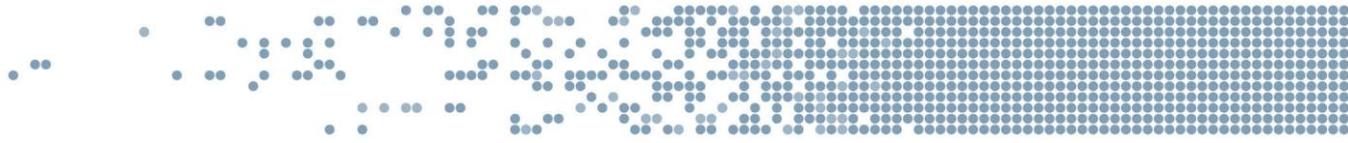
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	480	408	85
Employer satisfaction	57	39	68.42

Trends of response statistics:

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

The Business department provided the maximum response with the surveys issued. The business department consists of Courses from Cert IV up to Advanced Diplomas in the Business, Marketing and Management streams.

The student and employer feedback has increased since last year, the positive responses have consistently been increasing in the last 3 years in particular within the areas that feedback demonstrated improvements were needed. The feedback was actioned by the college and the responses are indicative of student consent and approval.



Section 2 Survey information feedback

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

The expected findings were in the improvements in the skills and knowledge outcomes space, and also in the student recommendations of the college.

The unexpected findings were in the training facilities for the Nth Melbourne campus.

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

The surveys received are indicative of the direction Barkly College is heading towards (recognition as a high quality training provider)

The college has scored well in the space of delivery and developing skills and knowledge as expected outcomes. The college has re-structured class delivery methods to ensure the transfer of knowledge is as effective as possible and the surveys reflect these changes. The college has also improved in the area of students recommending the college to others, which is a very outcome for the college.

Attention needs to be given to the Nth Melbourne campus training facilities in response to the student feedback

Section 3 Improvement actions

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

Further student feedback was asked from the students as to why the training facilities were marked low. It was determined the internet connection was poor, some viruses were found on certain computers, printers often jammed and this was making work difficult for the students.

The college engaged the services of an IT company to upgrade the internet connection, an internet connection was installed specifically for students and one for the staff at the Nth Melb campus, anti-viruses were installed in every computer owned by the college and two new printers were bought to remove the printing issue.

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

The Chief Executive Officer in conjunction with the Training and Compliance Manager and the Student Support Manager monitor, implement and measure all feedback and action taken to rectify or improve issues and recommendations. Close watch is kept to ensure the students have a pleasant educational experience whilst studying at Barkly International College and with the improvements already in place at the Nth Melbourne campus the students are already reporting a much easier working environment for them.