



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22281	Pan Bird Pty. Ltd.

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	180	25	14%
Employer satisfaction	12	NIL	0

Trends of response statistics:

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

The Learner Survey was comprised with a 4 point scale. This was sent to learners. The feedback from learners indicated the level of satisfaction as follows:

Strongly agree - 35%

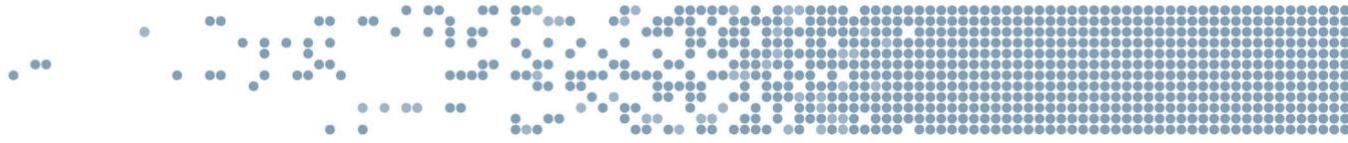
Agree 45%

Disagree -12%

Strongly disagree - 8%

The start of the pandemic outbreak in 2020 was a very challenging phase for everyone. We have strived to introduce the use of technology such as the Zoom Meeting to continue providing training and delivery to our students and to provide continuous support to them to help them cope and succeed with their studies.

The Employer Survey to employers were sent but there was no response so far. This is due perhaps to the pandemic situation that had a heavy impact on their businesses.



Section 2 Survey information feedback

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

Our expectation on the survey feedback for 2020 would result to lower learner satisfaction levels from learners. The immediate switch of delivery mode i.e. from face-to-face mode to online delivery was something new for them. Our selection of an online platform such as Zoom Meeting to conduct training and assessment was mainly to provide learners with a learning platform that is user-friendly and interactive, to name a few. It was surprising to note that majority of learners were enthusiastic to use the online platform to continue with their studies, stay connected with their trainers and fellow students while they stay home and safe. Their satisfaction was reflected on the survey result.

The response rate of 14% was in fact, above our expectations.

In terms of employer surveys, it was expected that they may not participate on the survey, mainly due to the pandemic situation and the impact of their business situation.

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

The response rate of 14% was relatively low, however, the overall feedback from learners indicates that they are satisfied with the quality of our training and assessment systems as well as student support services. It tells us that our approach in managing our college during the pandemic outbreak in relation to the shift to online learning has been successful. During a pandemic outbreak, we have learnt that what's important is to adapt the following:

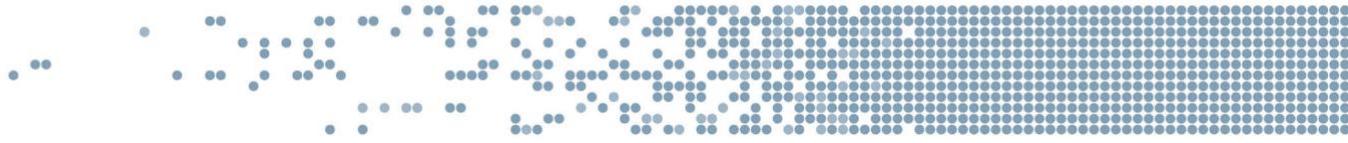
- efficient communication systems
- user-friendly systems
- transparency
- knowledge sharing
- continuous innovation and improvement

Section 3 Improvement actions

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

Improvement actions currently undertaken include:

- continuous improvement actions
- implement regular survey of learner experience
- improve relations and connections with employers to ensure training meets the needs of industry
- implement a framework that motivates trainers and assessors to consistently engage in professional development programs



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

We plan to monitor the effectiveness of these actions through conducting regular surveys.