FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21421	International Institute of Technology

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	979	979	100
Employer satisfaction	979	28	2 (majority of our students are self-employed)

Trends of response statistics:

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

The majority of our students and employers are happy with the way that we run our courses and the material presented. However, when a student or employer believes we haven't prioritised them, as they believe they are owed, they decide to give poor feedback based off that experience.

We received better and more immediate feedback from the students, as they were sent the feedback immediately after completing the course.

Section 2   Survey information feedback

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

Workshop students love the frequency of the workshops and the knowledge of our facilitators. Distance education students loved the assistance that the distance education assessors gave them, as well as the way that different IIT went out of their way to assist them.

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

That overall as an RTO, we are performing well.

Section 3   Improvement actions

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

A few students mentioned that some of the material needed to be edited grammatically. This process was started immediately and has almost been completed by a proof reader and after this process commenced, we realised there were not many errors at all. It appears that it is more of a frustration from some students who have experienced a comprehension issue themselves but percieved it to be the way our material was written.

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

We gain feedback from our students once the new material has been published and given to them and use that feedback to make continous improvement across all courses.