

Your quality indicator annual summary has been received by ASQA.

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Submitted by: Anonymous

Submitted values are:

RTO number

5089

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Section 1. Survey response rates

Student engagement

Surveys issued (SI)

338

Surveys received (SR)

226

Percent (%) response rate = $SR*100/SI$

66.87

Employer satisfaction

Surveys issued (SI)

150

Surveys received (SR)

73

Percent (%) response rate = $SR \times 100 / SI$

48.67

Trends of response statistics

The responses have been received from a mix of existing international and domestic students across Victoria, NSW, SA and WA. The survey was distributed through survey monkey, email and physical copies. The responses have been received from various course levels including AQF qualifications and units of competency delivered across the health care and community services industry, automotive, pathology. The responses received are mix from community services, youth work, child youth and family intervention, mental health, automotive, business and health and allied courses. The international enrolments are still low as students are dealing with fair bit of visa issues at the moment.

Section 2. Survey information feedback

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

The expected findings have indicated the continued student's high overall satisfaction with the ETEAs programs. The trainers and resources have also received positive feedback. The students have been able to achieve the desired outcomes from the courses and have also demonstrated satisfaction in the work based delivered programs as the courses have been found to be well planned and are delivered over a reasonable length of time period. This year, the students have started to return back to the classroom for theory delivery. All students have continued to attend the simulations and practical placements face to face.

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

The survey feedback has reflected that the process and procedures which are in place are working for a larger volume of clients and ETEA has been successful in hiring the appropriate trainers, assessors and other resources to justify the growth over this time period. ETEA has been continuously working collaboratively with industry and students to ensure that the study experience is pleasant and meaningful.

Section 3. Improvement actions

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

Despite the fact that the surveys have provided positive feedback, there is always some scope for improvement. The course coordinators will ensure that the trainers are capable of providing additional support to the students where required. Students will also be involved in more practical activities to make the course delivery more interactive and engaging. In 2023, most of ETEA students have returned to face-to-face delivery for theory component. All students have returned to classroom for simulations and practical placement. All the courses are now available for students to access through electronic learning management systems like Moodle and Catapult. This will assist the students in navigation the resources easily. ETEA is also taking actions to make its marketing process more robust in order to ensure that the students make the informed decisions.

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

The effectiveness of these actions will be monitored through regular meetings and continued feedback processes.