



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22040	Yorke Institute Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	16	16	100%
Employer satisfaction	0	0	0

Trends of response statistics:

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

Students appeared to be very satisfied by the support and assistance provided by the trainers to them during the course. For example, 87.5% students strongly agreed that the trainers provided clear instruction, more than 80% strongly agreed the organisation provided a range of services to assist them in the learning process as well as that the trainer made the expectations from the students clear from the start.

The response rates for 2016 have remained consistent to response rates of 2015. Majority students have provided a positive feedback for the organisation, support staff and the trainer.



Section 2 Survey information feedback

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

Expected: Yorke Institute was confident that the students will have a positive feedback for the trainers. Our trainers are fully committed to providing assistance to students with their learning. Yorke reminds all its Trainers regularly to work collaboratively and flexibly with all students and respect their diversity.

Unexpected: Yorke Institute always tries to make learning interactive and fun for the students. However, the responses from students completing in 2016 about how much they enjoyed learning at Yorke was indeed overwhelming. Others included the load of work expected to be completed which took longer than expected. Yorke takes into consideration the feedback regarding the improvement areas and will incorporate actions to make changes to those areas. Yorke will provide clearer guidelines and instruction to students about the expected time that assessments may take them to complete so students can plan their time accordingly.

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

Overall feedback from students was positive for our organisation in 2016. We received similar positive responses in 2015 as well. Majority of students were satisfied with the outcome of their course, they had a positive feedback for the trainers, Yorke's support staff, learning materials and other resources. We have identified areas that need improvements and have already set in place an action plan for the same.

Section 3 Improvement actions

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

The students have mentioned that the assessments were sometimes lengthy and took more time than expected. The assessments at Yorke aim to cover all the learning elements for the unit as well as provide students a learning experience where they pick up additional skills like research, report writing, Presentations etc. Starting in 2017, Yorke began to contextualise some of its assessments to address this.

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

The effectiveness of this action will be monitored by:

1. Regular internal student feedbacks
2. Monitoring the submission times, Regular update with the trainer to check if the number of assessments being submitted within the due date has increased as a result of this process.