



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	32	32	100%
Employer satisfaction	0	0	0

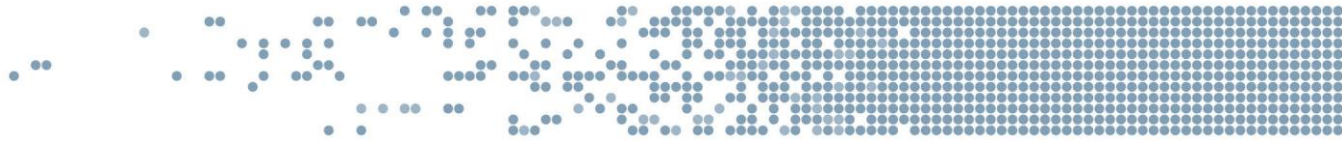
Trends of response statistics:

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

The statistic was based on the following selected areas:

I identified ways to build on my current knowledge and skills;I developed the knowledge expected from this training;The training prepared me well for work.;Overall, I am satisfied with the training;Training organisation staff respected my background and needs.;Training facilities and materials were in good condition;Trainers explained things clearly.;The training organisation had a range of services to support learners;Training used up to date equipment, facilities and materials;Trainers made it clear from the start what they expected from me

Feedback from a combination of student cohorts from Dental, Business/Management, Healthcare and domestic and overseas students were taken.Overall there was a high percentage of Diploma of Dental Technology students agreeing that the quality of the lab facilities,materials and training was of high standard. Trainers had sound technical knowledge and industry experience which helped advance their careers. Similar feedbacks were received by healthcare students about their trainers and who found Yorke's industry network useful to their placement and job opportunities. Majority students strongly agreed or agreed that they developed the knowledge expected from this training at Yorke, prepared them for work and they were satisfied with the training. The overall feedback on support



from staff and trainers were consistently positive compared with last year. Majority strongly agreed that the trainers explained things clearly and what was expected from the onset of the program. A minority of the overseas Business cohort claimed that the materials could have been better but did not provide sufficient details.



Section 2 Survey information feedback

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

Expected: Yorke was confident that the students will have a positive feedback about the support given by trainers, staff and would find the training standards to be high quality. We were confident that Yorke's strong industry link will benefit in ensuring that the training is current and relevant to the industry standards. This year our students feedback exceeded our expectation for dental technology course with the provision of the new dental lab and the high quality technical training and the healthcare cohort who found jobs within the industry. Positive feedback was received by our industry partners in dental and healthcare. Trainers met Yorke's high standard by delivering to industry standards.

Unexpected: Some students found the assessments requirements to be substantial yet too much for particular units. Small percentage claimed they were unclear about their expectations of the course when they joined the program. We believe this could be the result of rolling intakes and Yorke intends to address this by ensuring that in addition to the orientation program, an induction to the program is conducted.

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

Overall feedback from students was positive given the increased number of courses, student numbers and cohorts that had different requirements. Yorke understands the need to continue providing support and services to its diverse cohorts and be able to meet learner flexibility which is integral to the nature of the VET delivery. Yorke values and will continue to commit to strong industry links that enhances students opportunity for placement and employment. Yorke is satisfied with the level of industry involvement in each course as the result is evident from the training and placement opportunities gained by students and the industries contribution to the course development. It is committed to continue its network and ongoing relationship with the industry.

Section 3 Improvement actions

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

In addition to the orientation students may require induction into the program to enable students to understand what is expected from them throughout the course.

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

The effectiveness of this action will be monitored by:

1. Conducting regular internal student , trainer and employer feedbacks;
2. Implementing the changes where necessary based on the feedbacks