

From: Australian Skills Quality Authority (ASQA) <asqa.noreply@govcms.gov.au> on behalf of asqa.noreply@govcms.gov.au <asqa.noreply@govcms.gov.au>

Sent: Tuesday, 28 May 2024 11:08 AM

To: Eastern Information <info@eastern.edu.au>

Subject: Webform submission from:

Your quality indicator annual summary has been received by ASQA.

Submitted on Tue, 2024-05-28 11:08

Submitted by: Anonymous

Submitted values are:

RTO number

22065

RTO legal name

Eastern College Australia Limited

RTO email address

info@eastern.edu.au

Section 1. Survey response rates

Student engagement

Surveys issued (SI)

169

Surveys received (SR)

67

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

39.6

Employer satisfaction

Surveys issued (SI)

10

Surveys received (SR)

1

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

10

Trends of response statistics

The Learner survey was converted to an online Google form and issued to students during the last quarter of 2023. The Learner survey was repeated in the first quarter of 2024. This approach has increased the response rate from 28.4% for the 2022 data to 39.6% for the 2023 data collection. Learners also provided some useful qualitative comments.

The Employer surveys were conducted in early 2024 with a lower response rate. For the 2023 data, we received a 10% response compared with 33.3% in the 2022 data collection.

Section 2. Survey information feedback

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

The learners were generally satisfied with their study experience and provided complimentary comments on their trainers and learning resources. The younger learners (Certificate III in Christian Ministry and Theology delivered in schools) had all enjoyed their course and the very positive learning experience. Some of the mature-age students in the Certificate IV in Chaplaincy and Pastoral Care course felt that some assessment tasks could have been made clearer.

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

The learner surveys provided positive feedback on the method of delivery of our courses and the level of engagement between the trainers and the learners. Our online learning platform (Canvas) has been a valuable resource to support the learning experience.

Section 3. Improvement actions

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

From the qualitative comments, we will ensure that trainers provide feedback on assessment tasks sooner. Some of the assessment tasks can be made clearer and the requirements made more specific. The learners' feedback has been shared with the course coordinators for their continuous improvement.

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

Through the validation process, we will examine the completed assessment tasks and the timeliness of the trainers' marking and feedback. When a unit is being prepared for delivery, the trainer must review the assessment tasks to ensure that they are clear and that the requirements of the learner are specific. Assessment instructions are also included in the validation process.