



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21442	Oxford Business College Pty. Ltd.

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	172	96	56%
Employer satisfaction	NA	NA	NA

Trends of response statistics:

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

Oxford student cohort consists of mainly international students. The paper version of Learner Questionnaire was provided to all students at the end of Semester 2, 2016. Response rate was lower than previous year due to timing of the distribution - many students were busy with completing assessments thus did not have time/were too distracted to complete the Learner Questionnaire. In 2017, the Questionnaire will be distributed mid Semester 2 to allow more time for students to complete it.



Section 2 Survey information feedback

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

The survey results showed that around 80% of respondents strongly agree or agree with all statements reflecting the high quality of training and services provided to the students.

The expected findings were the increase in student satisfaction level with the facilities. Ozford noticed that student expectations of facilities had increased significantly over the years. Ozford relocated to a brand new campus at the beginning of 2016, and the survey reflected students' high satisfaction level with the new premise.

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

Ozford College of Business student population consists of mainly international students. We noticed a change of student clientele in 2016 - many students are mature students (over the age of 21) and have some form of work experience/ further education in their respective home countries before enrolling at Ozford. They expect their learning to be combined with some form of work experience in Australia so that they are able to demonstrate both their learning and job skills to prospective employers.

Ozford invested in employing additional support staff (Student Success Coach) to help the students - students are coached on how to prepare a portfolio (Ozfolio) demonstrating their experience, skills, attributes and capabilities. The Student Success Coach also conducts weekly sessions in coaching students on getting jobs or volunteer/internship opportunities. These sessions contribute to students' confidence and enable them to be better equipped in applying knowledge and skills acquired during the training thus leading to an increase in unit/course completion rates.

Section 3 Improvement actions

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

Some feedback reflected the delay/lack of assessment feedback provided to students in previous survey. In 2017, Ozford plans to trial using Moodle (online learning management system) as a tool in assessment management - giving students the opportunity to submit assessment and assessors to provide timely feedback to students via Moodle. Students will be able to view the feedback by logging on to Moodle.

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

The use of Moodle will be reviewed at the end of Semester 1 2017 by the Academic Team. Learner questionnaire surveys will be conducted mid Semester 2, 2017 to ascertain the effectiveness of the actions above.