



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

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

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	136	124	91%
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)

Ozford student cohort consists of mainly international students. Since students are required to attend face to face classes, the Learner Questionnaire was distributed by a Student Services Officer during class time and students were encouraged to complete and return the Questionnaire on the spot. This enabled Ozford to achieve a higher survey response rate.



## 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 drop in student satisfaction level with the facilities. Ozford noticed that student expectations of facilities increased significantly over the past 2 years and, by 2015, the facilities at our Lonsdale St campus were not able to meet student needs. Ozford therefore proceeded with a relocation plan to a brand new campus in 2016 and we expect student satisfaction levels in relation to the building and facilities to improve.

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

Ozford College of Business' student population consists of mainly international students. Students come from more than 30 different countries and have diverse educational experience and backgrounds. It is imperative for trainers and assessors and support staff to have a good understanding and ability to meet the range of student needs. Regular Professional Development opportunities are provided to staff to improve their competency, knowledge, skills and experience. There are regular staff updates to keep staff well-informed of changes that may impact on students and Ozford holds workshop sessions to reinforce good communication and a customer service approach.

## Section 3 Improvement actions

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

Ozford College of Business continues to work on improving student learning experiences and pathway opportunities. In 2015, Ozford established a strong pathway program with University of Canberra enabling students who complete a Diploma of Business to move directly into second year of University of Canberra's Bachelor of Commerce program. Many students took up the opportunity to further their studies upon completion of their Diploma courses. In addition, as mentioned, Ozford re-located to new premises to improve the learning and teaching environment.

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

Learner questionnaire surveys are undertaken at regular intervals and further improvement actions are taken when needed. Ozford College of Business has an effective control environment and new procedures and processes are subject to oversight and review. The outcomes of all improvement actions taken in response to learner feedback is measured and reviewed via internal audits, classroom observation, training and assessment validation and moderation process and other formal and informal processes.