



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
90720	Hammond Institute Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	50	45	90%
Employer satisfaction	4	3	75%

Trends of response statistics:

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

Most of the students responded to the surveys. The response rate was slightly less as compare to previous year. This might be because of increase in student numbers.



Section 2 Survey information feedback

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

Expected = High Quality training, Students were very happy with the training and the support offered to them.
Unexpected = One of the venues had some issues with their heating system.

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

We are very pleased with the feedback. Hammond Institute is performing well in all areas and will continue to provide High Quality training

Section 3 Improvement actions

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

The issues with the heating system at one of the venue have now been fixed.

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

Trainers been advised to inform the office administration as soon as possible of any issues with the Venue so that we can take action asap.