



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	154	108	70%
Employer satisfaction	60	42	70%

Trends of response statistics:

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

The response rate was good. The rate was low as compared to the previous year. We believe it is because of increase in student numbers.

Highest survey response rates were from Diploma Students.



Section 2 Survey information feedback

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

The training offered by Hammond Institute is of high quality. The students were happy with training and support provided to them.

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

Overall feedback is quite positive. 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?

There was no major areas of deficiency that required addressing, However a range of minor continuous improvements were made to the resources inline with the current industry practices.

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

Hammond Institute will continue to monitor the survey data across all areas and identify any opportunity for continuous improvement where applicable to maintain high quality training and overall compliance.