



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
90720	Hammond Institute Pty Ltd

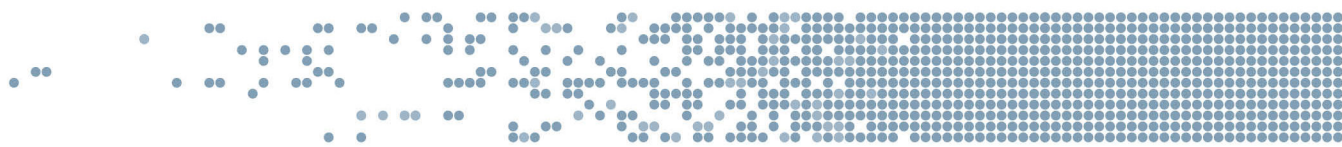
Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	450	272	60.44%
Employer satisfaction	23	14	60.86%

Trends of response statistics:

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

Response rates in 2021 improved on the previous year, despite the challenges faced in Victoria with COVID-19 and an extended lockdown in the second half of the year. Highest survey response rates were from Certificate IV Level Students



Section 2 Survey information feedback

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

The findings were consistent with Hammond Institute's expectations in terms of quality and previous years' data. Students are overall greatly satisfied with the quality of training, learning resources, skills and knowledge of trainers and assessors, student support and learning experience

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

The survey feedback clearly indicates that Hammond Institute is performing well in the different areas in terms of meeting the needs of the students. This includes: - Course information prior to enrolment - Communication on the expected outcomes - Structure and outcome of learning - Quality of trainers There has been continuous improvement on the quality of training, quality of facilities, equipment and resources, learning materials and student support services.

Section 3 Improvement actions

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

There are no identified improvements to be made in terms of outcomes of the data from Learners and Employers

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