



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
45276	Origin Education Group Pty Ltd trading as Origin Institute

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	11	7	63.64%
Employer satisfaction	0	0	0

Trends of response statistics:

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

The survey questions were issued to all Origin Institute's students in the first class during 09/10/2018 (the starting date of first class) and 30/12/2018 (the end of reporting period). All 11 students were chosen as our survey sample. All 11 students were undertaking CPC40110 Certificate IV in Building and Construction (Building). The students surveyed for these indicators were selected by Origin Institute in accordance with national guidelines.

An online survey tool was used in this reporting period to make sure that student had convenient access to all survey questions and Origin Institute would get accurate outcome.

There were 7 out of 11 (63.6%) students responded to this survey. As a result, we had achieved high response rate.

No employer survey were issued or received as Origin Institute did not provide workplace training in the period.



Section 2 Survey information feedback

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

This reporting period was Origin Institute's first year operation. The students selected were all students from our first class students. Survey outcome was quite positive that most students were satisfied with our overall training delivery. The survey provided more confidence that Origin Institute was able to provide high quality training services because of ongoing student support and engagement, recruitment of quality trainers and industry relevance.

Origin Institute should continue monitoring its training quality through the survey system to ensure that we can maintain the quality of our training services at high standard.

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

The survey for the students' overall training experience was very positive. The best parts were emphasizing the quality trainers, course materials, facilities, learning feedbacks and supportive environment.

Improvement opportunities identified relating to the amount of assessment work and delivering hour flexibility. This was an area that was already identified as needing revision.

Section 3 Improvement actions

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

Origin Institute took the survey outcome seriously and the improvement actions were carried out immediately including:

1. Origin Institute had worked with many industry experts and brought brand new online learning system in early 2019. The new online learning system provided much stronger flexibility, authenticity and more other benefits for our students. The assessment tasks were more properly designed, so students would realise that it was easier to complete the assessment tasks in the online system. Moreover, students would access to more videos and reading materials outside of class hours, so students had more flexible and supportive ways to study.
2. Origin Institute had arranged quality meeting with trainer to discuss the training quality improvement. As a result, practical support sessions were designed for any students who required more support on their learning.

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

Origin institute always ensure that we have effective strategies to monitor quality standards of our training services including but not limited to:

- Student survey feedback



- Student informal feedback
- Trainer feedback
- Industry consultation
- Validation of assessment tools
- Analysis of student outcomes
- Findings from internal and external audits