

# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
52100	EVEREST INSTITUTE OF EDUCATION PTY LTD

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	223	194	87.00 %
Employer satisfaction	28	26	92.86 %

#### Trends of response statistics:

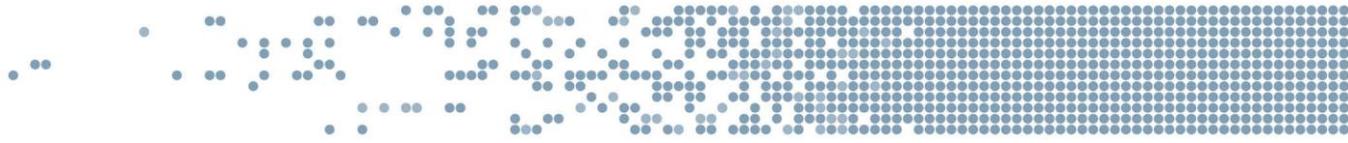
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

The Learner engagement survey response was similar to that in 2018. Students enrolled in various course were happy to provide feedback on the 4 quality indicators of Training Quality, Job Readiness, Training Conditions and Learner Participation. The feedback has been positive and Everest has been able to maintain a satisfaction response of more than 85% for the last 5 years.

2019 - 87.00%      2018 - 86.11 %      2017 - 97.62 %      2016 - 88.88 %      2015 - 88 %

The Employer engagement survey indicated that the employers were happy with the quality of training provided by Everest Institute students who undertook Workbased delivery of the Holistic units as per the Training Package requirements.

2019 - 92.86%      2018 - 84.62%      2017 - 100 %      2016 - 100 %      2015 - 0 %



## Section 2 Survey information feedback

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

The analysis of the learner satisfaction survey was that the Everest Institute was able to get a response of an average of more than 3 in each of the 4 quality indicators. The students were happy to be enrolled with Everest Institute and be Job Ready on completion of their studies.

Training Quality Responses - 3.55

Job / Work Ready Responses - 3.57

Training Condition Responses - 3.59

Learning Engagement Responses - 3.56

1 being - Strongly disagree, 2 being - Disagree, 3 being - Agree 4 being - Strongly agree

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

The survey informs that Everest Institute's Management, trainers and staff are continuously improving the quality of training provided based on feedback received by the students enrolled with Everest Institute. Everest Institute ensures to provide ongoing quality training by using various means of data collection through its internal feedback in the form of ongoing feedback by the students to trainers (verbally), by using Student Feedback form, use of student exit survey. The Employer Feedback also reiterated that Everest Institute training and assessment practices are relevant to the needs of industry and informed by industry engagement.

## Section 3 Improvement actions

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

Everest Institute conducts ongoing internal and external meetings to ensure providing quality training to all its enrolled students based on the response provided by the students. Everest uses these feedback through conducting of Monthly staff meeting, External Industry feedback meeting, Management Continuous Improvement meeting where all the recommendations are discussed and implementation of the above adapted in the form of training, job readiness and training conditions.

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

Everest Institute monitors the effectiveness of these actions by regularly auditing its operations and providing feedback to management of the improvements identified and the course of action to adapt. Everest Institute proactively monitors these and uses the recommendations of these audits to improve the quality of training it provides to all its students enrolled. Everest Institute endeavours to use these monitoring measures in 2020 and beyond to ensure students are provided with quality training and skills and knowledge to be job ready and able to support in addressing some of the skills shortage in the hospitality industry.