



# 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	305	271	89.00%
Employer satisfaction	29	27	93.00%

#### 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 for 2020 is slightly higher compared to years 2018 and 2019. The students were happy to provide feedback on the 4 quality indicators of Training Quality, Job Readiness, Training Conditions and Learner Participation and the feedback has been positive.

2020 - 89.00%      2019 - 87.00%      2018 - 86.11%      2017 - 97.62%

The Employer Engagement Survey also remained steady and that without compromising the health of our staff, students and general public during the pandemic, the employers are satisfied with the quality of training provided by Everest Institute students who undertook work-based delivery of the Holistic units as per the Training Package requirements.

2020 - 93.00%      2019 - 92.86 %      2018 - 84.62%      2017 - 100%



## Section 2 Survey information feedback

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

An analysis of the learner satisfaction survey indicated that Everest Institute is able to achieve a response rate 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.

- i. Training Quality Responses - 3.53
- ii. Job / Work Ready Responses - 3.53
- iii. Training Condition Responses - 3.56
- iv. Learning Engagement Responses - 3.52

where, 1 implies - strongly disagree; 2 implies – disagree; 3 implies – agree; and 4 implies - strongly agree.

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

The results for the conducted survey suggest that Everest Institute's Management, trainers/assessors, 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/assessors, by email or, using Student Feedback form, use of Student Exit Survey. The Employer Feedback also reiterated that Everest Institute is able to preserve the quality of training and assessment practices and is able to meet the current needs of industry (in COVID) and informed by industry engagement. Student feedback also expressed satisfaction with delivery of training during the Stage 4 restrictions for about 3 months in the previous year. Beside few minor internet connectivity issues initially during online training, students' experience remain positive however student were more pleased to recommence face to face training. Some students requested to defer their course due to financial hardship.

## 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 feedbacks by conducting of regular maintaining effective correspondence with staff, 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. Most of students had positive experience when learning online during COVID restrictions in the previous year. Everest Institute recommenced face to face training after upon easing of the restrictions. The Institute implemented various initiatives to enhance student experience including increased trainer interaction for any academic support through e-mail, telephone and face to face meeting.



Learning management system and online lectures were adopted during lockdown last year. Multiple support strategies and flexible delivery was arranged by bringing forward the theory components of course and making the trainers and student support team available for continuous correspondence with the students, were applied during lockdown last year to improve student experience and to maintain the quality of training during COVID lockdowns.

#### **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 considers and implement auditor's recommendations to enhance the quality of training it offers to all its students enrolled. Everest Institute endeavours to use these monitoring measures in 2021 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 huge skills shortage in the hospitality industry due to external factors like international border closure since 2020 in the ongoing pandemic.

## Learner Questionnaire Survey Results 2020

As per AQTF Learner Questionnaire	LQ	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
I developed the skills expected from this training	LQ21	3	3	3	3	4	4	3	3	4	3	3	3	4	3	3	4	3	3	3	4	3	4	4	3	3
I identified ways to build on my current knowledge and skills	LQ23	3	3	3	3	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	3
The training focused on relevant skills	LQ18	3	3	3	3	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	3
I developed the knowledge expected from this training	LQ24	3	3	3	3	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
The training prepared me well for work	LQ19	3	3	3	3	4	4	4	3	4	3	4	3	4	3	3	4	3	3	4	4	3	4	4	3	4
I set high standards for myself in this training	LQ32	3	4	3	3	4	4	4	3	4	3	4	3	4	3	3	4	3	3	3	4	3	4	4	3	4
The training had a good mix of theory and practice	LQ20	4	4	3	4	4	4	3	3	4	3	4	3	4	3	3	4	3	3	4	4	3	4	4	3	4
I looked for my own resources to help me learn	LQ34	4	4	3	4	4	4	4	3	4	3	3	3	4	3	3	4	3	3	4	4	4	4	4	3	4
Overall, I am satisfied with the training	LQ5	4	4	3	4	4	4	3	3	4	4	3	4	4	3	3	4	3	3	4	4	3	4	4	3	4
I would recommend the training organisation to others	LQ7	3	4	3	4	4	4	4	3	4	4	3	4	4	3	3	4	3	3	4	4	3	4	4	3	4
Training organisation staff respected my backgrounds and needs	LQ29	3	3	3	3	4	4	3	3	4	4	3	4	4	3	3	4	3	3	3	4	4	4	4	3	4
I pushed myself to understand things I found confused	LQ33	3	3	4	3	4	4	4	3	4	4	3	4	4	3	3	4	3	3	3	4	4	4	4	3	4
Trainers had an excellent knowledge of the subject content	LQ3	3	3	4	3	4	4	4	3	4	4	3	4	4	3	3	4	3	3	3	4	4	4	4	3	4
I received useful feedback on my assessments	LQ8	4	3	4	3	4	4	4	3	4	4	3	4	4	3	3	4	3	3	3	4	4	4	4	3	4
The way I was assessed was a fair test of my skills and knowledge	LQ10	4	3	4	3	4	4	4	3	4	4	3	3	4	3	4	4	3	3	3	4	3	4	4	3	4
I learned to work with people	LQ22	4	4	4	3	4	4	3	3	4	4	3	3	4	3	4	4	3	3	4	4	3	4	4	3	4
The training was at the right level of difficulty for me	LQ17	4	4	4	3	4	4	3	3	4	3	3	3	4	3	4	4	4	3	4	4	3	4	4	3	4
The amount of work I had to do was reasonable	LQ16	4	4	4	3	4	4	3	3	4	3	3	3	4	3	4	4	4	3	4	4	3	4	4	3	4
Assessments were based on realistic activities	LQ9	4	4	4	3	4	4	3	3	4	3	3	3	4	3	4	4	4	3	4	4	4	4	4	3	4
It was always easy to know the standards expected	LQ12	4	4	4	3	4	4	3	3	4	3	4	4	4	3	4	4	4	3	3	4	4	4	4	3	4
Training facilities and materials were in good condition	LQ28	4	4	4	3	4	4	4	3	4	3	4	4	4	3	4	4	4	3	3	4	4	4	4	3	4
I usually had a clear idea of what was expected of me	LQ13	4	4	4	4	4	4	4	3	4	3	4	4	4	3	4	4	4	3	3	4	4	4	4	3	4
Trainers explained things clearly	LQ4	4	4	4	4	4	4	4	3	4	3	4	4	4	3	4	4	4	3	3	4	4	4	4	3	4
The training organisation had a range of services to support learners	LQ31	4	4	4	4	4	4	4	3	4	3	3	4	4	3	4	4	4	3	3	4	4	4	4	3	4
I learned to plan and manage my work	LQ25	4	4	4	4	4	4	4	3	4	3	3	3	4	3	4	4	4	3	4	4	4	4	4	3	4
The training used up-to-date equipment, facilities and materials	LQ27	3	4	3	4	4	4	4	3	4	3	3	3	4	3	3	4	4	3	4	4	4	4	4	3	4
I approached trainers if I need help	LQ35	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	4	3	4	4	4	4	4	3	4
Trainers made the subject as interesting as possible	LQ2	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
I would recommend the training organisation to others	LQ6	3	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
The training organisation gave appropriate recognition of existing knowledge and skills	LQ11	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
Training resources were available when I need	LQ26	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
I was given enough material to keep up my interest	LQ15	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
The training was flexible enough to meet my needs	LQ30	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	4	3	4	4	3	4	4	3	4
Trainers encouraged learners to ask questions	LQ1	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	4	3	4	4	4	4	4	3	4
Trainers made it clear right from the start what they expected from me	LQ14	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	4	3	4	4	4	4	4	3	4

## Learner Questionnaire Survey Results 2020

26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
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## Learner Questionnaire Survey Results 2020

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## Learner Questionnaire Survey Results 2020

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## Learner Questionnaire Survey Results 2020

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## Learner Questionnaire Survey Results 2020

As per AQTF Learner Questionnaire	LQ	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
<b>Training Quality Responses</b>																										
I developed the skills expected from this training	LQ21	3	3	3	3	4	4	3	3	4	3	3	3	4	3	3	4	3	3	3	4	3	4	4	3	3
I developed the knowledge expected from this training	LQ24	3	3	3	3	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
I set high standards for myself in this training	LQ32	3	4	3	3	4	4	4	3	4	3	4	3	4	3	3	4	3	3	3	4	3	4	4	3	4
The training organisation had a range of services to support learners	LQ31	4	4	4	4	4	4	4	3	4	3	3	4	4	3	4	4	4	3	3	4	4	4	4	3	4
Training resources were available when I need	LQ26	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
<b>Job / Work Ready Responses</b>																										
The training focused on relevant skills	LQ18	3	3	3	3	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	3
The training prepared me well for work	LQ19	3	3	3	3	4	4	4	3	4	3	4	3	4	3	3	4	3	3	4	4	3	4	4	3	4
The training had a good mix of theory and practice	LQ20	4	4	3	4	4	4	3	3	4	3	4	3	4	3	3	4	3	3	4	4	3	4	4	3	4
I would recommend the training organsiation to others	LQ7	3	4	3	4	4	4	4	3	4	4	3	4	4	3	3	4	3	3	4	4	3	4	4	3	4
Training organisation staff respected my backgrounds and needs	LQ29	3	3	3	3	4	4	3	3	4	4	3	4	4	3	3	4	3	3	3	4	4	4	4	3	4
The way I was assessed was a fair test of my skills and knowledge	LQ10	4	3	4	3	4	4	4	3	4	4	3	3	4	3	4	4	3	3	3	4	3	4	4	3	4
The training was at the right level of difficulty for me	LQ17	4	4	4	3	4	4	3	3	4	3	3	3	4	3	4	4	4	3	4	4	3	4	4	3	4
Assessments were based on realistic activities	LQ9	4	4	4	3	4	4	3	3	4	3	3	3	4	3	4	4	4	3	4	4	4	4	4	3	4
Training facilties and materials were in good condition	LQ28	4	4	4	3	4	4	4	3	4	3	4	4	4	3	4	4	4	3	3	4	4	4	4	3	4
I usually had a clear idea of what was expected of me	LQ13	4	4	4	4	4	4	4	3	4	3	4	4	4	3	4	4	4	3	3	4	4	4	4	3	4
Trainers explained things clearly	LQ4	4	4	4	4	4	4	4	3	4	3	4	4	4	3	4	4	4	3	3	4	4	4	4	3	4
I was given enough material to keep up my interest	LQ15	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
The training was flexible enough to meet my needs	LQ30	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	4	3	4	4	3	4	4	3	4
Trainers encouraged learners to ask questions	LQ1	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	4	3	4	4	4	4	4	3	4
Trainers made it clear right from the start what they expected from me	LQ14	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	4	3	4	4	4	4	4	3	4
<b>Training Condition Responses</b>																										
Overall, I am satisfied with the training	LQ5	4	4	3	4	4	4	3	3	4	4	3	4	4	3	3	4	3	3	4	4	3	4	4	3	4
I would recommend the training organsiation to others	LQ6	3	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
<b>Learning Engagement Responses</b>																										
I identified ways to build on my current knowledge and skills	LQ23	3	3	3	3	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	3
I looked for my own resources to help me learn	LQ34	4	4	3	4	4	4	4	3	4	3	3	3	4	3	3	4	3	3	4	4	4	4	4	3	4
I pushed myself to understand things I found confused	LQ33	3	3	4	3	4	4	4	3	4	4	3	4	4	3	3	4	3	3	3	4	4	4	4	3	4
Trainers had an excellent knowlegde of the subject content	LQ3	3	3	4	3	4	4	4	3	4	4	3	4	4	3	3	4	3	3	3	4	4	4	4	3	4
I received useful feedback on my assessments	LQ8	4	3	4	3	4	4	4	3	4	4	3	4	4	3	3	4	3	3	3	4	4	4	4	3	4
I learned to work with people	LQ22	4	4	4	3	4	4	3	3	4	4	3	3	4	3	4	4	3	3	4	4	3	4	4	3	4
The amount of work I had to do was reasonable	LQ16	4	4	4	3	4	4	3	3	4	3	3	3	4	3	4	4	4	3	4	4	3	4	4	3	4
It was always easy to know the standards expected	LQ12	4	4	4	3	4	4	3	3	4	3	4	4	4	3	4	4	4	3	3	4	4	4	4	3	4
I learned to plan and manage my work	LQ25	4	4	4	4	4	4	4	3	4	3	3	3	4	3	4	4	4	3	4	4	4	4	4	3	4
The training used up-to-date equipment, facilities and materials	LQ27	3	4	3	4	4	4	4	3	4	3	3	3	4	3	3	4	4	3	4	4	4	4	4	3	4
I approached trainers if I need help	LQ35	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	4	3	4	4	4	4	4	3	4
Trainers made the subject as interesting as possible	LQ2	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4
The training organisation gave appropriate recognition of existing knowledge and skills	LQ11	4	3	3	4	4	4	3	3	4	3	3	3	4	3	3	4	3	3	4	4	3	4	4	3	4

# Learner Questionnaire Survey Results 2020

26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
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## Learner Questionnaire Survey Results 2020

76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	
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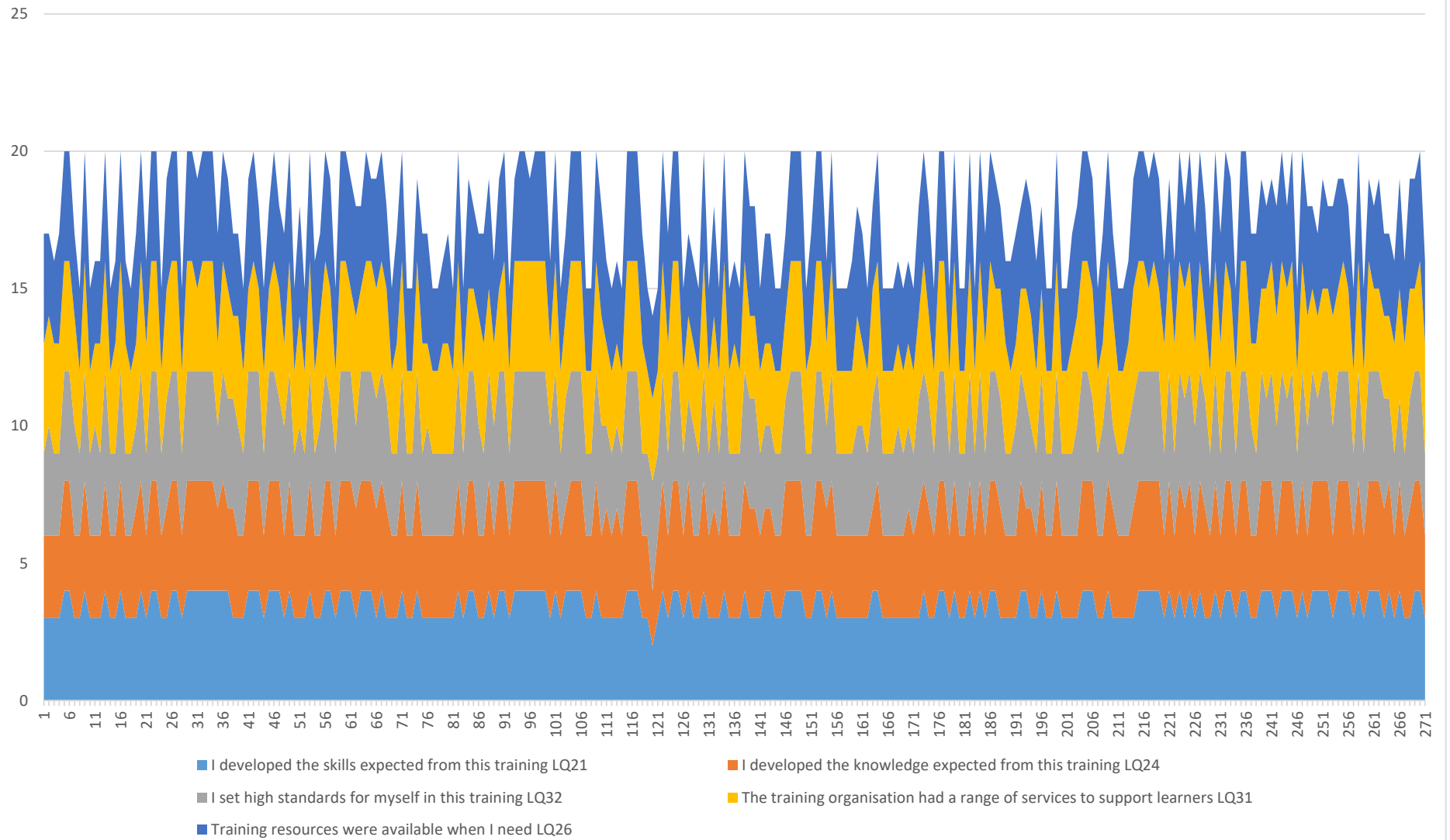
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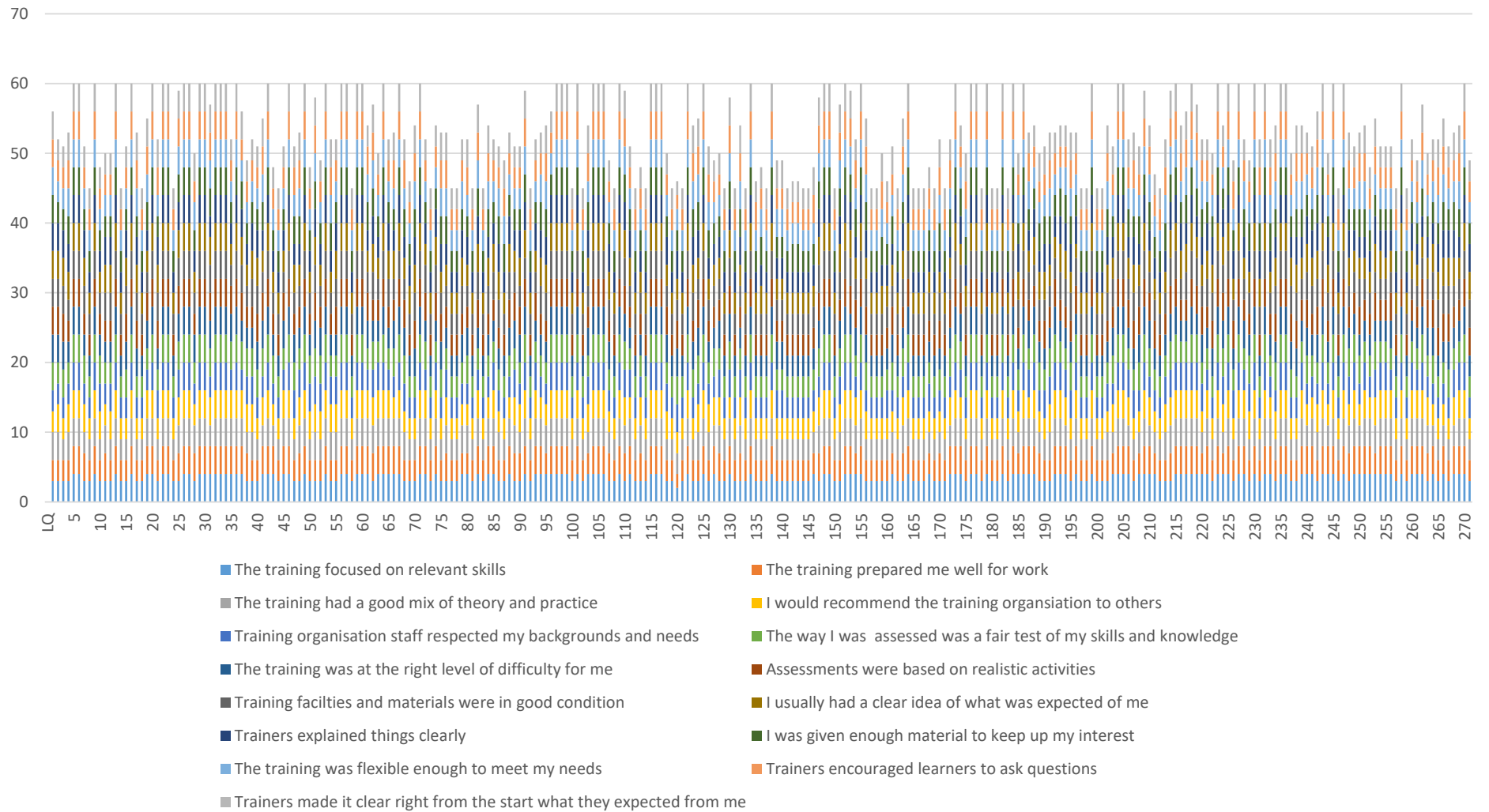
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## Training Qulaity Response

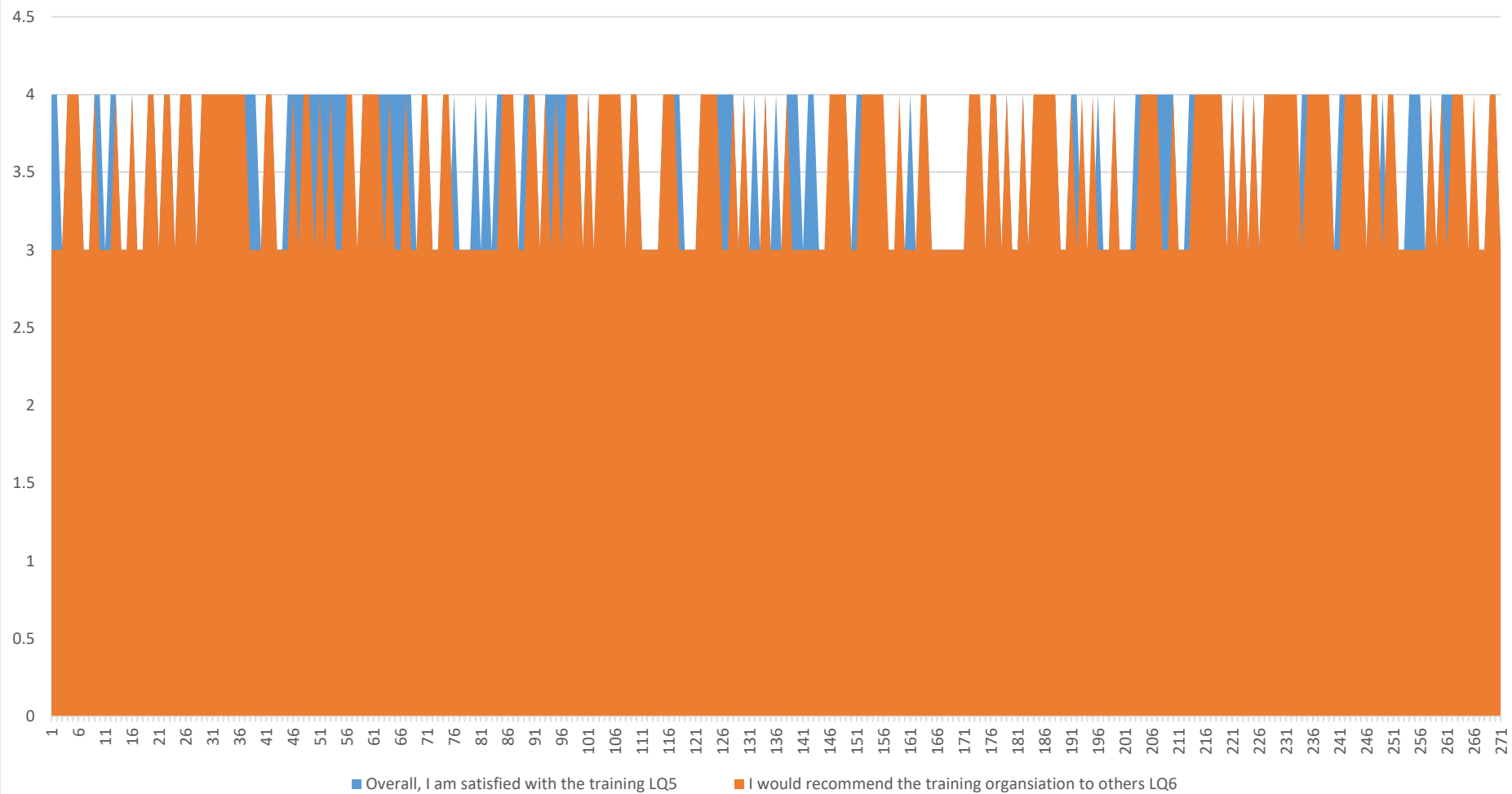




## Job/Work ready responses



### Training Condition Responses



## Learning engagement responses

