



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
41126	Gen Institute Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	53	47	88.7%
Employer satisfaction	NA	NA	NA

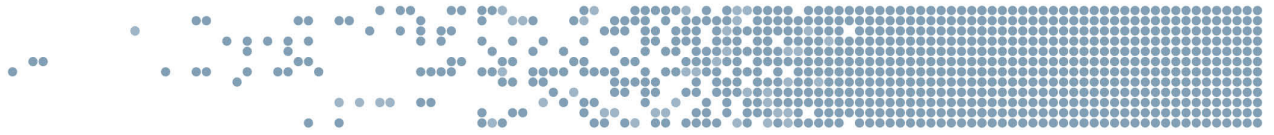
Trends of response statistics:

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

Gen Institute administered learner questionnaire surveys to all its students upon completion of the course.

Response rate was very healthy at 89% - we had a total of 47 students taking the survey of the 53 who had completed the qualifications in 2018. While we had approx 400 students studying in 2018 only 53 students had course end dates in 2018 to administer the learner questionnaire survey.

Out of the total responses received, 43% are from Business stream, 40% from leadership and management and 17% from building and construction management streams.



Section 2 Survey information feedback

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

Expected Feedback

Students identified the best aspects of training as being able to relate to the skills and knowledge they will gain as a part of the course and its application in a real workplace.

Students have expressed their satisfaction with the overall course content and learning resources used. They have clearly indicated that all trainers are approachable and are always willing to help & support. Students were particularly happy that Gen institute takes measures to keep the students informed and updated about any changes that might affect them and reminds them of the requirement to maintain academic course progress as a part of student visa condition. They also expressed satisfaction with the turn around time of the student support officers who work with them to help with any outstanding issue they might have.

Unexpected Feedback

Students suggested that some of the facilities at Gen Institute needed further improvement. There were few issues with the speed and stability of the internet connection.

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

100% of students agreed or strongly agreed that their trainers had an excellent knowledge of the subject content. 98% of students agreed or strongly agreed that they would recommend Gen Institute to others and this is a clear reflection of the overall quality of education that Gen Institute is delivering. Increase in total number of students enrolled in 2018 is also a direct reflection of students satisfaction with the institute.

Gen institute has already addressed students concern with respect to the internet issue and the students are happy with the solution offered..

Section 3 Improvement actions

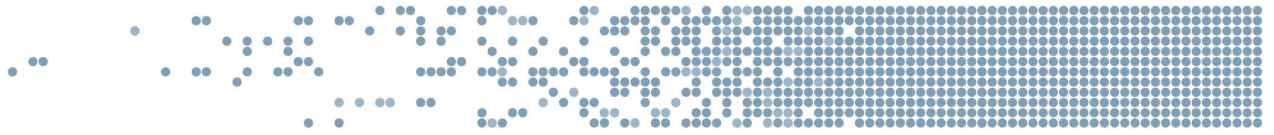
What preventive or corrective actions have you implemented in response to the feedback?

Any feedback received from the students is always discussed with the trainers & support staff to ensure the student needs are addressed. As evident from the feedback, the students were overall very happy with the services provided by Gen Institute.

Based on the feedback, action was taken to rectify the internet issue by adding Wifi boosters and hi configuration wifi router.

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

Our trainers seek regular feedback from the learners throughout the training program. We ensure concerns are recorded and properly addressed. The learners are always encouraged to fill in the satisfaction surveys upon the



completion of the course. The survey results are good indications of the effectiveness of actions implemented in response to students' feedbacks.

GEN Institute shall continue to monitor the effectiveness of actions taken by continually seeking formal and informal feedback from the students and by keeping the staff informed through continuous improvement meetings.

All the improvements made are also recorded in continuous improvement register.