

# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21438	Brighton Educational Services Pty Ltd trading as Brighton Institute of Technology

#### Section 1 Survey response rates

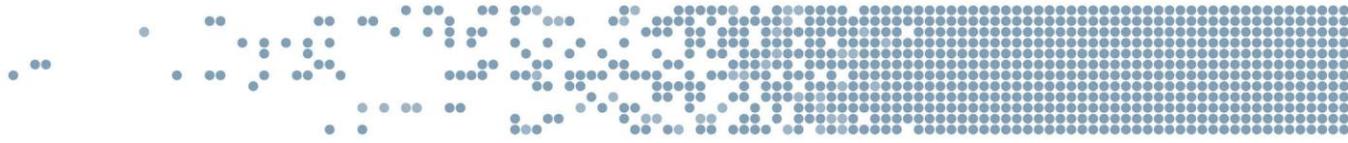
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	632	485	76.7%
Employer satisfaction	N/A	N/A	N/A

#### Trends of response statistics:

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

Student cohorts in Hospitality Management (incl. Diploma of Hospitality Management & Advanced diploma of Hospitality Management) have the highest response rate. The Automotive cohorts (incl. Certificate III in Light Vehicle Technology, Certificate IV in Mechanical Diagnosis, and Diploma of Automotive Management) have the second highest response rates. English Cohorts have the third highest response rates. Students in Leadership and Management courses provided a low response rates. The high response rate cohorts are in the age group in between 20 to 24 and 25 to 34.

The response rates are not the same as in 2017, as the quantity of surveys issued has decreased to 632 from 749 as compared to previous year and the quantity of surveys received this year has also shown the decline to 485 from 615.



## Section 2 Survey information feedback

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

#### Expected Findings:

1. Staff members at BIT found very helpful and supportive.
2. Students complimented the learning environment at BIT.
3. Most of the Leadership and Management & Hospitality Management students found the class presentation very helpful in building confidence and is helpful in the job perspective.
4. Many Automotive students praised the practical skills learned in the workshop and found it very helpful in terms of job demands.
5. Trainers have outstanding training skills and knowledge to explain student patiently and clearly and are always approachable to students when they have difficulties to understand things.

#### Unexpected Findings:

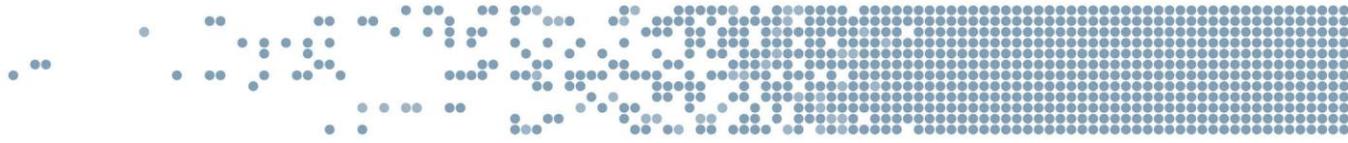
1. Some students requested more books and learning materials.
2. The number of Hospitality students suggested for more and new kitchen equipment.
3. The number of students requested to have more computers, Wifi access and printing facility available.
4. Automotive Students recommended a bigger workshop and more tools and they have requested for smaller practical groups.
5. English students upon completion of their courses asking to do more as they acknowledge that they are gaining real benefits from working with our English teachers.

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

Brighton Institute of Technology strives for providing students the latest technology, skills and knowledge to meet their desired needs in their career development and self-improvement which will be beneficial in achieving their goals. In last year 2017, BIT had summarised the performance during year 2016 and initiated plenty of improvements and rectification for better quality of training, such as:

1. Students found attending theoretical and practical classes most helpful in obtaining knowledge and skills which is helping them to meet the job demands. The outcomes started showing in the data of year 2018, and most of the students have given very positive feedback on trainers knowledge, interpersonal communication skills, clear and useful instructions and guidelines, as well as up-to-date knowledge and skills.
2. Trainers and BIT staff have been very positive and supportive to the students who needed support or counselling, which has been reflected in student feedback as well. BIT has also received positive feedback on the friendly and supportive service provided by BIT staff according to 2018 Survey data.
3. As response to the surveys, more computers have been installed, access to free Wi-Fi is being provided and printing facility is made available to students on Bourke Street Campus.
4. Performance in the teaching of English has improved markedly with the hiring of new teachers.

Overall, as per the feedback received in the 2018 Survey, BIT has received expected feedback to indicate our improvements and developments when compared with 2017 survey feedback. Though BIT still has received some



unexpected findings from the student surveys, BIT has taken the feedback into account and will work to improve the identified areas continuously in year 2019.

### Section 3 Improvement actions

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

1. BIT has purchased more materials and books to meet students' needs.
2. BIT has decided to expand the Automotive Workshop for practical classes and it is in the process of approval and equipped the workshop with the new tools, new cars, and safety equipments to meet the student requirements.
3. BIT has made new MOU's and contracts with 25 sites to conduct Work-based Training for Hospitality students to give them exposure to the real market demand and hence, it is found helpful for the students to find good jobs.
4. BIT has equipped the Commercial kitchen with new modern equipments.
5. BIT has installed more Computers, Printing facility and access to high-speed WI-Fi to meet students' demand.
6. BIT has improved orientation and induction procedures to reinforce the expected findings and encourage greater classroom interaction.
7. BIT still tied up with MOU with Mingary Counselling Service to enhance BIT's counseling service for students

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

BIT has implemented or going to implemented in following actions:

1. Conducting various Surveys (Student support and Administration services survey, Enrolment survey, Learner Questionnaire, Agent Survey) on regular basis and analyse them to identify the issues.
2. Regular staff meetings are being conducted to take the feedback on the implemented strategies to address the specific issues raised.
3. Emphasis on the feedbacks from staff members and students on existing plans and strategies.
4. Focusing on Continuous improvements made to all areas of our operations with improved surveys collection and tracking processes to help us respond better.
5. Regular feedback from trainers and other staff members on existing policies and implementing the feedback to make the processes more effective.