



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
2010	AMA Services (WA) Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	204	65	31.86%
Employer satisfaction	96	11	11.45%

Trends of response statistics:

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

Higher response from learners compared to previous years.

Employer response low as in previous years.



Section 2 Survey information feedback

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

Expected - very satisfied / satisfied with training delivery, RTO staff and support provided
Unexpected - none

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

Learner and Employer satisfaction is consistently good

Section 3 Improvement actions

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

None required

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

N/A