Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tr>
<td>21967</td>
<td>Sher-E-Punjab Pty Ltd Trading as South Pacific Institute</td>
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1. Survey response rates

<table>
<thead>
<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates = SR *100 / SI</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>356</td>
<td>237</td>
<td>66.57%</td>
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<tr>
<td>Employer satisfaction</td>
<td>0</td>
<td>0</td>
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Trends of response statistics:
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

The cohort which provided responses was international students.
The response rate went up by 6% to 66.57% in 2012 as compared to 60.40% in 2011.

2. Survey information feedback

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

Since our move to a bigger campus at Level 3, 260 La Trobe street there has been a significant positive increase in the responses to the survey.
The classrooms are much bigger and more spacious as compared to the previous location at 212 King Street.
The computer laboratory facilities have doubled to 40 PC’s.
There is better access to public transport. Melbourne central is less than 20 meters from the campus.
Students are satisfied with the services provided by the Institute.
What does the survey feedback tell you about your organisation’s performance?

The feedback indicates that the Institute has fared much better in the year 2012 than in the year 2011.

### 3. Improvement actions

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

The Institute will continue to work on maintaining and improving the services provided to the students, this will ensure that feedback in the coming years continues to stay positive.

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

The effectiveness of these actions will be monitored by surveys that will be conducted twice annually.

SPI will continue to engage all stakeholders, formally and informally, during the course of the year, to ensure that the high level of services provided by the institute continue to meet the expectations of all involved.