



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22207	PAX Institute of Education Pty Ltd T/A PAX Institute of Education

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	400	193	48%
Employer satisfaction	30	12	40%

Trends of response statistics:

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

PAX Student Cohort - International Students

Due to the demand of International students, PAX has promoted and delivered the Commercial Cookery packaged programs in Hospitality stream.

The percentage of response is less than last year as no students were enrolled for Business and Management courses.

PAX has administered the Employer Satisfaction survey in 2019 for the Work Placement component in the Commercial Cookery packaged programs in Hospitality Stream.



Section 2 Survey information feedback

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

The students have complimented the real time work experience during their learning at PAX. The training in PAX kitchen classes has benefited the students to develop their cooking skills and build their confidence to work in actual industry environment.

The trainers have excellent knowledge of the subject matter. They are very helpful and available for assistance. The regular trainer feedback assists in contributing in honing the student's skills.

The Work Based Training Coordinator (WBT) Coordinator has assisted in finding suitable work placements with reputed employers for the practical component of the Certificate III and Certificate IV in Commercial Cookery qualifications.

The assessments were reasonable and the explanation given in the class to perform them was detailed. Some of the students find some assessments lengthy.

The students strongly agreed that PAX has a range of services to support learners.

In 2019 PAX has administered the Employer Surveys and the response has been positive. The response from the Employers has given PAX an opportunity to review its training and delivery.

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

Feedback on the survey confirms our learners' satisfaction of our training quality. The students are asking for weekend classes and flexibility in timetables. They also suggest to have a choice of selecting a trainer for their learning. Some students have also suggested to arrange lockers in the Hospitality Kitchens.

The outcome of the survey affirms the positive performance of PAX in relation to quality of trainers, relevance of the programs and learning activities.

The results of this survey confirms that PAX implements the best practice in the VET sector. It offers high quality of education by employing quality trainers, providing effective student support and ensuring the facilities and equipment meet the training requirements.

The Employer feedback of PAX students is very encouraging. The students exhibit good work ethics in the real time work and the employers are satisfied with their skills learnt at PAX.

Section 3 Improvement actions

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

Some students have suggested flexibility in the timetables and availability of evening classes. PAX is unable to consider this as there are not enough students with the demand to start a batch.

Flexibility of Timetables cannot be offered in Certificate III since there are pre-requisite units and the flow of units has been set accordingly. The choice of selecting a trainer cannot be offered as it is not practical in reality.



The students lockers have been bought and kept in the PAX Kitchens.

The Employer Survey suggests to add different cooking styles like Asian, Continental and bakery.

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

Pax will ensure that feedback from its student is collected at the completion of every student's qualification. This will keep us up-to-date and help us to monitor the effectiveness to newly implemented measures.

PAX will review the assessments by conducting validation and make the necessary changes in the training.

At present PAX is not considering to add any other cooking streams like Asian, continental, bakery etc.

Early next year in 2020 PAX would consider extending its scope considering the demand in the industry.