



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
6035	Biba Academy of Hair & Beauty Pty.Ltd.

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	65	19	29.23%
Employer satisfaction	51	0	0%

Trends of response statistics:

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

Apprentices had a higher response rate compared to full time students.

Employer satisfaction surveys response rates have declined in comparison to previous years.

Overall student response rates have declined when compared to previous years.



Section 2 Survey information feedback

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

The overall student feedback was positive. Students reported that they enjoy the friendly, inclusive learning atmosphere. They also responded positively to Biba Academy's hands-on training and the busy salon-simulated environment with "real" clients for them to learn on.

Biba Academy's approximate teacher to student ratio is 1:15 however a request for additional trainers/assessors was made by students.

Requests for minor improvements to facilities and additional theory sessions were also made by students.

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

Biba Academy provides a very high standard of practical salon-based training and ensure that students receive the hands-on experience required to be employable in the industry.

Section 3 Improvement actions

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

Biba Academy has since employed additional trainers to maintain low student to teacher ratios and has also added additional theory components to the students resources. Biba Academy has made it a requirement for trainers/assessors to deliver theory in conjunction with live practical demonstraions to ensure learner engagement and cater to different learning styles. Students did not specify details of the improvements required to the facilities however Biba Academy has made upgrades to the facilities where necessary.

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

Continuous communication with employers and students, verbal feedback and daily surveys to monitor student satisfaction.