



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21774	Industry Education and Training Services Pty Ltd

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	109	87	79.8 %
Employer satisfaction	16	9	56%

Trends of response statistics:

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

Learner:

High Response- Q34 Learners were encouraged to ask questions
Low Response- Q17 The training difficulty level was adequate for me

Employer

High Response- Q5 We would recommend the training to others
Low Response - Q10 The training prepared employees well for work

2. Survey information feedback

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

Many students mentioned that the process of assessing their work was very extensive and in detail. Trainers were contactable after hours as well.

The students were happy with the flexibility in learning that was offered, including home research activities. Some students believed that work placement hours need to be extended so as to receive more in depth knowledge of the subject.

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

The survey feedback has been great help to the organisation, not only because of its nature of questions, but because it has helped us to generate user-friendly processes.

Some students did mention that the practical components of the units were very useful and good for their professional competency. Students also mentioned that the theory components need not be so in detail and they would learn more from practical assessments.

Overall the survey feedback has proven to be a good tool for us in terms of continuous improvement.

3. Improvement actions

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

Further investigation related to the low response of the Learner survey stating "the training was at the right level for me" showed the majority in this category felt the assessments & content were not challenging enough. This could be due to the fact that these employees had been working in their chosen field for a number of years and were already skilled through on the job experience. The RPL process and higher level of qualifications will be encouraged more for participants falling into this category.

Industry validation and consultations with industry groups implemented and proved beneficial in ensuring that the learning materials and resources were up to mark with industry standards.

Validation and moderation processes were generated to make sure time frames were not lapsed in terms of in depth research assessments for people already representing the industry.

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

Few different strategies were implemented, including monthly staff meetings, regular feedback discussions with students, feedback box now made available at reception, continuous improvement practices and procedures register will certainly help us monitor the effectiveness of these actions.

Student satisfaction survey will be conducted on a regular basis from now on so as to receive an idea for improvements from the students.