



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40846	Trade Training Group Pty Ltd trading as MultiSkills Training

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	733	200	27%
Employer satisfaction	20	2	10%

#### Trends of response statistics:

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

Students who were aged between 15-19 provided the lowest response rate (11 surveys received)

Students who were aged between 25-34 provided the highest response rate (65 surveys received)



## Section 2 Survey information feedback

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

Expected findings:

- \* That learners learnt how to plan and manage their work.
- \* Trainers made it clear from the start what they expected from them.
- \* The RTO uses up-to-date equipment, facilities and materials.

Unexpected findings:

- \* That learners pushed themselves to understand things they found confusing.

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

Based on the feedback received, the RTO's performance has been overall positive. Although there are many positives to be taken from the responses, some that stand out are as follows:

- \* That the trainers developed the knowledge and skills for the learners.
- \* That trainers made the subject/training course interesting for the learners.
- \* That the training course was flexible to meet the learners needs.
- \* That assessments were conducted fairly and that the amount of training was fair and reasonable.
- \* Feedback on assessments was provided and useful for the learner.
- \* That the RTO staff respects all backgrounds and needs of the learner.

## Section 3 Improvement actions

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

Learner engagement surveys:

\* Not enough Learner engagement surveys were received by learners. The RTO plans to encourage the learners to complete the survey at the end of each training course by advising them that their feedback is important in order for the ongoing improvement of the training course. The RTO plans and may consider emailing the surveys when Statement of Attainments are issued.

Employer satisfaction surveys:

\* Not enough Employer satisfaction surveys were issued and received by Industry. Employer satisfaction surveys will be implemented by coordinating them with the Industry engagement process to attain further feedback on Industry needs and outcome of their staff members who may have underwent training with the RTO.

Expectations:

\* Although the responses were positive, the RTO has concerns that 3 of the responses indicated that Trainers did not make it clear from the start as to what was expected of the learner. The RTO plans to review all Session plans to



ensure that expectations are made clear by the Trainer.

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

Learner engagement surveys:

\* The RTO plans to monitor this by expecting at least 40% of surveys issued to be received and reviewed at each quarter. Should the response rates exceed 40%, the RTO will consider increasing the percentage.

Employer satisfaction surveys:

\* The RTO plans to monitor this by expecting at least 20% of surveys issued to be received and reviewed at each quarter. Should the response rate exceed 20%, the RTO will consider increasing the percentage. The surveys will be added to a checklist when Industry engagement is being conducted to ensure it will be issued and received as part of the continuous improvement process.

Level of difficulty for the training course:

\* The RTO plans to review the survey response: (Trainers made it clear right from the start what they expected from me) and compare successful completion rates every quarter at its Management meetings. Based on what may be discussed, the Training and Assessment Strategy will require a review and incorporate the possible findings.

Expectations:

\* The RTO plans to implement a Trainer Observation policy & procedure as part of its ongoing commitment to ensure that the RTO's trainers/assessors are delivering the training product as per Unit of Competency and the Session Plan. The Trainer Observations will provide the RTO with the training delivered and incorporate any changes that may be required to its Training and Assessment Strategy, Training resources, Equipment, Opportunities for Professional Development.