



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4049	Australian Retailers Association

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1219	262	24.26%
Employer satisfaction	22	6	27.27%

Trends of response statistics:

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

Participant Survey: The participant respondents in 2015 were similar to 2014, where lower level qualification participants (Certificate II & III) are the majority of the respondents.

Employer Survey: The employer respondents in 2015 were less than 2014 (22 to 49). This was due to the decrease of traineeship training and increase in jobseeker participant.

Response rate comparison to previous year (24.26% to 9.3%) as we change the survey model from yearly survey to monthly survey, and the follow up have been done 2 - 3 times / month.



Section 2 Survey information feedback

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

We expected positive feedback on both quality of training and facilitator performance with majority of the jobseeker participants (Certificate II & III) were motivated to do the course for finding the job (66.03%). The employees motivation were vary from supporting & improving the chance for promotion (18.7%) and helping to change career (9.54%).

The survey indicated that the participants satisfaction was very positive (Average of 49.63% = strongly agree and 45.96% = agree answer), facilitator performance was satisfying (Average of 59.28% = strongly agree and 33.56% = agree), the training quality was high (Average 47.29% = strongly agree and 40.94% = agree).

The participants found the contents of the course were relevant and useful either to prepare for the work placement and improve their skills and knowledge for their jobs. Some feedback on the case study were required update and this case was taken very seriously in included within the new resources development plan. The typo error occasionally raised within the feedback where we will implement proof reading stage as mandatory steps within resourcs development process.

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

Positive feedback on various performance as an RTO with the following rate (Respect background & need of participants, 57.85% = strongly agree and 35.63% = agree. Availability to provide a range of services and support, 39.08% = strongly agree and 50.19% = agree. Recommending the RTO to others, 53.26% = strongly agree and 37.55% = agree)

Section 3 Improvement actions

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

Updated Case Study = Frequent resources and assessment validation were implemented early this year to uupdate / improve the case study where required

Typo error = Include proof reading stage as part of mandatiry steps during resources development process

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

The improvement action is monitored via monthly continuous improvement meetings. Survey reports and improvement ideas are logged and tracked into online system (Trello) and reviewed on the next meeting for its implementation.

We have also used performance reviews of all group managers and staff members. These reviews will focus in part on the KPIs that have been directly designed to target key concerns that have been noted from the feedback.