



# 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	1129	285	25.24%
Employer satisfaction	53	6	11.3%

#### 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 2016 were similar to 2015, where lower level qualification participants (Certificate II) are the majority of the respondents (72.28%).

Employer survey: The employer respondents in 2016 the same as 2015 (6 to 6). The response rate dropped due to the increase of small retailers being surveyed and received the same number of responses.

Response rate is similar to previous year (25.24% to 24.26%) as we retain the monthly survey model, and 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) were motivated to do the course for finding the job (71.58%) followed by supporting the current career (17.20%). The employers thought the training prepared employees well for work (Average of 16.67% = strongly agree, 83.33% = agree) and the training reflected current practice (Average of 16.67% = strongly agree, 83.33% = agree)

The survey indicated that the participants satisfaction was very positive (Average of 53.99% = strongly agree and 40.68% = agree answer), student happy with the facilitator knowledge (Average of 66.67% = strongly agree and 30.82% = agree) as well as the training prepared the student well for work (Average of 42.97% = strongly agree and 50.57% = 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.

### 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, 53.61% = strongly agree and 41.83% = agree. Availability to provide a range of services and support, 43.73% = strongly agree and 49.81% = agree. Recommending the RTO to others, 49.81% = strongly agree and 45.25% = agree)

## Section 3 Improvement actions

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

The resources is currently being updated and proof reading phase is implemented to respond to last year feedback on typo error and case study issue.

### 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 (Wrike) 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.