



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22528	National Skills Institute Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	896	637	71%
Employer satisfaction	11	9	82%

#### Trends of response statistics:

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

There was a significant variation between response rates from the various student cohorts. In particular, the students who completed the Certificate I in Vocational Preparation had much higher rates than those completing Civil Construction and other qualifications. This was because we were able to issue and collect the surveys at the end of their classroom training, whereas students completing other qualifications may have been at work sites and we relied on them posting / emailing responses.

We had eleven different employers that we service. Nine responded to the survey.

Our response rates compared to last year improved from 63% to 71%. This was due to the high response rate for the Vocational Preparation students.



## Section 2 Survey information feedback

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

The findings of the surveys were in line with our expectations. There were no adverse ratings or comments and were consistent between the various cohorts across all qualification groups.

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

Learner Questionnaires:

Feedback from the surveys is very positive in regards to our organisations' performance with approximately 45% of student responses in the 'Strongly Agreed' category and 55% in the 'Agreed' category. Less than one percent of responses were in the 'Disagree' or 'Strongly Disagree' categories.

The responses in the Disagree and Strongly Disagree categories were mostly in the Learner Engagement Domain, specifically, "I looked for my own resources to help me learn" and "I pushed myself to understand things I found confusing".

Where completed, there were no negative issues identified in the written comments sections of the surveys - 'Best Aspects of the Training' or 'Most in Need of Improvement'. Most of the comments expressed the students' appreciation of their trainer and that they enjoyed the practical aspects of the course the most.

Also, there were no identifiable issues or relationships where students completed the learner demographics and training characteristics sections of the survey.

Employer Questionnaire:

Feedback from the nine surveys received were also very positive with ratings shared between the strongly agree category and the Agree category. Written comments made were mostly in regards to the improvement observed in the skill levels of staff participating in the training.

Overall, survey feedback was very positive. We will continue our efforts to build on the satisfaction levels even further.

## Section 3 Improvement actions

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

Corrective actions again focus on the Learner Engagement Domain.

The continuing issues that have been outlined above only relate to a relatively small number of students that find it difficult to self-motivate (or possibly feel they have to rate themselves poorly for these questions). Never-the-less, we will continue to implement and focus more strongly on the following:

1. Identify students that may lack confidence in their ability to self-motivate and research during the enrolment



and induction processes

2. Discuss the above issues with students at pre course inductions and reinforce the importance of their full commitment to ensure they gain the most benefit from the course and provide advice on how to address any concerns
3. Discuss issues with trainers at staff meetings and gain their continued commitment to assist students as much as possible

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

Effectiveness of the above actions will be monitored by the following:

- Scrutinise the internal midcourse student surveys (that are conducted in addition to the Quality Indicators surveys that are completed at the end of each course) to identify and address students with these issues
- Discuss and request feedback from trainers at monthly staff meetings regarding their experiences with improvement actions