



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	103	76	74%
Employer satisfaction	31	18	58%

Trends of response statistics:

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

NSI delivers Civil Construction products only and our mode of delivery is workplace based. Our response rate from these workplace students was strong - 74%, which is close to last year's rate of 76%. This strong response rate is due to us collecting the surveys directly from students where possible, rather than rely on them to posting or email.

We had thirty one employers that we serviced and all were issued a survey. Eighteen responded to the survey. Once again, our larger employers were more likely to return their survey whereas many of the employers with one or two students didn't respond.

Our learner engagement response rates decreased very slightly from 76% to 74%. The Employer surveys increased slightly from 52% to 55%. This increase is mostly due to the relatively small sample size.



Section 2 Survey information feedback

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

The findings of the surveys were once again very positive and in line with those received in past years. There were no adverse ratings or comments in any of the surveys.

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

Learner Questionnaires:

As per previous years, feedback from students continues to be very positive. Our organisations' performance has been rated highly. Responses were relatively evenly distributed between the 'Strongly Agree' category and the 'Agree' category. There were only a few surveys that contained responses in the 'Disagree' or 'Strongly Disagree' categories and these were all in the the Learner Engagement Domain - "I looked for my own resources to help me learn".

Most students didn't write comments in the 'Best aspects of training' or 'Most in need of improvement' sections. For those that did, the best aspects of the training were gaining practical skills and a qualification, and the strong skills of our trainers.

Where students completed the learner demographics and training characteristics sections of the survey, there were no issues identified.

Employer Questionnaire:

Feedback from the surveys received from employers were very positive with all ratings shared between the Strongly Agree and the Agree categories. Written comments acknowledged our high degree of flexibility with training delivery, the quality of our trainers and the subsequent improvement in the skill levels of staff participating in the training. A couple of employers expressed their concern about several assessment requirements of the Civil Construction training package that were unreasonable. These concerns have been communicated to the relevant Skills Service Organisation so improvements can be considered for future products they release.

Overall, survey feedback was very positive. All feedback is shared with staff at out meetings. This ensures that all staff are aware of and can contribute to addressing any issues that are identified.

Section 3 Improvement actions

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

Corrective actions focus on the Learner Engagement Domain.

As per previous years' feedback, the issue that has been outlined above relates to a very small number of students. The pleasing aspect is that there has been a reduction of the number of students that have indicated that they disagree that they look for their own resources, therefore the strategies that we have implemented to address this



issue appears to be taking effect. We will continue to focus on the following strategies:

Discuss with students at pre course inductions and clarify how they can source their own resources so they gain the most benefit from the course.

We will also provide student with their learning material on USB drives so they can easily access content.

Discuss issues with trainers at staff meetings and gain their continued commitment to identify and 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.