



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	126	94	75%
Employer satisfaction	36	24	67%

Trends of response statistics:

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

NSI continues to only deliver Civil Construction products via workplace delivery. Our response rate from these workplace students was strong - 75%, which is very similar to last year's rate of 74%. There was no noticeable difference in response rates from various student cohorts. We achieve the good response rate by collecting the surveys directly from student where possible, rather than relying on post or email, which is much less effective.

We had thirty six different employers that we serviced and all were issued a survey. twenty four responded to the survey. Our larger employers were more likely to return their survey whereas many of the employers with one or two students were less likely to respond.

Our learner engagement response rate increased very slightly from 74% to 75%. The Employer surveys increased from 55% to 67%. 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 very positive and similar 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. Over 95% of responses were fairly evenly distributed between the 'Strongly Agree' category and the 'Agree' category. There were only a few surveys that contained responses in the 'Disagree' category. There were no student responses in the 'Strongly Disagree' category.

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. They also commented that they were very pleased with their trainer.

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

Employer Questionnaire:

Feedback from surveys received from employers continues to be very positive. All ratings ranged between the Strongly Agree and the Agree categories. Written comments acknowledged the customisation of training delivery to suite their workplaces, excellent communication and the quality of our trainers. One company requested that some learning material be emailed to students rather than being supplied via USB drives since some tablets don't have USB drives.

Overall, survey feedback was very positive and is in line with the surveys conducted by the Victorian Department of Education in 2016 and 2017. 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?

We will continue to improve our learning and assessment resources and make them available to students via appropriate and relevant mediums. Our trainers participate in a range of professional development and industry currency activities to ensure students have access to the best possible trainers.

We will continue to focus on the following strategies:

Discuss with students at pre course inductions and clarify how they can access learning materials and source their



own resources so they gain the most benefit from the course.

Discuss issues with trainers at staff meetings and gain their continued commitment to identify and assist students as much as possible.

Continue with our comprehensive industry engagement strategies that focus on the needs of employers and students.

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

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

Scrutinise internal surveys of students and trainers in addition to the Quality Indicator surveys that are completed at the end of each course.

Discuss and request feedback from trainers at monthly staff meetings regarding their experiences with improvement actions.

Maintain and review our Corrective Action Register.