



# 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	185	126	68%
Employer satisfaction	85	15	18%

#### Trends of response statistics:

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

NSI only offers civil construction qualifications and all are delivered in the workplace. Over 90% of these qualifications are Certificate III in Civil Construction.

Our response rate from our students continues to be very good - 68%, which is slightly lower than previous year's rates. We continue to collect the surveys directly from students where possible, which improves the response rate.

Eighty five employers were issued with a survey. Twenty one responded to the survey. Our larger employers were more likely to return their survey whereas many of the employers with one or two students didn't respond.

In comparison to previous years, our learner engagement response rates decreased slightly from 75% to 68%. The Employer surveys decreased from 67% to 18%. The decrease in response rates was mostly due to the disruptions caused by COVID 19.



## 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:

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. Most students didn't write comments in the 'Best aspects of training' or 'Most in need of improvement' sections. For those that did, students continue to say that the best aspects of the training were gaining practical skills and a qualification, and the quality of our trainers. Two respondents said that some of the assessment questions were a little repetitive across different units of competency.

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, stating that "the training was designed for our workplace" and that the quality and expertise of our trainers contributed to the improvement in the skill levels of their staff participating in the training.

Overall, survey feedback was very positive. All feedback is shared with staff at our 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?

The issue of repetitive assessment questions continues to be examined and addressed within our validation and moderation sessions. Trainers are scheduled to participate in regular validation and moderation sessions throughout this year to identify and where necessary, rectify unnecessary written questions.

NSI Trainer/Assessors are encouraged to provide regular feedback in relation to workplace assessment practices and are recorded, reviewed, fixed where appropriate and implemented through our Continuous Improvement processes.



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 student surveys to identify continuing issues.
- Discuss and request feedback from trainers at monthly staff meetings regarding their experiences with improvement actions. As well as acting upon ad hoc feedback from stakeholders such as employers and business development/account management staff.