



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22302	Central Australian Institute of Technology Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	950	244	25.68
Employer satisfaction	2	1	50

Trends of response statistics:

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

The response rate for Quality Indicator survey 2019 is at 25.68% for the learners, and 100% for the Employers. The learners response to the survey has decreased by approximately 35% this year compared to 2018 response rate. The numbers of QI surveys issued this year is relatively more at 950 with 244 responses compared to last year which was 600 with 367 responses. The survey depicts response of students from Automotive, Business, Management, Marketing and EAL qualification. Diploma level students provided the highest number of responses at 39% followed by Automotive at 22%, 17.4 by VET graduate certificate or graduate diploma other qualifications at 11.61% by advanced diploma courses.

All the responses were negative for Aboriginal or Torres Strait Islander origin. 2% of the respondents were permanent residents of Australia whereas 98% of the respondents were international students. Similarly 70.1% of the respondents were male, 29.87% were female.

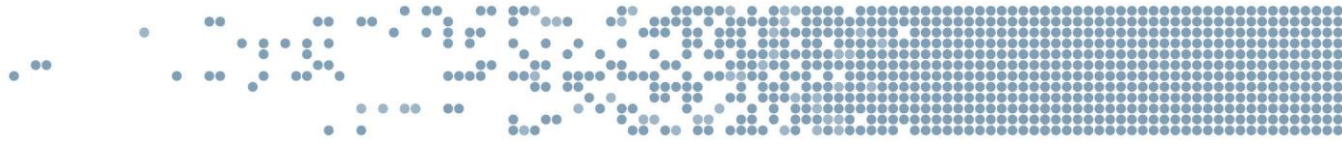
Maximum respondents i.e. 57.57% fell in the age group of 25 to 34 years old, followed by 29.87% at 20 to 24 years old with 10.3% at 35 to 44, 15 to 19 at 1.7%. and 1 student at the age of 45 to 54.



In comparison to previous year, in terms of overall satisfaction 55.1% stated that they were satisfied with the training which is a slight decrease from 58% last year. For trainers quality, 47.52% of the respondents agreed that the trainers made the subject as interesting as possible which is an increase from 54.13% last year, whereas for statement that trainers had excellent knowledge of the subject content 47.5% of the respondent agreed to it with 47.1 % strongly agreeing to it, which is an increase from 20.9% compared to last year.

However, for the learning stimulation compared to last year average of 63% of the learners agreeing that the materials were enough to keep up their interest has decreased to 58.4%, similarly 58.4% agreed to the statement that the amount of work they had to do was reasonable and that the training was at the right level of difficulty for them compared to 71% last year. 59.9% of the respondents agreed that the training focused on relevant skills which is a remarkable improvement from 71% in 2018.

The Employers survey was conducted with the employers of the students who are undertaking automotive qualifications. Compared to 2018 the response rate for the employer was at 50%. The respondent strongly agreed that the trainers were effective in their teaching and that they had good knowledge and experience of the industry. However, the respondent disagreed that the training had good mix of theory and practice. The respondent agreed that the training was relevant to the industry.



Section 2 Survey information feedback

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

The data recorded below are the indicative of the average response of the cohorts. For analysing the learners responses each response was entered into our student management system which has an inbuilt function to generate the learner engagement and employer satisfaction survey report. The data projected that the majority of the respondents inclined towards agreement with the different elements in the questionnaire.

For trainer quality, 47.5% of the learners strongly agreed that the trainers had an excellent knowledge of the subject matter which has shown a decrease from 65.66% from 2018, whereas 54.1% of the learners agreed that the trainers made the subject as interesting as possible which is also an increase from 63.21% compared to last year data.

Similarly, 47.5% agreed that the trainers explained things clearly with 47.7% agreeing that trainers encouraged learners to ask questions. 44.2% of the learners strongly agreed that the trainers made it clear right from the start what was expected from them with 50.8% agreeing with the statement. 61.7% of the respondents agreed that it was easy to know the standards expected compared to 2.4% who strongly disagreed with it.

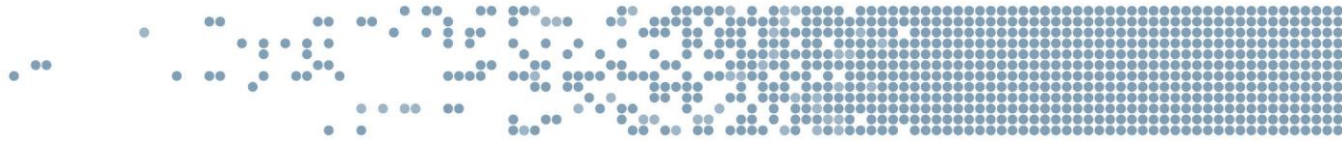
57.5% agreed that they had a clear idea of what was expected of them, with 2.4% strongly disagreeing to it. 44.2% of the learners strongly agreed that the training organisation staff respected their background and needs, with 50% agreeing that the training organisation was flexible to meet the learners needs with 4.1% disagreeing with the statement. 56.25% of the learners agreed that the training organisation had a range of support services, however 2.9% disagreed with the statement regarding the support services which is down from disagreement recorded in 2018 data at 4.3%. For effective assessment, 52.89% of the learners informed that they received useful feedback on the assessment with 2.9% disagreeing and 2.8% strongly disagreeing to the statement.

Similarly, 54.9% of the learners agreed that the assessments were based on realistic activities, which is lower compared to 70.8% in 2018, with 56.01% agreeing that the way they were assessed was a fair test of the skills and knowledge; 57.8% agreed that the training organisation gave appropriate recognition of the learners existing skills and knowledge with 3.3% disagreeing to the statement.

For training resources, 59.2% of the learners agreed that the training resources were available when the learners needed them with 2.4% disagreeing with the statement. 56.6% of the learners agreed that the training used up-to-date facilities and equipments with 2.8% disagreeing with the statement. Likewise 53.5% of the learners agreed that the training facilities and materials were in good condition, 4.9% disagreed with the statement.

For learner engagement, 47.1% strongly agreed and 48.1% agreed that the trainers were approachable, similarly 61.7% of the learners looked for their own resources to help them learn, with 60.4% agreeing that they pushed themselves to understand things that were confusing with 6.99% of the respondents disagreeing with the statement. 61.7% of the learners responded that they set high standards for themselves with 5.3% disagreeing to the statement.

For overall satisfaction, 39.5% of the respondents strongly agreed and 55.1% agreed that they were satisfied with the training with 2.8% strongly disagreeing with the statement. 54.7% of the learners agreed and 37.3% strongly agreed that they would recommend the training to others, these figures have increased compared to last year.



For the open ended question best aspect of the training majority of the respondents pointed out that: it helped them fine tune their leadership skills, understanding of carrying out good research, knowledge of managing and leading different areas of the business or work environment, training reflected real workplace learning environment and gave opportunity to apply learning in workbased situation. Learners expressed satisfaction in safety measurements carried out by the trainers. They also mentioned that trainers were approachable and made learning engaging, they were supportive and available when support was needed. Some learners were specific about the trainer's support and named them in the survey as well whereas other mention the modules that they were happy with in delivery for example "There were two modules in my course, Emotional intelligence and Workplace conflict. These modules will always be with me till the day I will work. I learned a lot from this."

In regards to the aspects that needed improvement learners pointed out that format of assessment could be made better and user friendly, also that the course material should be made available using the learner portal, they also requested for high end model of cars in the automotive workshop. Learners showed conflicting response in terms of the trainers, some also mentioned that "the learning should be elaborated on topics rather than just assignment focused", assignments are too lengthy. Learners also emphasized that more time should be allocated to practicals than theory.

Similar to the learner questionnaire, for the Employers survey the data was entered in the student management system and the values indicated inclination between disagreement and agreement.

The employer agreed that the training was effectively integrated into their organisation. Similarly the employer strongly agreed that the training has helped their employees identify how to build on their current knowledge and skills. Similarly, the employer strongly agreed that the training prepared their employees for demand of their work strongly agreeing that the training used up-to-date equipments, facilities and materials. The employers agreed that the training organisation acted on their feedback. The employer strongly agreed that the assessments were at an appropriate standard. The employer strongly agreed that the training prepared employees well for work. The employer strongly agreed that the training reflected current practice and agreed to the statement that Central Australian College provided good support for workplace training and assessment. For overall satisfaction the responding employer strongly agreed to recommend the training to others, similarly agreed to have been satisfied with the training. For the open ended questions for the best aspects of the training employer stated that Trainers were knowledgeable and resourceful. For the aspects that needed improvement they mentioned computerisation of assessment by adopting online assessment tools and tests to save paper.

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

The survey findings indicate that, this year the number of surveys we received from the learners are low compared to the previous years. The overall training experience was positive indicating high level of satisfaction across all domains. Learners had conflicting views about the trainers and assessors regarding their skills, knowledge and support provided in the classroom. Given the socioeconomic background of our cohort, the expectations from the learners have increased in regards to workshop facilities and equipment, with learners requesting to work on high end model of cars. Learners also provided constructive feedback in terms of training delivery and learning resources.



Section 3 Improvement actions

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

On the basis of the findings of both the Learners and Employers survey Central Australian College will be applying the following improvements:

- Review the training delivery methods of trainer and assessors for uniformity
- To review the training materials to ensure assessments are formatted making them more user friendly
- Making resources available in the learner portal for easy access to the learners.

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

Effectiveness would be measured by:

- Gathering learners feedback post delivery of a unit of competency
- Gathering trainers feedback on learning resources and conducting internal validation more frequently