



# 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	600	367	61.6%
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 is at 61.6% for the Learners and 50% for the Employers. The learners response to the survey has increased by approximately 3% this year compared to the response rate of 2017. The numbers of QI surveys issued this year is relatively more at 600 with 367 responses compared to last year which was 350 with 204 responses. The survey depicts responses of students from Automotive, Business, Management, Marketing and EAL qualifications. The highest number of responses this year was from Diploma level students 21.2% followed by Certificate II at 20.4%, Certificate III at 16.07%, Advanced diploma at 8.1% and Certificate IV at 4.08%.

Similarly number of responses from male cohorts was higher at 50.4% compared to female respondents at 45.5%. 74.9% of the responded stated that they did not get any recognition of prior learning towards their training such as subject exemptions, course credits or advanced standings, whereas 19.3% agreed to have received it. Maximum respondents i.e. 65.1% were in the age group of 25 to 34, followed by 20 to 24 years old at 15.8%, 35 to 44 at 11.7% and 1.3% and 1.6% in 15 to 29 and 45 to 24 years old respectively. All the responses were negative for Aboriginal or Torres Strait Islander origin. 92.3% of the respondents stated that they speak a language other than



English at home compared to only 3.5% who spoke only English language at home. 39.5% learners responded to being a permanent resident compared to 70% last year with 57.4% who responding to not having the permanent residency status. Only 7 learners responded to having disability, impairment or long term condition.

In terms of overall satisfaction 66.21% agreed that they were satisfied with the training which is an increase from 58% last year. For trainers quality, 63.2% of the respondents agreed that the trainers made the subject as interesting as possible which is an increase from 53% last year, whereas for statement that trainers had excellent knowledge of the subject content 71.9% of the respondent agreed to it with 20.9 % strongly agreeing to it, which is a decline from 47% strongly agreeing to the statement 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 increased to 67.3%, similarly 71.9% 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 63% last year. 73% of the respondents agreed that the training focused on relevant skills which is a remarkable improvement from 64% in 2017.

The Employers survey was conducted with the employers of the students who are undertaking automotive qualifications. Compared to 2017 the response rate for the employers has decreased from 55% to 50%, the number of employers for automotive students has dropped from 6 to 2 this year. 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, 65.66% of the learners strongly agreed that the trainers had an excellent knowledge of the subject matter which has shown an increase from 47% from 2017, whereas 63.21% of the learners agreed that the trainers made the subject as interesting as possible which is also an increase from 53% compared to last year data. Similarly, 65.66% agreed that the trainers explained things clearly with 67.8% agreeing that trainers encouraged learners to ask questions. 24.7% of the learners strongly agreed that the trainers made it clear right from the start what was expected from them with 67.3% agreeing with the statement. 69.7% of the respondents agreed that it was easy to know the standards expected compared to 4.3% who disagreed with it. 69.4% agreed that they had a clear idea of what was expected of them, with 4.35% disagreeing to it. 29.42% of the learners strongly agreed that the training organisation staff respected their background and needs, with 66.75% agreeing that the training organisation was flexible to meet the learners needs with 5.4% disagreeing with the statement. 65.59% of the learners agreed that the training organisation had a range of support services, however 4.35% disagreed with the statement regarding the support services which is similar to strong disagreements recorded in 2017 data at 4%.

For effective assessment, 68.9% of the learners informed that they received useful feedback on the assessment with 2.7% disagreeing and 1.36% strongly disagreeing to the statement. Similarly, 70.8% of the learners agreed that the assessments were based on realistic activities, higher compared to 63% in 2017, with 71.3% agreeing that the way they were assessed was a fair test of the skills and knowledge; 50.1% agreed that the training organisation gave appropriate recognition of the learners existing skills and knowledge with 3.2% disagreeing to the statement.

For training resources, 67.3% of the learners agreed that the training resources were available when the learners needed them with 3.8% disagreeing with the statement. 70% of the learners agreed that the training used up-to-date facilities and equipments with 4.35% disagreeing with the statement. Likewise 69.7% of the learners agreed that the training facilities and materials were in good condition, 2.9% disagreed with the statement.

For learner engagement, 29.4% strongly agreed and 67% agreed that the trainers were approachable, similarly 71.1% of the learners looked for their own resources to help them learn, with 73% agreeing that they pushed themselves to understand things that were confusing, with 5.7% of the respondents disagreeing with the statement. 71.2% of the learners responded that they set high standards for themselves with 2.1% disagreeing to the statement.

For overall satisfaction, 31% of the respondents strongly agreed and 66.2% agreed that they were satisfied with the training with 1.6% disagreeing with the statement. 67.5% of the learners agreed and 28.3% 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 they liked the multicultural environment, the training was practical based, liked working on the vehicles, schedules were flexible, trainers are flexible and have good knowledge. They were able to have close interaction with the trainer and ability to ask question whenever there was a difficulty. Some learner also pointed out that they liked the assessment task which were scenario based that helped them gain managerial and leadership skills.

In regards to the aspects that needed improvement learners pointed out that the admin staff needs more training,



learners recommended improved tools and equipment in the workshop and access to Elibrary if possible.

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 finding indicates that Central Australian College has improved in terms of learner engagement and work readiness, whereas there is a slight dip in training condition related to training resources and effective support for the learners. It remains the same on other aspects particularly related to trainer quality, effective assessment and clear expectations. Respondents were satisfied with the overall training. Feedback indicated training needs of the administrative staff.

The number of workbased training delivery has decreased this year as indicated by the number of employers questionnaire deployed and the responses received from the Employers.

### **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:

- Provide training to the administrative staff on our policies and procedures, train them on student support services
- Update the resources and equipments in the workshop

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

Effectiveness of these actions would be monitored by

- Gathering learners feedback