



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	671	402	59.9%
Employer satisfaction	6	2	40%

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 the quality indicator survey from July 2021 to June 2022 is at 59.9%. This is roughly double the survey received compared to July 2019 to June 2021 at 25.69%. The respond rate for the Employers is at 33.3% which has decreased by .07% compared to the trend last year. The number of QI issued this year was at 671 with 402 surveys received. The surveys were issued online via the student management system and some paperbased surveys issued in the classroom. The survey depicts the response of the participants currently enrolled in the VET qualifications within CAC's scope of registration.

We must also note the fact that some questions were skipped by the respondents therefore the percentage varies. For example 394 responded to the question what qualification are you currently enrolled in, the largest number was from participants enrolled in the Diploma Qualification at 31.9%. Followed by participants enrolled in Certificate I qualification at 26.3%, for Certificate I in EAL qualification it must be noted that the surveys were completed in the classroom with the support from the Trainer/Assessor. Similarly out of 392 respondents, 23.9% disclosed that they were enrolled in Engineering and related Technology.



Out of 386 respondents 32.9% were currently undertaking Apprenticeships and Traineeships. Out of 383 who responded 72.8% were male and 26.8% were female. Out of 382 who responded about their age 31.9% were between the age of 20 to 24 years old, 31.8% were between the age of 25 to 34, 17.7% of the respondent were aged 55 to 64, with 4.1% aged 15 to 19 years old, 15.4% were aged 35 to 44 years old and 9.6% were aged 45 to 54 with 1.3% aged between 65 or over. 0.2% of 364 respondent identified as being Aboriginal with, out of 385 who responded to the Permanent Residency and Citizenship status, 33.7% identified as Permanent Resident with 66.2% identified as 'no' to the question compared to 1.2% being identified as permanent resident in 2020. Out of 375 respondents 2.1% considered themselves as having a disability, impairment or long-term condition.



Section 2 Survey information feedback

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

For the Domain of Training Quality:

In terms of overall satisfaction - In comparison to previous year in terms of overall satisfaction 29% strongly agreed and 28.08% agreed that they were satisfied with the training, which is a decrease from 52.8% who agreed and 39.7% that strongly agreed in 2020. Out of 396 who responded to the statement that they would recommend the training organisation to others 47.9% Strongly Agreed with 49.4% agreeing to the statement compared to 2020 these figures have increased from 37.3% who strongly agreed and decreased from 54.7% for those who agreed. Similarly out of 397 who responded that they would recommend the training to others 47.8% strongly agreed and 49.6% agreed.

For Trainer Quality - Out of 399 respondents 46.8% strongly agreed and 50.8% agreed that the trainers made the subject as interesting as possible, whereas 1.2% strongly disagreed to the statement. Out of 397 respondents 52.1% strongly agreed that the trainers had an excellent knowledge of the subject content, which compared to 2020 is an increase from 47.4%. Out of 398 respondents for Trainers encouraged learners to ask questions 50.2% agreed and 47.7% strongly agreed and 1.2% Strongly disagreed compared to 2022 the responses has slightly decreased. Out of 397 respondents 52.8% strongly agreed that Trainers explained things clearly, which has increased from 47.49% in from 2020's report.

Effective assessment - Out of 397 respondents 49.8% Strongly Agreed that they received useful feedback on their assessments with 47.81% agreeing with the statement. Out of 398 respondents 44.7% strongly agreed that the assessments were based on realistic activities with 53.1% agreeing with the statement which has decreased compared to 54.05 % agreeing in 2020. For the statement the way I was assessed was a fair test of my skills and knowledge the trend has decreased from 56.1% who agreed in 2020 to only 48.9% agreeing out of 396 respondents this year. 52.1% of Agreed that CAC gave appropriate recognition of existing knowledge and skills which has dropped from 57.8% agreeing last year, however this year 46.11% strongly agreed to the statement as well.

Clear expectations: Out of 398 who responded to the statement that it was easy to know the standards expected 56.2% agreed and 41.4% strongly agreed with the statement. For the statement I usually had the clear idea of what they expected from me 51% agreed to the statement with 44.6% strongly agreeing to the statement. For the statement trainers made it clear right from the start what was expected from me 54.5% of the respondents agreed to the statement and 43.1% strongly agreed.

Learning stimulation: 47.9% of the respondents strongly agreed and 49.7% agreed that they were given enough material to keep up their interest. 52.1% agreed that the amount of work they had to do was reasonable with 44.3% strongly agreeing to the statement and 1.5% strongly disagreeing with it. For the statement the training was at the right difficulty for me 55.1% respondents agreed with the statement with 36% strongly agreeing and 3.2% disagreeing with the statement.

For the Domain Work Readiness:



Training relevance - For the statement the training focused on relevant skills the 50.8% participants agreed with the statement and 46.3% strongly agreed with 1.7% disagreeing with the statement. For the statement training prepared me well for work 53.5% strongly agreed and 44.4% agreed to the statement with 1.2% strongly disagreeing to it. For the statement training had a good mix of theory and practices 50.5% strongly agreed and 46.7% agreed to the statement with 1.5% strongly disagreeing to the statement.

Competency Development - For the statement I developed the skills expected from this training 55.8% agreed with the statement with 41.6% strongly agreeing and 1.74% strongly disagreeing with the statement. For the statement I learnt to work with people 46.7% strongly agreed, 51.2% agreed and 1.2% strongly disagreed. For the statement I identified ways to build on my current knowledge and skills 53.5% agreed with the statement 43.6% strongly agreed and 1.7% strongly disagreed. For the statement I developed the knowledge expected from this training 48.7% of the respondents strongly agreed, 48.8% agreed and 1.7% strongly disagreed with the statement. For the statement I learned to plan and manage my work 45.9% strongly agreed, 51.7% agreed and 1.5% strongly disagreed with the statement.

For the domain Training Conditions:

Training resources - For the statement Training resources were available when I needed them 52.7% agreed with the statement slightly above compared to 52.1% in 2020, with only 1.2% strongly disagreeing to it which is better result compared to 2.4% in 2020. 50.1% agreed that The training used up-to-date equipment, facilities and material which is low compared to 56.6% agreeing in the year 2020. For the statement Training facilities and materials were in good condition 51.8% agreed with 45.8% strongly agreeing and 1.2% strongly disagreeing with the statement; the trend seems to have improved from 4.9% strongly disagreeing with the statement in 2020.

Effective support - For the statement the Training organisation staff respected my background and needs 48.3% agreed with the statement which is an improvement from 44.2% in 2020. For the statement the The training was flexible enough to meet my needs 52% respondents agreed with the statement which is an increment of 2% compared to 2020. For the statement The training organisation had a range of services to support learners 51.2% respondents agreed with the statement with 45.9% strongly agreeing with it, which is a drop from 56.25% agreeing with the statement in 2020.

For the domain Learner Engagement

Active Learning- For the statement I set high standards for myself in this training the responses have dropped from 61.7% who agreed with the statement in 2020 to 47.8% this year. For the statement I pushed myself to understand things I found confusing 57.8% of the respondents agreed which is again a drop from 60.4% agreeing to the statement last year. Similarly for the statement I looked for my own resources to help me learn 54% respondents agreed to the statement which is a drop from 61.7% in 2020. For the statement I approached trainers if I needed help 50.3% agreed and 47.8% strongly agreed which is an increase from 48.1% compared to 2020.

For the open ended question regarding the best aspect of the training responses include, practicals, learning new skills in workplace experience, knowledge of the trainer, online classes, gaining an ability to utilise skills in the



workplace and to manage oneself to work in a team, gained ability to manage work in workplace, proper description of subject and practical, friendly environment in the college, learning from skilled trainers, interactive classes, objectives of the training was clear, trainer was well prepared and time allotted for training was sufficient, trainers are easy to approach and helpful. The participants also mentioned names of the trainers that they liked as the best aspect of the training.

In response to the aspects of the training most in need of improvement, respondents mentioned about more use of projector and other equipments in the classroom for a serious and vibrant environment, they would prefer if the trainers were permanent in the whole course, a participant mentioned the need of a driveable car in the workshop for better knowledge, more practicals, less assessments. Some responses stated in detail materials are very long and lengthy, same with the assignments. They need to be more brief and to the point. Repetition of tasks need to be eliminated, access to learner portal to look at our progress report, practicals and theories to be conducted during weekday and weekends both.

The employers 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.

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

The survey findings indicates that this year we have received more surveys back from the participants compared to last year. The overall training experience was positive with learner satisfaction across all domains. The Trainer Quality has remained constant compared to last year. Students were satisfied with the training conditions and support provided by the training organisation. The learners were satisfied with the availability of training resources and assessment. However this year, in terms of the Training Quality, there seems to be a significant drop in attitude and motivation of learners to push themselves to become active learners.

Section 3 Improvement actions

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



On the basis of the findings of the Learners and Employers survey Central Australian College will:

- a. Increase face to face interaction to improve learner engagement
- b. To outline procedures through which participants can get access to their course progress either through the learner portal or the Learning Management System.

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

Effectiveness would be measured by:

- a. Implement strategies for learner engagement, and measure by gathering learner and student support services feedback
- b. Gathering learner feedback as to whether their course progress report has been made more accessible.