



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40846	TRADE TRAINING GROUP PTY LTD

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1080	653	60
Employer satisfaction	3	0	0

Trends of response statistics:

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

Students aged between 25 to 34 (191) provided the highest response rate - which is similar to earlier years
Students aged between 65 and over (1) provided the lowest response rate - which is similar to earlier years
Employer response rate was lower than previous year - Not unexpected. 2018 calendar year will contain more employer responses due to take up of recently commenced traineeships in Civil Construction and Demolition - Certificate III level.



Section 2 Survey information feedback

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

Expected Findings: High Satisfaction Levels - as high as those in the previous calendar year overall

Students: I received useful feedback on my assessments - 98% Strongly Agreed or Agreed

Students: I learned to work with people - 95.5% Strongly Agreed or Agreed

Students: The training organisation had a range of services to support learners - 98.3% Strongly Agreed or Agreed

Students: The training was at the right level of difficulty for me - 96.76% Strongly Agreed or Agreed.

Students: Over 97.8% strongly agreed or agreed that they would recommend the training to others

There were little or no unexpected findings in relation to the survey feedback, except for very high satisfaction response rates.

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

TTG is still maintaining high student satisfaction levels which has been mirrored in Victorian Education Department based satisfaction surveys conducted in 2016 and 2017.

Section 3 Improvement actions

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

On-going improvement of resources, Assessment Tools and Learning Materials as well as sourcing more qualified and experienced trainer/assessors to cope with increased industry training bookings. More employer/industry engagement to keep current with local and state training needs. Work closely with state regulators such as WorkSafe Victoria.

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

Internal evaluation of trainer/assessors. Keep Professional Development sessions at least to current levels. TTG have introduced a separate student survey that is based upon ASQA's own which covers - Marketing and Recruitment, Enrolment, Support and Progression, Training and Assessment as well as Completion. TTG have already analysed 4 months of surveys with very positive results. TTG has an on-going Corrective Action Register that records all non-compliances including systems and processes.