



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	1230	867	54
Employer satisfaction	6	3	50

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 (265) provided the highest response rate
Students aged between 65 and over (4) provided the lowest response rate
Employer response rate was lower than previous year



Section 2 Survey information feedback

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

Expected Findings: High Satisfaction Levels - even higher than the previous calendar year overall

Students: I would recommend the training organisation to others.

Students: Overall, I am satisfied with the training.

Students: Trainers had an excellent knowledge of the subject content.

Students: The training focused on relevant skills.

Students: Training facilities and materials were in good condition.

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

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

The RTO is improving its service levels every year.

The survey results reflect recent State Government - RTO Performance Indicator Report findings - of above average performance in relation to other RTO's and within defined Socio-Economic and relative size sectors.

Improvements still required

Section 3 Improvement actions

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

Better designed Pre-Training Reviews

Engagement of additional, experienced and qualified trainer/assessors

Reviews of Assessment Tools, Assessor Guides and Course Resources

Additional Vocational related Professional Development

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

Internal and external audits for 2017/2018

Organisational review has better defined job roles and clearer lines of communication

Appointment of General Manager