



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	856	460	54
Employer satisfaction	5	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)

Students enrolled in Certificate III qualifications (128) provided the highest response rate and then a collection of different cohorts such as single unit - High Risk Work Licence or short course - Traffic Management, White Card, Working at Heights etc students made up the rest of the responses. The overall response rate was slightly lower than previous years. The student responses are still weighted heavily in favour of males (94%) as opposed to female students (6%) which reflects the overall male to female balance of what are essentially "blue collar" construction related courses. The RTO also has three other feedback mechanisms that are taken into consideration. These mechanisms include Victorian Government surveys, RTO surveys based upon ASQA published questions and social media. They are discussed in later sections.



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: Assessments are based on realistic activities - 98% Strongly Agreed or Agreed

Students: The training used up-to-date equipment, facilities and resources - 96% Strongly Agreed or Agreed

Students: The training organisation had a range of services to support learners - 98% Strongly Agreed or Agreed

Students: Training resources were available when I needed them - 97% Strongly Agreed or Agreed.

Students: Over 98% 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.

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

The survey results indicate very high approval levels of how courses are being delivered to students across all programs. The student satisfaction levels are consistent with Victorian Education Department based satisfaction surveys conducted in 2018 as well as the RTO's student surveys conducted independently post course.

Section 3 Improvement actions

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

The RTO has implemented several initiatives that relate to feedback received from individual students who were prepared to provide comments. The initiatives involve a range of improvements such as purchasing/leasing additional powered mobile plant and equipment, opening an additional training site and employing more qualified and experienced trainer/assessors. Further, regular reviews of processes and training/assessment materials to ensure consistency and high quality outcomes as well as engaging more administration staff to reduce information bottlenecks.

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

The RTO has on-going feedback mechanisms that are regularly reviewed and acted upon. These include surveys and internal audits that are conducted and reviewed by senior management. Further, compliance reviews are conducted on each student file, non-compliance issues are recorded on a register which is reviewed and distributed to staff and trainer/assessors at respective meetings. The RTO is receiving significant feedback via social media and all students are actively encouraged to provide unfiltered feedback for prospective students and employers prior to enrolment.