



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
121164	Windsor and Williams Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	250	200	80%
Employer satisfaction	20	15	75%

#### Trends of response statistics:

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

The overall response rate is 80% for learners and 75% for employers. Of the total respondents, 68% are male, 32% are female. The respondents are more or less equally distributed in the age range of 35-44, 45-54, 55-64. As per the student cohort, 100% of the students are domestic and workplace based. The students participating the survey studied Food Processing, Competitive Systems and Practice, Leadership and Management and Business Sales. Food Processing Students has the highest response rate (68%), followed by Competitive Systems (32%) whereas Business & Management stream has the lowest response rate.

The Employer Survey was conducted with the employers of the students who undertook Traineeship or workplace based studies. The courses undertaken mostly by the students funded under the Skills First Program with few Fee For Service. In comparison to the response rate in 2017, student response rate for 2018 was decreased by 20%.

The decrease in response rate may be attributed to the bigger size of learner engagement in comparison to that of 2017 which skewed the total response weightage. In regards to the employers' satisfaction survey, it significantly decreased by 25% in 2018, which can be attributed to a decrease in the number of employers compared to past



years and thus less number of respondents. The survey was administered through the distribution of printed version of survey forms in person.



## Section 2 Survey information feedback

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

Individual learner responses have been categorised in accordance with different attributes of training and assessment quality, training resources, trainer quality, training relevance, learner expectation, learning stimulation, support to students and their engagement, competency development and overall satisfaction. The responses ranged from strongly disagree (1.0) to strongly agree (4.0) with the collated mean response of 3.2 to 3.4. Most responses are in the range between 3.0 and 4.0, which indicates that learners either agreed (3.0) or strongly agreed (4.0) with the statements as queried to the respondents. Most of the learners expressed satisfaction with the specified attributes such as training resources, trainer quality, training relevance, learner expectation, learning stimulation, effective support, assessments, learning support, environment, competency development and overall satisfaction. Students who undertook training in 'Certificate III in Food Processing' had the highest proportion of students who were satisfied with their training.

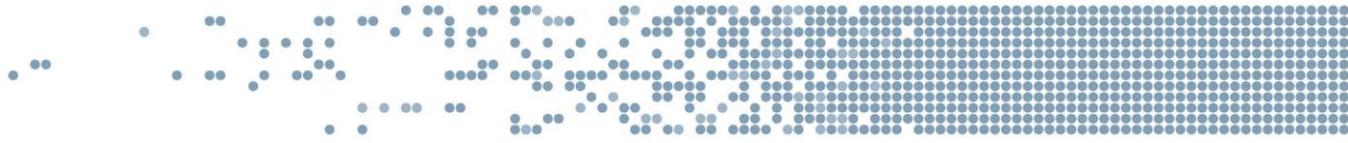
Students provided their feedback through open-ended questions as well. They are instrumental in bringing about the positive changes through indicating the areas requiring improvement. The positive feedback included quality and relevant training which could be implemented in the workplace. Teachers are flexible and accommodative in their approach.

Respondents were of the opinion that the trainers and staff are friendly, helpful and approachable and that they can easily access the trainer. Suggestion for improvement are only to shorten the course or provide more time for training, which is very varied from different clients.

Almost all responses are either 3.0 or 4.0 which means that the employers are satisfied with RGIT's training and assessment process, resources including trainers and assessors. According to the survey result, all of them expressed satisfaction with the level of knowledge and skills displayed by trainers and agreed that they would recommend the training organisation to others. Some suggested to reduce the training time.

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

The survey outcome of the survey shows that ABEX has qualified trainers and assessors with relevant skills and knowledge to teach and assess units of competency and associated qualifications for workplace training practices. Students are satisfied with the quality of training and assessment and feedback provided to them in regards to their learning process. Students have also expressed the relevance of their training in both knowledge and skills with the combination of theory and practical demonstrations to provide them with relevant skills for future growth. Some students have recommended for simpler resources and that some questions did not make sense. To respond to this feedback ABEX has organised internal assessment validation sessions to improve the quality of resources. ABEX receives feedback from its stakeholders, in particular - the students, and focuses on continuous improvement in order to enhance student experience and increase student satisfaction. As usual, ABEX has integrated suggestions and recommendations from AQTF, employer and Student Satisfaction Surveys provided by the students. A best combination of collating feedback and comments will continue in future for its continuous improvement.



### Section 3 Improvement actions

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

Based on students' feedback ABEX has contextualised a wide range of assessment tools and associated documents. The students who seek and are in need of learning support have been given appropriate support to the extent needed.

ABEX has employed skilled and qualified staff to enhance the quality training and education system with the student-centred approach. Operations Manager has been given a key role of maintaining resources to offer quality academic and compliance services to all departments as well as work with trainers to support and mentor them. Training and assessment strategy is also to be reviewed to ensure that it supports the learner cohort.

Trainers are specially assigned to support students who are finding it difficult to complete the course due to change in their circumstances.

Operations Manager is personally calling students and client to find out how best we can support them and respond to their needs.

ABEX has also introduced internal feedback instrument for clients to better cater to industry needs.

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

Operations Manager along with the Compliance Consultant and departmental heads are responsible to review, monitor and implement the activities.

Quarterly/ Half yearly review is planned for training plan to regularly monitor student progress and timely intervention.

The progress towards the plans will be reviewed and discussed in management meetings where Operations Manager highlights the outcome and further needs. The actions undertaken are monitored and logged into the Continuous Improvement Register by Compliance Manager.