Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tbody>
<tr>
<td>21613</td>
<td>Customised Training Pty Ltd</td>
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### Section 1: Survey response rates

<table>
<thead>
<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
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</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>575</td>
<td>214</td>
<td>37.2%</td>
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<tr>
<td>Employer satisfaction</td>
<td>183</td>
<td>16</td>
<td>8.7%</td>
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% response rates = \( \frac{SR}{SI} \times 100 \)

### Trends of response statistics:

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

This year, we have been able to increase the response rates from our students from 12.57% to 37.2% which has been pleasing. Despite the percentage increase, the number of surveys received remains low and as a result, we have concerns about whether the results are statistically valid.

The response rate percentages for our learners have increased by sending the surveys electronically via our student management system.

As the number of responses received remains low, we continued to use other methods to garner feedback including:
- Short surveys relating specifically to units/modules as each unit is completed. This gives us specific and useful information to analyse regarding the training and assessment at a unit level.
- Industry consultation is conducted to engage with employers and these interactions also provide specific feedback and guidance about the employers’ satisfaction with our training of their employees.
- Feedback email address and function within student portal - students and employers are continually encouraged to provide us with feedback at any time via these modes.
Section 2  Survey information feedback

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

We expected that students would remain satisfied with the quality of our trainers and our training resources. In particular, our trainers are our greatest asset, they are industry experienced professionals and an invaluable asset to our students and their employers.

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

The satisfaction scales indicate highest satisfaction ranking with trainer quality. We take the quality of our trainers very seriously and ensure that our trainers in every area maintain their currency by working or volunteering in the industry, attending industry professional events, maintaining professional memberships, involvement in industry validation and training within workplaces.

Last year, the Early Childhood qualifications were impacted again by training package changes. Although this is beyond Customised Training’s control, it has impacted on our students’ satisfaction with their training. Students need to be able to enter into a qualification with clear expectations about the requirements and the significant changes imposed upon the training is unsettling and with doubtful benefits to students.

Section 3  Improvement actions

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

We are taking action to increase the number of survey responses received by mixing the mode of surveying between online and in person and by offering incentives for completion of the surveys. This will enable us to conduct a more comprehensive analysis of satisfaction levels for different student and employer cohorts.

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

As part of our quality system, the feedback from surveys and other sources is collated, analysed and actioned from a leadership level of Customised Training. Feedback from all sources is used to inform the ongoing improvement of the quality of our programs and support of our students and their employers.