



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name               |
|---------|------------------------------|
| 4007    | Independence Australia Group |

#### Section 1 Survey response rates

|                       | Surveys issued (SI) | Surveys received (SR) | % response rates<br>= SR *100 / SI |
|-----------------------|---------------------|-----------------------|------------------------------------|
| Learner engagement    | 98                  | 9                     | 9%                                 |
| 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)

The responses received were predominantly from students studying to gain employment in industry.

We experienced a much lower response rate than previous years. Out 2016 students were issued their feedback forms via email/weblink and we have found that this medium did not suit our students. We have decided that in an effort to gain greater responses and increase our analytical measures, we will issue a hard copy to students' and employers at the end of their course. Where a student might decide to withdraw from their qualification, we will aim to get a student survey form completed to understand their reason for doing so.



## Section 2 Survey information feedback

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

#### Expected findings:

Students enjoyed undertaking first aid and CPR knowledge and practice.

Students enjoyed undertaking practical placement and applying the knowledge they acquired in the classroom in a practical setting.

66% of respondents felt that the qualification was at the right level of difficulty for them.

78% of respondents indicated that they understood what was expected of them throughout their qualification.

89% of respondents indicated that they developed the skills and knowledge that they expected from their training programme and that it prepared them well for work.

67% of respondents would recommend the training to others.

#### Unexpected findings:

2 students felt that they could have been better supported by office staff.

1 student suggested that there should be more practical placement options with increased options closer to where they reside.

1 student commented that they had increased their self-esteem in learning new things that they previously didn't think was possible due to our trainer and staff support.

44% of respondents felt that the workload was excessive.

33% of respondents did not answer all of the questions on the survey.

No employer feedback was received.

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

Feedback from learners indicate a general consensus of student satisfaction with Fields performance across all organisational aspects. Responses also indicate that the training material and resources, including trainer knowledge and expertise is a contributing factor to a student's level of satisfaction within their training program and our organisation as a whole.

Staff turnover in 2016 could be attributed to some students not feeling supported through their program, however staff numbers have increased in 2017 therefore contributing to a stronger and more robust student support network.

## Section 3 Improvement actions

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



Field have engaged a Student Support Officer and Student Support Manager to increase support mechanisms to our students' and to be in contact with each student at a minimum of once every 8 weeks.

Field have employed a Practical Placement Coordinator that is able to secure host placement providers for their qualifications. This increases the student's choice of facility which is able to better suit their geographical location and mode of transport.

Field host regular Student Information Sessions where prospective students are fully informed about the qualification that they might like to enrol into. Students' are advised about the duration of the course, day/night classes available, the expected self-study commitments, practical placement hours/durations required, fee information, student support available to them via trainer and/or office support staff.

Field's Business Development Manager will facilitate face to face meetings with employers to ensure that we are capturing their feedback with regard to our traineeship students.

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

Effectiveness of these actions will be monitored through:

Our Continuous improvement register and plan monitored via weekly staff meetings where feedback is sought from each staff member.

Frequent internal reviews of student files.

Frequent internal reviews of the student support policy and measures of effectiveness.

Management meetings to review completion/cancellation rates at the occurrence program level.

Field survey students' regularly throughout their training programme to ensure that any issues identified are responded to and that processes can be improved where necessary in a timely manner.