



# 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 = SR *100 / SI
Learner engagement	86	21	24.4%
Employer satisfaction	1	1	100%

#### Trends of response statistics:

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

Short courses in HLTAI001 and HLTAID003 provided a much lower response rate than Certificate III to Diploma level qualifications.

The 2018 student response rate of 24.4% stayed much the same as was reported in 2017 at 24.3%. The employer response rate continues to maintain a 100% response rate.



## Section 2 Survey information feedback

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

We expected that students wanted more practical training and assessment, less assessment repetition and clearer expectations – this is feedback is similar to the feedback from previous years.

Independence Australia Group (Field) utilised a feedback system (Student Satisfaction Survey and Trainer Feedback survey) - these surveys were used to provide feedback on training and assessment materials, and overall satisfaction with the training. This feedback is reviewed during the course development process to improve quality and encourage increased engagement during training and assessment.

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

Overall Satisfaction in the Learner Engagement Questionnaire was 70.2%.

Our highest performing areas were at 95% for the Employer Questionnaire, which included Effective Assessment, Training Relevance and Training Resources.

Overall Field is performing well and delivering it's agreed services to both learners and employers at a level above the national average. There are opportunities for improvement, and these survey results provide data from which Field can develop strategies for improvement.

## Section 3 Improvement actions

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

For 2019, training and assessment materials are being re-reviewed and re-developed (where necessary) with industry to ensure students are trained and assessed in line with industry's expectations - in line with the Validation Schedule, Field are aiming to review all units of competency across all qualifications in 2019. The Validation process will involve both VET, industry and subject matter experts. This process will ensure up-to-date industry knowledge and experience is being captured and applied directly in the assessment system at Field.

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

Part of Field's quality focus and continuous improvement processes is to regularly review, report, implement and monitor continuous improvement activities across the organisation. In 2019, Field will be completing the following initiatives to monitor effectiveness of implemented strategies as part of this quality indicator feedback:

- Student Satisfaction Surveys
- Trainer Surveys
- Validation (Pre and Post Assessment) and Quality Review of Assessment Judgements
- Suite of Internal Audits covering the student life cycle