



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
20891	Training Unlimited Pty Ltd

Section 1 Survey response rates

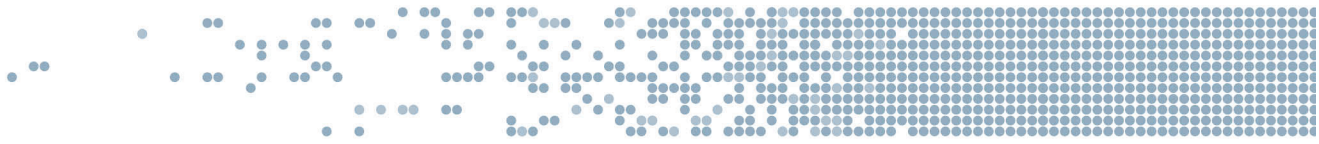
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1000	521	52%
Employer satisfaction	30	19	63%

Trends of response statistics:

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

Learners who completed a full qualification with Training Unlimited provided a higher response rate. Learners who just completed a unit of competency, for example first aid, had a lower response rate.

Employer response rate is approximately the same as previous years. The learner response rate is slightly lower than 2014.



Section 2 Survey information feedback

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

In general the findings reflected the informal, ad-hoc feedback provided to the RTO staff, particularly to our trainers throughout the duration of the training programs.

This feedback was favourable with regard to our trainers, program structure and resources.

In particular it was felt that our resources and assessment tasks closely reflect real-life practices of the industry.

The feedback regarding trainers was that they were skilled in the areas of delivery and were able to relate the training to the workplace. Most felt that the trainers were approachable and supported the student during the course.

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

The feedback indicates that we have quality programs, delivered by competent trainers. These programs reflect the current industry trends and prepare the learner well for the job roles.

Section 3 Improvement actions

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

The preventative actions include a more structured approach to Continuous Improvement and the gathering of feedback.

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

A summary of surveys are reviewed at a monthly executive meeting.

At each of these meetings, there are two standing agenda items related to these surveys.

The first of these items is a summary of the previous month's returned surveys for discussion and where appropriate, a course of action will be agreed upon.

The second agenda item is to review the actions which arose from the previous month's survey summary.

In addition to the specific review of these actions, the standing agenda also includes feedback from the various functional areas which may also be relevant to the actions arising from the survey analysis.