



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
91054	Tactical Training Group Pty Ltd

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	780	352	45.1%
Employer satisfaction	125	41	32.8%

Trends of response statistics:

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

In 2013, we have maintained average rates of feedback from both employer and learners from those of the previous calendar year.

Comparing our feedback results from last year, our target market of Certificate III and Certificate IV in Hospitality show a satisfaction rate of 89.1% and 91.7% respectively, a slight increase of 1.1% and decrease of 2.5%.

All round, our satisfaction rates have remained steady across all areas with only very slight variations both plus or minus in percentage.

2. Survey information feedback

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

Our expectations for 2013 surveys included:

- A similar return of feedback surveys from both learners and employers as we encouraged an equal respondent rate
- continued positive feedback on our Trainer Quality
- Continued / increased positive feedback through all other areas as ongoing feedback throughout the training year has been on the incline

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

The information received from the feedback indicated that, overall, our learner engagement and employer satisfaction levels are remaining high.

Scores are reported on the response scale of 1 to 100 with 0 being 'strongly disagree' and 100 being 'strongly agree'

Based on this scaling system, our most positive results indicated that our strongest area in the Learner Feedback is still our Training Quality now sitting at 89.2% an increase of 1.3% on the previous year.

Other areas of noted feedback included:

- Clear Expectations 85.6
- Effective Support 85.7
- Active learning increase to (81.7%) this area has shown an increase in the last twelve months.
- Overall satisfaction rate 86.8%

Likewise from the employer surveys our satisfaction rates have remained steady or have seen a slight increase with strength areas including;

- Trainer Quality 92.1
- Effective assessment
- Effective support 90.1
- Overall satisfaction 89.2

Breaking our positive response down:

- 72% of learners strongly agreed that our trainers had an excellent knowledge of the subject content - a continual increase of 2%
- 70 % Strongly agreed that the trainers explained everything clearly - a continual increase of 2%
- 65.8% of learners strongly agreed that trainers made the subject as interesting as possible - a significant increase of 3.1%

Based on this information, we are able to again provide positive feedback to our Trainers and Assessors who are actively engaging our learners, so they will continue to ensure our learners are satisfied with the provided training programs.

Breaking down our negative feedback which has decreased on average by 3% from the previous year;

- 1.1% of learners strongly Disagreed that they looked for their own resources to help them learn
- 0.9 % of learners strongly disagreed that the training had a good mix of theory and practical
- 0.8% of learners strongly disagreed that they were given enough material to keep up their interest.
- In the 2011 feedback data, we had included 2.7% did not push themselves to understand things that were confusing. This area had decreased in 2012 to 0.9% which showed improvements over the course of 12 months. This area was monitored throughout 2013 to ensure it remains at the bottom of our scale of which it has with a resultant 0.7% of learners providing a response of strongly disagree.

This result shows that our trainers are consistently providing the guidance and support expected by the trainees to maintain a high level of learner satisfaction.

3. Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?
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To ensure the maintenance of the previous calendar year responses and satisfaction levels, we moved to focus on relevant learner engagement professional development sessions for our trainers and assessors and additionally encouraged additional external professional development activities.

How will/do you monitor the effectiveness of these actions?
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As our satisfaction rates a very much in line with the previous year, we have maintained our current review process. Any highly unusual or negative responses would be investigated and discussed. The course of action to improve areas of negative feedback depend upon the specific area in question. As the statistics for negative feedback are low, there has been no specific course of action taken, only continual improvement of these areas.

There is continuing communication with training facilitators to support and bolster incoming feedback and its findings. The monitoring of this has found to be most effective with increased comprehensive file notes on assessments and trainee files.
