Australian Government

Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

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

Section 1   Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	2583	630	24.4
Employer satisfaction	40	16	40

Trends of response statistics:

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

Learner response rate is up to 24.4% (compared to 13.7% in 2018); employer response rate is slightly down to 40% (compared to 48.8% in 2018).

Enrolment numbers have decreased compared to last year. Consequently, we issued fewer surveys year on year.

Employer survey response rate was relatively consistent year on year.

Trainers and Assessors were required to distribute surveys upon completion of all courses, subsquently we saw a 50% increase in the learner response rate year on year.

Section 2   Survey information feedback

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

Our expected findings for the 2018 surveys included:

Continued positive feedback on our Trainer Quality and Overall Satisfaction with training.

Continued positive feedback from employers and students regarding the customisation of our training courses.

Students commented about the assessments being "wordy", "repetitive", "need restructuring"

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

The responses indicated a high level of satisfaction from both our learner and employer cohorts.

Learners Overall Satisfaction with Training (70% Strongly Agree, 29% Agree) indicate a positive outcome with overall training and assessment services.

Employers Overall Satisfaction with Training (75% Strongly Agree, 25% Agree) is a positive outcome.

Trainer quality remains the strongest aspect of our training services;

Effective support, and training relevance continued to score equally high in responses from both employers and participants, highlighting the positive effect of highly contextualised programs on both the learner and employers training experiences;

General comments from employers and learners highlighted the very high levels of satisfaction with trainers and overall satisfaction with the delivery of training services. In particular, many learners provided positive comments on their trainer.

Learners commented that the assessment tools wording tended to have similar or repetitive content. To remove repetition, assessment tools have been redeveloped in a cluster model. This cluster model allows us to deliver and assess holistically, and removes duplication across units.

Section 3   Improvement actions

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

Tactical Training Group will continue to focus on improving its training and assessment services through redevelopment of its assessment tools. A focus on holistic workbased assessment delivery is a key business priority.

Assessment Validation and content will continue to be considered in finalisation of redevelopment of assessment tools across all qualifications under our scope of registration to ensure they are consistent with industry benchmarks.

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

To effectively monitor the effectiveness of the implemented improvements, we have made a business decision to disseminate the AQTF surveys via Survey Monkey, effective as of 1 Jan 2019. We anticipate this will see a reduced response rate for the coming year; although we believe will be able to analyse more meaningful data more effectively.

Further, internal feedback is received from trainers and assessors, quality assurance processes are undertaken by the RTO's administration and compliance team to assist in the ongoing monitoring of the assessment improvements implemented.

The Quality Assurance Manager is responsible for monitoring survey data and reporting on outocomes during monthly QA meetings. During these meetings the QA Manager in consultation with the managmeent team will identify trends/areas of concern and action accordingly.