



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22302	Central Australian Institute of Technology Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	265	150	56.60%
Employer satisfaction	20	11	55%

#### Trends of response statistics:

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

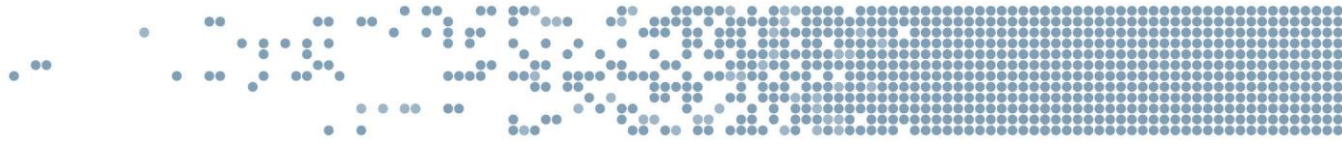
The response rate for Quality Indicator (QI) survey 2015 was 56.60% for the learners and 55% for the employers. The survey shows responses of students from Automotive, Business, EAL, Management and Marketing qualifications. Response rate from learners of Certificate IV was the highest at 71% followed by 20% from Diploma qualification; whereas there was no response from Certificate II qualification.

The response rate was higher for male cohorts at 86.7% compared to females at 13.3%. 47.8% of the respondents fell in the age group of 25 to 34 years old, followed by 27.6% between 20 to 24 and 16.4% between 35 to 44; whereas 8.2% were between 45 to 54 years old.

In comparison to 2014 quality indicator data where 200 surveys were issued, this year we issued 265 surveys and received 150 compared to 113 last year. In average the response rate is similar at 56.60% in 2015 compared to 56.5% in 2014. 57.33% of the learners indicated overall satisfaction with the training, which is a slight decrease from 68% of last year. Similar trend was seen with the Trainer Quality for which the average response remained low at 57.17% compared to 65% in 2014. For training resources 66% of students agreed that training resources were adequate and in good conditions in 2015, which is comparatively low from 69.66% in 2014.



The Employers survey was conducted with the employers of the students who are undertaking Automotive qualifications. Compared to the employers survey of 2014, this year number of survey issued and survey received were more. 57% of the employers agreed that the trainers were effective in their teaching with additional 29% of the employers agreeing to the statement. This year there was a 100 % agreement from the employers indicating that the training prepared their employees for work.



## Section 2 Survey information feedback

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

The Quality Indicator data this year was extracted from Survey Monkey, the data recorded below are indicative of the average response of the cohorts.

For Training Quality 59.33% of the respondents agreed to the statement that trainers made the subjects as interesting as possible. 57.11% respondents agreed that the training was relevant to the work and that 61.33% agreed that assessments were based on realistic activities. Similarly 67.33% of the respondents agreed with the clarity of training plan and approach followed by 59.33% agreeing that they had clear idea of what was expected of them. 56% of the respondents agreed that they developed the competency to work with others with 4% of the respondents disagreeing with the statement that the training prepared them for work. 60% of the respondents agreed that they were given enough materials to keep up their interest, on the other hand 3.33% strongly disagreed with the statement that the amount of work they had to do was reasonable.

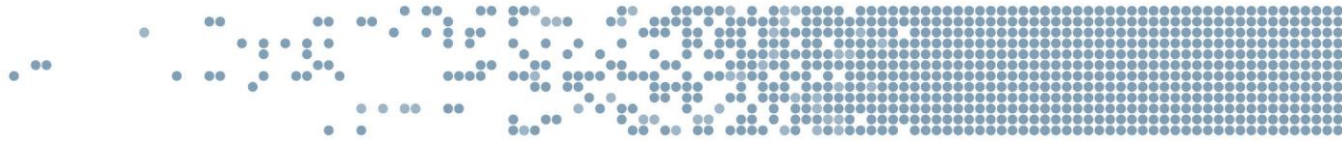
For work readiness, 38% of the respondent strongly agreed and 58.67% agreed to the statement that the training focused on the relevant skills; 55.33% indicated that they agreed the training prepared them well for work with 57.33% agreeing that the question had a good mix of theory and practice. In case of competency development 40% of the learners strongly agreed that they learnt to work with people with 56% of them agreeing to the statement. 55.33% respondents agreed that the training prepared them well for work with 4% strongly disagreeing to the statement. 44.67% respondents strongly agreed that the training helped them plan and manage their work with 54.44% respondents agreeing to it.

Regarding training conditions and effective support provided to help cohorts in learning, 56% of the respondents showed agreement, 58% agreed with the statement that training was flexible to meet their needs and 58% agreed that Central Australian College had a range of services to support learners. 44.67% strongly agreed and 52% agreed that CAC respected their backgrounds and needs. 66% respondent agreed that training facilities and materials were in good condition with 31.33% strongly agreeing to the same statement. 58% learners agreed that the training used up-to-date equipments, facilities and materials with 36.67% strongly agreeing to it. 43.33% respondents strongly agreed that training resources were available when they needed it with 52% agreeing to the statement and 4% strongly disagreeing to it.

For learner engagement, 61.33% respondents agreed that students looked for their own resources to help them learn, with 60% of the respondents agreeing to have approached the trainers if they needed help. 40% of the respondents strongly agreed to have pushed themselves to understand things that they found confusing with 4.67% disagreeing to it.

In terms of overall satisfaction 38% students strongly agreed that they were satisfied with the training with 57.33% agreeing and 3.33% disagreeing to the statement. 56% respondents agreed to recommend the training to other with 38.67% strongly agreeing and 4% strongly disagreeing with them. Similarly 62.67% respondents agreed to recommend Central Australian College to others with 31.33% strongly agreeing and 3.33% disagreeing with the statement.

For open ended questions majority of the students responded that the training was flexible and relevant; with workbased respondents adding that it was tailored around their working hours; some mentioned that the training gave them more in-depth knowledge on areas where they had average knowledge. Compared to last year the open ended responses had good feedback of trainers and admin staff. Respondents also mentioned that allowing time for practice, relevance to training, feedback from trainers, individual support were the best aspects of the training. On



the other hand in response to the aspects of the training that needed improvement the respondents mentioned that the workshop needs to be updated with advance technology, they required more vehicles to practise. They also expressed preference for online assessments and resources, comments were made on spelling mistakes in the resources with too many reflective questions.

For analysing the Employers Survey each range of the likert scale was given a value from 1 to 4 where 1 being Strongly Disagree and 4 being Strongly Agree. Upon analysing responses of Employers Survey, it was found that mean responses for each attribute of the workbased training and assessment ranged from 3 to 3.43 indicating that the majority of the respondent showed agreement with the different elements in the questionnaire.

57% of the employers agreed that trainers were effective in their teaching with 29% strongly agreeing and 14% disagreeing to the statement. 71% of the respondent strongly agreed that the trainers were able to relate materials to the workplace. 86% of the employers agreed that Central Australian College gave appropriate recognition to their employees existing skills and knowledge, with 71% agreeing that the assessments were based on realistic activities. Regarding training relevance 86% of the employers agreed that the training focused on relevant skills with 57% strongly agreeing to the statement that the training prepared employees well for work. Similarly 57% of the employers agreed that the training had good mix of theory and practical with 43% strongly agreeing to the statement. 71% of the employers agreed that training reflected current practices with same number agreeing to the statement that training was effectively integrated in their organisation. Regarding competency development of the learners 71% of the employers agreed that the training helped their employees to work with people and that the training helped the employees identify how to build on their current knowledge and skills. Similarly 71% of the responding employers agreed that the learners gained the knowledge they needed from the training with 100% respondents agreeing with the statement that the training prepared employees for the demands of work. In regards to the training resources 86% of the employees agreed that the resources were appropriate for learners needs with 86% agreeing that the training resources and equipments were in good condition. Regarding the effectiveness of support 71% of the employers agreed that the training organisation was flexible enough to meet their needs with 57% agreeing with the statements that the training organisation clearly explained what was expected from the employers and that the way employees were assessed was a fair test of their skills and knowledges. 57% respondents agreed that Central Australian College dealt satisfactorily with the complaints and that it developed customised learning programs. 71% of the employers agreed that Central Australian College acted on feedback from employers.

Similarly 43% of the responding employers agreed with the statement that they were satisfied with the training with 43% strongly agreeing with the statement. 57% of the employers strongly agreed that they would recommend Central Australian College to others with 57% strongly agreeing to the statement that the training was an effective investment.

In response to the open ended questions employers indicated that getting timely assessments at the workplace and excellent communication were the best aspect of the training. One of the employers shared his experience of the former trainer who was not prompt and the other mentioning the need to improve on timeliness.

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

The survey feedback for 2015 indicates that Central Australian College has improved on various aspects particularly relating to trainer quality, learning simulation, training relevance, effective support and learner engagement. Respondents were satisfied with the overall training. However students responses indicated dissatisfaction in the areas of training resources which needed to be reviewed to incorporate learners feedback.



The employers survey indicates that there has been an improvement in workbased training and assessment, with average responses showing agreement with the items in the survey. 100% agreement with the statement regarding that the training prepared employees for the demand of work serves the purpose of vocational education and training. However there is a need for improvement in timelines for the assessments.

### Section 3 Improvement actions

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

On the basis of the findings of both the Learners and Employers survey Central Australian College will be applying the following corrective actions:

- Review of assessment resources to identify errors and replicated questions in the assessment booklet
- Identify and develop a strategy for providing online assessment and resources to the learners
- Update the resources and equipments in the Automotive workshop
- Monitor the training plan and assessment submissions in accordance with a strict timeframe

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

Effectiveness of these actions would be monitored by :

- Developing strategy for resource review to identify the errors and discrepancies; implementing modification of the resources
- Implementing Cloud Assess as an online platform by 2017
- Identifying through industry consultation process the resources that needs to be updated in our current workshop and developing a plan to update the equipments.