



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	200	113	56.5%
Employer satisfaction	10	6	60%

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 Survey 2014 was 56.5% for the learners and 60% for the employers.

The survey depicts responses of students from Automotive, Business, Management, Marketing and EAL qualifications. Management students provided highest response rate at about 44% while EAL students provided the lowest responses at 4%. About 89% of the respondents were male while 20% were female. 60% of the respondent fell in the age group of 20 to 24 years old, with 18% in both 15 to 19 and 25 to 34 years old and 1 respondent between 35 to 44.

Upon comparative analysis of the Learner's survey 2013 it was found out that in 2014 overall satisfaction of the students has decreased from an average of 78.1% to 68%, leading cause could be attributed to trainer quality which has decreased from 78.9% to 65% and training resources from 75.1% to 69.66%.

The Employers Survey was conducted with employers of the students who are undertake training for Automotive qualifications. Compared to response rate of 0% in 2013, employer response rate has drastically increased by 60%.



Section 2 Survey information feedback

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

For analysing the Learner Survey each range of the likert scale was given a value ranging from 1 to 4 where 1 being Strongly Disagree to 4 being Strongly Agree. Analysing the Learners Survey, the mean responses of individual Learner for each attribute ranged from 3.0 to 3.4, demonstrating that they agreed with the statements provided for different elements of training and assessment services.

Learners responses depicted satisfaction with the training quality, 62% of the respondents reflected agreement for overall satisfaction with 62% of them agreeing that the training organisation provided good learning support and resources. 67% of the students agreed to have gained appropriate recognition of their skills with 67% agreeing that assessments were fair and effective. About 75% of the students agreed that they clearly understood the subject matter with 73% responding agreement that the institute provided stimulating environment for learning.

Regarding work readiness, 69% of the students agreed that training prepared them for work with 68% responding that the training focussed on relevant skills required for work. Similarly 75% of the students respondents agreed to have developed skills from the training and that 72% of them agreed to have identified their professional development needs. On the other hand 4% disagreed to have gained competency for teamwork.

In the context of active learning, 70% of the students agreed to have taken an initiative to find external resources to support their work, whereas 10% disagreed with it responding that they found self-study confusing.

For the open ended questions majority of the students responded that they had a good learning experience at Central Australian College attributed to supportive trainers. Respondents divulged that they gained necessary skills and knowledge about the industry. Some of them explained that training provided had relevancy at their workplace and that it prepared them for career growth. In contrast, for the areas in need of improvement, students recommended use of visual medium in teaching-learning, more practical based hands on training with reduced assessment tasks. Some also suggested arrangement of extra-curricular activities for them to help in dealing with people with particular focus on role play.

Similarly, for analysing the Employers Survey each range of the likert scale was given a value ranging from 1 to 4 where 1 being Strongly Disagree and 4 being Strongly Agree. Upon analysing responses from Employer's Survey, it was found that mean response for each attribute of the workbased training and assessment ranged from 0.3 to 3.7, with majority of responses showing agreement with the different elements in the questionnaire.

67% of the employers responded that trainers were effective with 17% reflecting disagreement with their knowledge and experience in the industry. 67% of the employers response reflected overall satisfaction in the course agreeing that they would recommend the training to others. About 67% of them agreed that assessments were appropriate while 17% disagreed with the effectiveness of the assessments. 67% of the respondent agreed that the training prepared their employees for work with 17% responding that it needs a good blend of theory and practical.

In terms of competency development and training relevance 67% of the employers agreed that the training helped their employees gain skills and knowledge required for the job. Although 67% of the employers agreed that the training resources were effective with 33% showing disagreement that the training used up-to-date equipments and facilities.

For the open ended question, employers survey showed that they acknowledge the flexibility and convenience in completing the qualification. Some revealed that Central Australian College followed learning systems which was



completely new to them and that it affirmed to the current industry practices. Whereas there were no comments for the elements regarding 'aspects more in need of improvement'.

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

Upon carefully considering the learners responses to various aspects of training and assessment services provided by Central Australian College we have found out that they are satisfied with the trainers quality, training relevance with the skills gained and applied at workplace. The expectations from the course were met. However students responses reflected dissatisfaction in the area of interactive learning and that they require more learning support during self study.

The Employers survey indicated that they considered the training as a good investment for their employees and that they would recommend the training organisation to others. They appreciated flexibility of the course and its relevancy with the workplace requirements. However they showed dissatisfaction with the experience of the trainer and the equipments and facilities.

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 Learner's and Employer's survey Central Australian College will be applying the following corrective actions:

- We are planning to modify training and delivery strategy by incorporating blended learning with emphasis on visual learning.
- Assessment resources will be modified by mapping target group with qualifications.
- Formative assessment will be adopted in the curriculum for interactive learning.
- Ongoing professional development sessions for the trainers to maintain currency of the industry.
- Introducing induction sessions for the employers.

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

Effectiveness of these actions would be monitored by:

- Introducing Cloud Assess as an online platform.
- Internal and external validation will be conducted for assessments.
- Trainers performance appraisal with professional development sessions as key performance indicators.
- Conducting frequent employers survey.