

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	300	154	51.33%
Employer satisfaction	20	7	35%

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 2016 is 51.33% for the learners and 35% for the employers. The survey responses were gathered from students in Automotive, Business, EAL, Leadership and Management and Marketing and Communication Qualifications. For 2016 response rate from the students pursuing Automotive Qualification was higher at 50% out of which 25% respondents were from Certificate III in Light Vehicle Mechanical Technology and 18% were from Certificate IV in Automotive Mechanical Diagnosis, lowest response rate was at 1% from Certificate II in Automotive Servicing Technology. Similarly second highest response was from EAL qualifications at 45% and lowest response rates were from Business, Marketing and Management qualifications at 5%.

Resembling last years response rate, male cohorts responses were higher at 59% compared to female cohorts responses at 41%. However this year response rate of female cohorts has increased by 27.7%. Response rate from age group between 45 to 54 was the highest at 35% followed by 25 to 34 years old at 20%, 35 to 44 at 18% and 20 to 24 at 15%.

In comparison to 2015, wherein the response rate was at 56.50%, this year response rate shows a slight decline at



51.33%. However the number of QI surveys issued this year is relatively more at 300 with 154 responses compared to last year which was 265 with 150 responses. In terms of overall satisfaction 56% of the respondents stated that they were satisfied with the training which is similar to last year at 56.60%. In terms of trainers quality similar trend is seen in 2016 at 57% compared to 57.1% in 2015. For Training resources 55% of the learners strongly agreed that the training facilities and materials were in good conditions in 2016 which has declined from 66% in 2015. In 2016, 68% of the respondents strongly agreed that the training helped them in developing their competency which is a remarkable improvement from 54.44% in 2015.

The Employers survey was conducted with the employers of the students who are undertaking Automotive qualifications. Compared to the employers survey of 2015 which had a response rate of 55%, in 2016 the response rate decreased to only 37%. 57% of the employers agreed that the training resources were appropriate for the learners, similar response rate of 57% was made for the effective support, where the employers strongly agreed that the way the employees were assessed was a fair test of their knowledge and skills. Similarly 57% of the employers strongly agreed that the training was effectively integrated into their organisation.



Section 2 Survey information feedback

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

The data recorded below are the indicative of the average response of the cohorts. For analysing the learners responses 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 the responses the mean responses for each of the attribute of the learner questionnaire ranged from 3.3 to 3.5 indicating that the majority of the respondents inclined towards strong agreement with the different elements in the questionnaire.

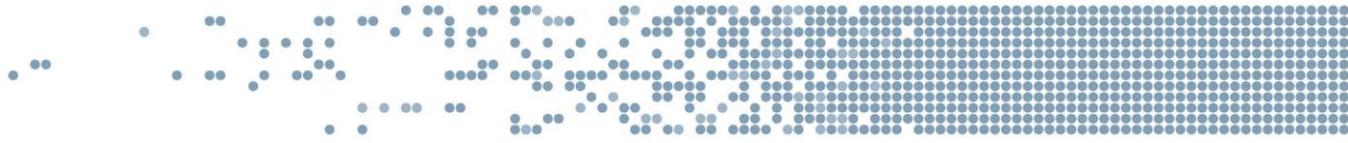
For Training Quality 60% of the respondents strongly agreed that the trainers had excellent knowledge of the subject content, with 58% showing strong agreement that the trainers explained things clearly. 50% of the respondents strongly agreed that it was easy to know the standards expected from them, with 53% agreed that the trainers made it clear right from the start what was expected of them. Similarly 58% of the learners strongly agreed that they gained skills expected from their training, with 60% agreeing that they identified ways of building their current knowledge and skills. 40% of the respondents agreed that they learn to work with people.

For effective support 58% of the learners strongly agreed that the training organisation staff respected their background and needs, with 53% strongly agreeing that the training was flexible enough to meet their needs. 53% of the respondents strongly agreed that the Central Australian College had a range of services to support learners. Regarding training conditions 55% strongly agreed and 47% agreed that the training facilities and equipments were in good conditions with 52% strongly agreeing that the training used up-to-date equipment, facilities and materials. 53% learners strongly agreed that the training resources were available when they needed it, with 47% agreeing to the statement.

Regarding learning stimulation and active learning, 55% of the respondents strongly agreed that they were given enough material to keep up their interest with 55% agreeing to the statement that the amount of work they had to do was reasonable. 53% of the respondents strongly agreed that the training had a good mix of theory and practice with 2% disagreeing with the statement. 56% of the respondents strongly agreed to have set high standards for themselves in the training with 42% agreeing to the statement and 1% showing disagreement. 51% respondent strongly agreed to have pushed themselves to understand things they found confusing with 45% agreeing to the statement and 3% disagreeing with it. 56% of the respondents strongly agreed to have approached trainers if they needed help with 46% agreeing to the statement.

For overall satisfaction, 56% of the learners strongly agreed that they were satisfied with the training with 45% agreeing to it and 1% disagreeing to the statement. 54% of the learners strongly agreed that they would recommend the training to others with 45% agreeing to the statement and 1% disagreeing to it. Similarly 56% of the respondents strongly agreed that they would recommend Central Australian College to others with 43% agreeing to the statement and 1% disagreeing with it.

For open ended questions majority of the Automotive workbased learners stated that they liked the work based training the most, as they could work and learn at the same time. They liked the trainers workplace visits. Majority of the respondents said that they enjoyed doing practicals at the workshop and servicing vehicles. Similarly good feedback were provided about students getting individual support, one on one training, group discussions in class and relevance at workplace. The learners provided good feedback of the trainers stating that the trainers had friendly behaviour, were knowledgeable, helpful, explained things clearly and focused on individual needs. For EAL qualifications, learners stated that they like the training materials and mentioned about positive trainer and student relationship. They said that they enjoyed writing and speaking in class. With Business, Marketing and Management



qualifications, learners stated that they liked the flexible timetable, standards of the assessment and the atmosphere in the classroom.

In terms of the aspects of training that needed improvement Business, Marketing and Management learners stated that they needed more time to complete their assessment, with one learner suggesting that the trainer needs to speak slowly while giving instructions. Majority of the EAL learners responded by saying that they wanted less home work, with one learner suggesting good lighting in the classroom. Similarly Automotive learners responded by saying that they wanted more practicals, more specialised tools in the workshop, audio visual equipment in the classrooms, internet speed and reduction in theory work.

Similar to the Learner Questionnaire, for 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 2.5 to 3.1 showing inclination between disagreement and agreement.

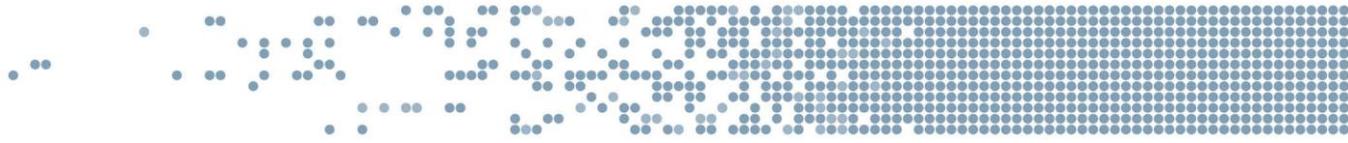
57% of the employers agreed that the trainers were able to relate materials to the workplace with 29% agreeing to the statement and 29% disagreeing with it. Similarly 57% of the employers agreed that the training was effectively integrated into their organisation, with 29% agreeing to the statement and 14% strongly disagreeing and 14% agreeing to it. 57% of the employers strongly agreed that the training has helped their employees identify how to build on their current knowledge and skills with 29% agreeing to the statement and 29% disagreeing with the statement. Similarly 57% of the employers strongly agreed that the training prepared their employees for demand of their work with 57% strongly agreeing that the training used up-to-date equipments, facilities and materials. 57% of the employers agreed that the training organisation acted on their feedback with 29% strongly agreeing with the statement and 29% strongly disagreeing with the statements. 43% of the employers strongly agreed that the assessments were at an appropriate standard with 57% respondent agreeing to it. 57% of the employers agreed that the training focused on the relevant skills with 14% agreeing to the statement and 29% strongly disagreeing with it. 43% of the employers strongly agreed that the training prepared employees well for work with 43% agreeing with the statement. 29% of the employers strongly agreed that the training reflected current practice with 14% agreeing with the statement and 14% disagreeing with it. 43% employers agreed to the statement that Central Australian College provided good support for workplace training and assessment with 29% agreeing with the statement.

For overall satisfaction 29% of the employers strongly agreed and 43% agreed to recommend the training to others. Similarly 43% strongly agreed and 29% agreed to have been satisfied with the training. For the open ended questions for the best aspects of the training employers stated that Trainers were professional and highly skilled and adopted good methods in teaching. For the aspects that needed improvement they stated that the training hours were long, with too much theory questions and assessments were time taking.

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

The survey finding indicates that Central Australian College has remained the same on various aspects particularly related to trainer quality, learning stimulation, training relevance and effective support. Respondents were satisfied with the overall training.

In 2016 the responses received from the Employers has decreased compared to 2015. The employers survey indicates that there has been a decline in effectively integrating the training into the workbased delivery mode, although the average responses showed agreement with the items in the questionnaire.



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:

- Reviewing and validating assessment resources to identify the reasonableness and address the duration taken to complete the assessments
- Update the resources and equipments in the classrooms
- Engage the employers to get feedback regarding the training and assessment at workplace and identify strategies to make the training more effective

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

Effectiveness of these actions would be monitored by:

- Sampling learners work and getting feedback from the trainers and assessors on the assessments, strictly following the validation schedule and modifying assessments if required
- Management to draw an action plan to update the classroom equipments, feedback to be taken from the learners upon implementation
- Training Managers to engage the Employers in industry consultation process to identify the effectiveness of our training and assessment strategies. Recording the outcome of the consultation as per the relevant procedure, continuous improvement of the training and assessment strategies based on industry feedback.