

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	350	204	58%
Employer satisfaction	6	3	50%

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 2017 is at 58% for the learners, and 50% for the Employers. The learners response to the survey has increased by approximately 7% this year compared to 2016 response rate. The numbers of QI surveys issued this year is relatively more at 350 with 202 responses compared to last year which was 300 with 154 responses. The survey depicts response of students from Automotive, Business, Management, Marketing and EAL qualification. This year new cohorts of Graduate Certificate and Graduate Diploma courses have also responded. EAL students provided the highest number of responses at 54% followed by Automotive at 33% and other qualifications at 13%. 70% of the respondents were permanent residents of Australia whereas 30% of the respondents were international students. Similarly 50% of the respondents were male, 48% were female and 3% did not reveal their gender. Maximum respondents i.e. 22% fell in the age group of 25 to 34 years old, followed by 20% at 35 to 44 years old with no students under 15 and 8% in the age group of 65+.

In comparison to previous year, in terms of overall satisfaction 58% stated that they were satisfied with the training which is a slight increase from 56% last year. For trainers quality, 53% of the respondents agreed that the trainers made the subject as interesting as possible which is an increase from 43% last year, whereas for statement that



trainers had an excellent knowledge of the subject content 47% strongly agree which is a decline from 57% last year. However for learning simulation compared to last year average of 55% there is an increase with 63% of the learners agreeing that the materials were enough to keep up their interest, the amount of work they had to do was reasonable and that the training was at the right level of difficulty for them, with 4% disagreeing with the statements. Similarly 64% of the learners agreed that the training focused on relevant skills which is a remarkable improvement from 47% in 2016

The Employers survey was conducted with the employers of the students who are undertaking automotive qualifications. Compared to 2016 the response rate for the employers has increased from 37% to 55% however, the number of employers for automotive students have dropped from 20 last year to only 6 this year. All the respondents strongly agreed that the trainers were effective in their teaching and that they had good knowledge and experience of the industry. 67% of the respondents disagreed that the training had good mix of theory and practice. All the respondents agreed that the training was relevant to the industry.



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 3.4 indicating that the majority of the respondents inclined towards strong agreement with the different elements in the questionnaire.

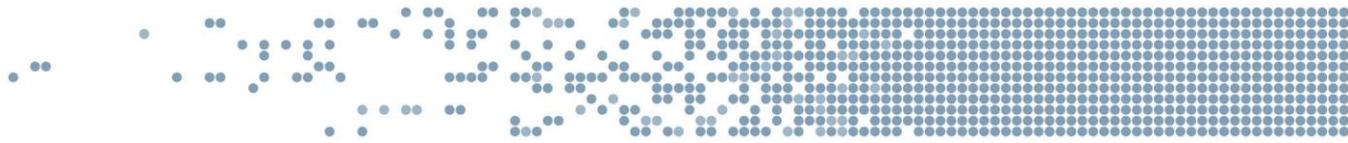
For trainer quality, 47% of the learners strongly agreed that the trainers had an excellent knowledge of the subject matter which has shown a decline from 57% whereas 53% of the learners agree that the trainers made the subject as interesting as possible which in contrast is a substantial increase compared to 43% last year. Similarly 49% of the learners agreed that the trainers explained things clearly with 53% agreeing that trainers encouraged learners to ask questions. 44% of the respondents strongly agreed that the trainers made it clear right from the start what was expected from them with 51% agreeing with the statment. 56% of the respondents agreed that it was easy to know the standards expected compared 2% who strongley disagreed with it. 55% of the respondents agreed that they usually had a clear idea of what was expected of them. 49% of the learners strongly agreed that the trainin organisation staff respected their background and needs, with 54% of the learners agreeing that the training was flexible and and that the training organisation had a range of support services, however 4% learners strongly disagreed with statement regarding the support services.

For effective assessment 55% of the learners informed that they received useful feedback on the assessment with 2% strongly disagreeing with the statement. Similarly 63% of the learners agreed that the assessments were based on realistic activities, with 56% agreeing that the way they were assessed was a fair test of the skills and knowledge and 51% agreed that the training organisation gave appropriate recognition of the learners existing skills and knowledge. Similarly the responses for statements regarding the training resources 51% of the learners agreed that the training resources were available when the learners needed them and 46% agreeing that the training used up to date facilities and equipments with 7% of the learners disagreeing to the statement. Likewise 46% of the learners agreed that the training facilities and materials were in good condition, 4% of disagreed with the statement.

For learner engagement, 50% of the respondents strongly agreed and 41% agreed that the trainers were approachable, similarly 58% of the learners agreed to looking for their own resources to help them learn, with 57% agreeing that they pushed themselves to understand things that were confusing. 52% of the learners responded that they set high standards for themselves with 8% of the learners disagreeing to the statement.

For overall satisfaction 58% of the respondents were satisfied with the training with 3% strongly disagreeing with the statement. 61% of the learners agreed that they would recommend the training to others with 58% agreeing that they would recommend the training organisation to others, these figures have slightly improved compared to last year.

For the open ended question regarding the best aspect of the training majority of respondents pointed out that the trainers were the best aspect of the training. Some respondents also added that the trainers were skilled, helpful, polite, understanding, enthusisatice, knowledgeable and cooperative. They like the teaching and monitoring environment which was described as friendly and flexible with cooperative tutors and admin officers. Automotive learners also pointed our that the ability to gain hands on training on different types of vehicles and to have the theory of all the new technology, practical workshop, workplace based training, ability to learn how to use the tools were the best aspect of the training. Additionally some respondents also added that interactive classes with mates



from different backgrounds and the resources, manuals and training materials were the best aspect of the training. Response to the aspects of the training that are most in need of improvement included varied responses with majority of the respondents saying nothing or not needed whereas some pointed out that automotive workshop requires updated software for scan tool equipment, they require additional range of hand tools, internship opportunities at least for one month with some reputed organisation in Australia, so that students can gain local experience as well professional knowledge to get to the real world of professionalism, visiting companies and providing variable training. Others pointed out that the assessments were very intensive for their level and need to be shortened, the amount of work that is being asked can be overwhelming at times and it is hard to keep up, feedback should be shown to the learners more frequently.

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.

All the employers agreed that the training was effectively integrated into their organisation. Similarly all the employers strongly agreed that the training has helped their employees identify how to build on their current knowledge and skills. Similarly 67% of the employers strongly agreed that the training prepared their employees for demand of their work with all strongly agreeing that the training used up-to-date equipments, facilities and materials. 67% of the employers agreed that the training organisation acted on their feedback with 33% agreeing with the statements. 67% of the employers strongly agreed that the assessments were at an appropriate standard with 33% respondent agreeing to it. 67% of the employers strongly agreed that the training prepared employees well for work with 37% agreeing with the statement. All responding employers strongly agreed that the training reflected current practice. 33% employers agreed to the statement that Central Australian College provided good support for workplace training and assessment with 33% agreeing with the statement.

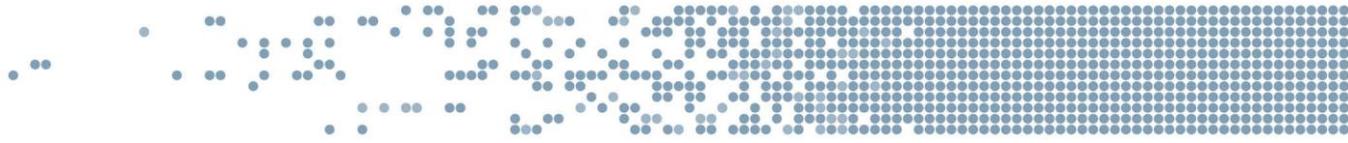
For overall satisfaction all the responding employers strongly agreed to recommend the training to others, similarly they strongly agreed to have been satisfied with the training. For the open ended questions for the best aspects of the training employers stated that Trainers were knowledgeable and resourceful. For the aspects that needed improvement they mentioned computerisation of assessment by adopting online assessment tools and tests to save paper.

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

The survey finding indicates that Central Australian College has improved in terms of learner engagement and work readiness, whereas there is a slight dip in training condition related to training resources and effective support for the learners. It remains the same on other aspects particularly related to trainer quality, effective assessment and clear expectations. Respondents were satisfied with the overall training.

The number of workbased training delivery has decreased this year as indicated by the number of employers questionnaire deployed and the responses received from the Employers.

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 and workshop

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