

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4198	Rural Industries Skill Training Centre Incorporated

Section 1 Survey response rates

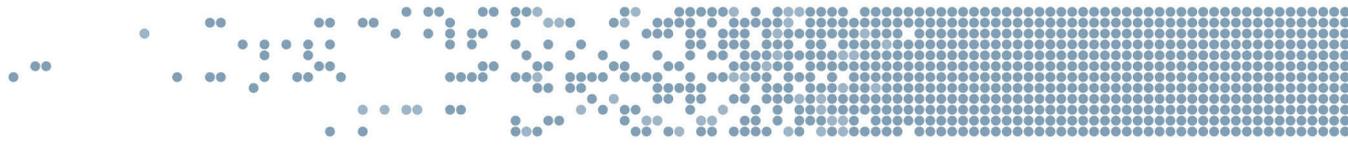
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	85	57	67%
Employer satisfaction	32	20	62.5%

Trends of response statistics:

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

The 2016 response rate was spread across all cohorts from Certificate II through to Diploma level, the response rates were in the slightly lower in the lower level qualifications.

The response rates were higher than previous years which are very positive in light of the number of surveys students and employers are being required to undertake (Victorian Government, NCVER, and Individual Unit surveys required within the organisation).



Section 2 Survey information feedback

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

Positive:

Very positive responses from both students and employers to the quality of teaching/training and relevant skills development.

High levels of positive responses to the assessment process, standard of training equipment and facilities.

Learners and employers were highly satisfied with the organisation and would recommend the institution to others.

Unexpected responses:

Lower than expected responses from students in managing their own study, identifying their own resources and pushing themselves. This was more prevalent in the lower levels.

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

It confirms that the support the organisation provides to our students through their learning journey is appreciated and acknowledged by students and employers. This is reflected in high completion rates and satisfied students and employers. The organisation will continue to develop new strategies to maintain high student engagement in their learning journey and ensure they are work ready with skills required by employers (industry).

Section 3 Improvement actions

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

The organisation is continuing to look at new and innovative ways to motivate students, to develop critical thinking skills in students and to develop independent learners. Flipped classrooms are being implemented in addition to the continued emphasis on practical in the workplace training activities. The organisation has a very robust continuous improvement plan which is monitored weekly by the Quality and compliance committee ensuring corrective actions are implemented in a timely manner.

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

Students are monitored through regular feedback survey at the completion of each unit of their qualification so this ensures that the organisation can monitor students satisfaction and learnings throughout the year. Any adverse feedback is addressed in a very timely manner and remedial actions put in place to remedy these trends as they occur. This is reported through the Quality and compliance committee and appropriate actions implemented.