



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40965	ELITE TRAINING INSTITUTE PTY. LTD.

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	225	203	90.22
Employer satisfaction	24	17	70.83

#### Trends of response statistics:

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

We have gathered an overall increase in response rates over last year's surveys, in context of last quarter. This is partly due to the change in management and change in processes for surveys issued and received. The surveys issued in last quarter of 2017 are increased in comparison to last quarter of 2016.

We received cross-sectional but equal responses for our Hospitality and Childcare qualifications.



## Section 2 Survey information feedback

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

Learner data: There has been a movement up and down of less than 4% across all courses. Given the numbers of learners surveyed, this indicates a consistent level of satisfaction with opportunities to improve.

Employer data: Trainer quality and resources have reflected an improvement, as well as an increase in satisfaction. This encourages us to engage with the employers and determine ways to increase their satisfaction while continuing to deliver a quality product.

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

Both data sets indicate lengths of assessments. This is consistent with our internal identification of the need to implement efficiencies with the assessment tools and processes, but we are bound with package requirements and standards. While all resources have been reviewed and updated, the training team has identified areas for improvement that can be implemented due to updates in information, resources and compliance standards. These changes have provided opportunities for us to improve our processes, and have meant changes in the strategic plans.

## Section 3 Improvement actions

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

The results of the survey is shared and discussed at our team meetings. We run a reflective practice session to ascertain where the trainers are needing additional support according to the new resources. This also enables us to identify areas where improvements can be made in our overall processes. We will also continue to regularly meet with key personnel at each of our delivery and work place venues to help drive future improvements.

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

We will continue to survey our candidates throughout the year according to our policies and procedures. This allows us to make the necessary changes to benefit our existing learners as well as future candidates. We will also be running targeted focus groups with various cohorts (including employers) to acquire feedback and check the level of learner engagement while they are still undergoing training with us.