



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21857	Practical Outcomes Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	454	105	23%
Employer satisfaction	227	8	4%

Trends of response statistics:

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

The Learner Engagement response rate for 2015 was 23% which was higher than the 10% in 2014. The business is in the process of stream lining systems and procedures to increase survey participation from students and employers.

Learner Engagement survey results are very pleasing. On average 98 % of learners agreed/strongly agreed and only 1% of learners disagreed/ disagreed strongly.

Highest response rate was from the Certificate III cohort coming in at 39% of all received surveys, the Certificate IV cohort returned 28%, Diploma cohort returned 31% with the Advanced Diploma cohort returning 2% of the total number of surveys received.

From the responses received 99% of learners agreed/strongly agreed that our trainers had excellent knowledge of the subject content and 99%of learners agreed/strongly agreed that they would recommend Practical Outcomes to others.

Employer Satisfaction survey results were 1.8% compared to the 4.18% responses received 2014, it is very pleasing



to see that 99% of employers agree/strongly agree that the training organisation was flexible to meet their needs.



Section 2 Survey information feedback

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

Student comments ranged from how passionate and knowledgeable our trainers were, how the study fitted in well with their work, how the training built their confidence and how flexible the workplace delivery model was.

Unexpected Learner feedback included the wording in some of the assessments was too complicated and also the tasks were repetitive between units.

A consistent theme with the Employers surveyed in 2015 was the training provided by Practical Outcomes reflected current industry practices and prepared employees for the demands of work and that Practical Outcomes' trainers had good knowledge and experience of the industry.

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

Practical Outcomes continues to deliver quality training, students and Employers are generally happy with our trainers' knowledge and comment that trainers are supportive, flexible, friendly and accommodating. Practical Outcomes trainers also engage in a variety of activities to ensure their vocational currency is being kept up to date.

Section 3 Improvement actions

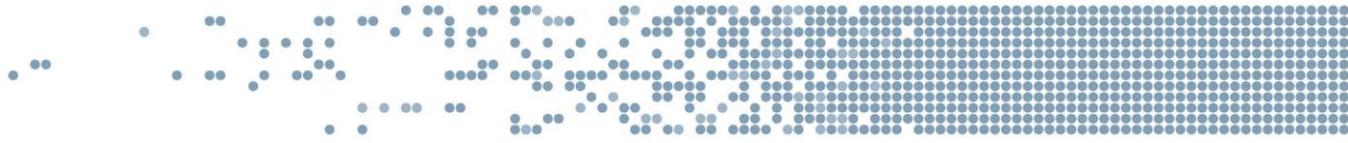
What preventive or corrective actions have you implemented in response to the feedback?

In relation to the lower than expected response rates for learner engagement and employer satisfaction we will implement a new survey process which will be set up in Survey Monkey. A feedback summary report will be compiled from the raw data and provided to the Training Manager with the average for Trainer Quality, Work Readiness, Training Conditions and Learner Engagement sections calculated. A section for the Best Aspects and Most in need of Improvement feedback will also be included in this report, the Training Manager will discuss these results at the staff meetings and actions will be captured on the meeting minutes and included on the Continuous Improvement register.

Assessment task books for the Early Childhood Education and Care and School Aged Education and Care qualifications are being reviewed to ensure questions are well worded and repetition avoided.

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

Quality and Compliance will ensure the surveys are distributed and the feedback analysed on a monthly basis. Feedback is also sought from the workplaces we deliver training in on a regular basis when the Training Managers and Client Relationship Managers visit the workplaces, this feedback forms part of our Continuous Improvement framework and ensures our courses meet industry needs and produce job ready students. As part of the Quality and Compliance Calendar, validation takes place with a systematic approach. This ensures training and assessment tools and outcomes are meeting the benchmarks and is planned throughout this year and as per our 5 year



validation cycle document.