Australian Government

Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
5089	Education Training Employment Australia Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1140	891	78.15%
Employer satisfaction	313	207	66.13%

Trends of response statistics:

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

The responses have been received from all the course levels including Certificate III through to Diploma qualifications and the highest being from Automotive and health and allied courses. There has been an increase in number of surveys issued and considerable increase in responses receieved as compared to last year.

Section 2   Survey information feedback

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

The expected findings has indicated the student's overall satisfaction with their trainers and resources provided by ETEA. The students have been able to achieve the desired outcones from the courses and have also demonstrated satisfaction in the workbased delivered programs. The unexpected finding was that workload for some of the students was more than what they expected.

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

The survey feedback has reflected that the process and procedures which are in place are working for a larger volume of clients and ETEA has been successful in hiring the appropriate trainers and assessors to justify the growth over this time period.

Section 3   Improvement actions

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

Despite the fact that the surveys have provided a positive feedback, there is always some scope for improvement. The course coordinators will ensure that the trainers are capable of providing additional support to the students where required so that they do not feel overwhelmed by the workload. Students will also be involved in more parctical activities to make the course delivery more interactive and engaging.

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

The effectiveness of these actions will be monitored through regular meetings and continued feedback processes.