



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
5089	Education Training and Employment Australia

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	646	481	74.45%
Employer satisfaction	259	186	71.82%

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 various course levels including AQF qualifications and units of competency and individual skill sets and also some professional development training delivered across the health care and community services industry. The responses received are mix from automotive, business and health and allied courses. There has been an increase in the number of surveys issued as compared to last year because the new students enrolled in 2018 have also completed their courses this year.



Section 2 Survey information feedback

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

The expected findings have indicated the continued student's overall satisfaction with the ETEAs programs. The trainers and resources have also received a positive feedback. The students have been able to achieve the desired outcomes from the courses and have also demonstrated satisfaction in the workbased delivered programs as the courses have been found to be well planned and are delivered over a reasonable length of time period. The unexpected finding was that workload for some of the students was more than what they expected but they have been provided with the opportunity for additional support where required.

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 ,assessors and other resources 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 practical activities to make the course delivery more interactive and engaging. In 2019, ETEA has also moved to electronic learner resources and assessment tools and is trying to move away from paper based resources. This will assist the students in navigation the resources easily. The classes however continue to be conducted face-to-face and some virtual face-to-face due to COVID-19. ETEA is also taking actions to make its marketing process more robust in order to ensure that the clients make the informed decisions.

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.