Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
</tr>
</thead>
<tbody>
<tr>
<td>21670</td>
<td>Training Solutions for Life T/A Voca</td>
</tr>
</tbody>
</table>

Section 1  Survey response rates

<table>
<thead>
<tr>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>180</td>
<td>93</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>

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

99% of the students (regardless of qualification) returned a strongly agree/agree rating.

Based on the comments received this was due to the knowledge, skills and professionalism of the trainers, practical hands-on activities, group involvement/team work, quality of the training, development of knowledge and new skills and practices, easy-to-understand delivery, practical assessments, assistance provided, relevance to current occupation/job appropriate, communication methods and interaction between students and trainer. This led to "hands-on-nuts and bolts improvement" and "physical changes to the plant and equipment", implementing ideas and problem solving, as well the learning of different skills.

The employers returned a 100% strongly agree/agree rating citing they were "very happy with the training", and "learning new things".
Section 2  Survey information feedback

What were the expected or unexpected findings from the survey feedback?
Voca expected to receive a high satisfaction rating due to the high student course/unit completion rates and lack of complaints/rievances. Trainers are knowledgeable and skilled and build strong relationships with students.

What does the survey feedback tell you about your organisation’s performance?
Voca is providing a quality service through knowledgeable and skilled trainers and relevant industry training with practical workplace application.

Section 3  Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?
None

How will/do you monitor the effectiveness of these actions?
We will ensure that our Continuous Improvement Processes are sustained and analysed as per our schedule. Feedback forms are continuously collected from assessments along with our Learner and Employer Questionnaires, Voca will analyse and provide corrective actions where required to ensure we deliver to a high standard.