

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3621	BRACE Education Training and Employment Limited

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1360	1339	98.45
Employer satisfaction	7	3	42.85

Trends of response statistics:

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

Learner Engagement (Sample 167 respondents)

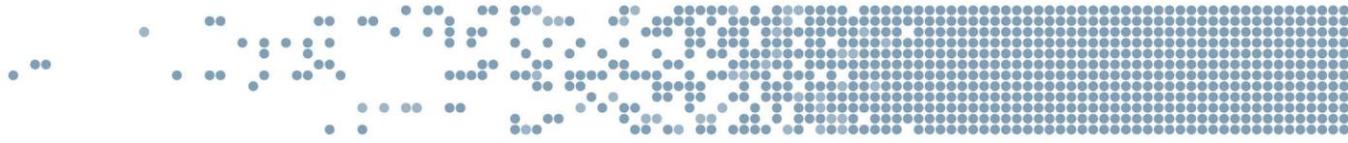
By Learner:

Between them, the Ballarat, Dandeenong and Frankston regions provided the highest responses, whilst e-learning and workplace based students and students in the Port Adelaide region provided the least number of responses.

Learner Engagement:

By Qualification:

Certificate III in Aged Care and Cert I EAL provided the most responses, whilst Certificate II in Business and Certificate IV in Disability received the least.



Section 2 Survey information feedback

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

Learner Engagement (Sample 167 respondents)

Expected:

92.13% of respondents either agreed or strongly agreed that they were satisfied with the training provided.

91.57% of respondents said they would recommend BRACE Education and Training to others.

92.12% of respondents either agreed or strongly agreed made it clear what was expected from students.

93.47% of respondents either agreed or strongly agreed that the training prepared them well for work.

93.9% of respondents either agreed or strongly agreed that they developed the skills and knowledge expected from the training they received.

94.34% of respondents either agreed or strongly agreed that the method of assessment used was a fair test of their skills and knowledge

94.51 of respondents either agreed or strongly agreed that trainers had excellent knowledge in the content they delivered

96.32% of respondents either agreed or strongly agreed that trainers made the training as interesting as possible

87.33% of respondents either agreed or strongly agreed that assessments were based on realistic activities

89.68% of respondents either agreed or strongly agreed that they received useful information on assessments

91.57% of respondents said that adequate training equipment, facilities and materials were provided

94.44% of respondents said that BRACE staff respected their individual background and needs

53 individual comments were made, the most common giving thanks, saying training was excellent and enjoyable and thanking trainers

Of the remaining results, on average, for all questions, the top ratings of 'agree' or 'strongly agree', 'good' and 'very good' made up for between 90% to 95% of responses, demonstrating a high level of learner engagement and satisfaction. Similar results can be seen in the previous year's results.

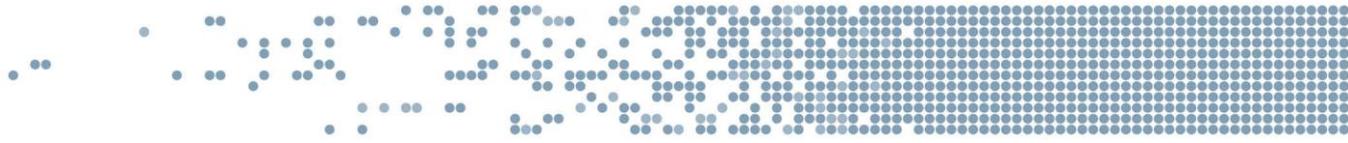
Learner Engagement (Sample 167 respondents)

Unexpected:

A very minor number of learners provided constructive feedback which included: minor typos/errors in resources, disruptions by other staff to classes, classes finishing early, slow computers and, at time receiving limited feedback from trainers. We take this feedback seriously and thank our learner for it. In light of the feedback, we continue to devise strategies to mitigate further occurrences, this includes but is not limited to, continued focus on professional development and closer moderation and validation of resources.

Employer Satisfaction

Expected:



The top two rating responses 'agree' and 'strongly agree' were selected by 100% of the respondents for all questions.

The feedback comments included:

- Well organised trainers, relevant material and timely communication

Employer Satisfaction

Unexpected:

- Number of respondents
- One comment that the DELTA system is in need of improvement

Employer surveys collected from the previous year also show a 100% satisfaction rate, with the top two ratings of 'agree' and 'strongly agree' being selected.

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

Learner Engagement (Sample 167 respondents)

The statistics above demonstrate a high response rate that describe students who are extremely happy with the learning and assessment experience they receive. They also demonstrate that BRACE is meeting its targets, which include:

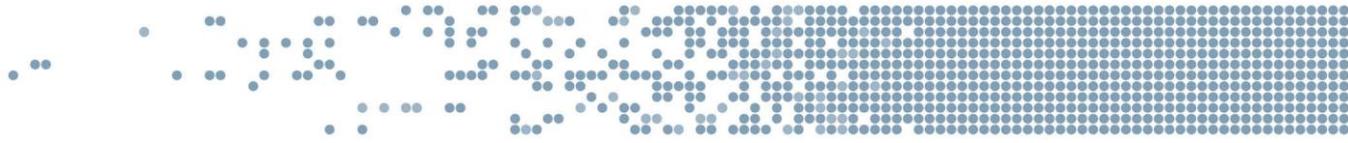
- Employing and supporting suitably qualified and experienced trainers and assessors to deliver high quality training and assessment solutions
- Developing, designing and implementing quality training and assessment resources
- Providing quality leadership and management to trainers and assessors
- Providing quality training and assessment compliance strategies
- Preparing students for industry and the workplace
- Meeting individual student needs and preferences
- Ensuring Training and Assessment Strategies align with the AQF Volume of Learning, Standards for RTOs 2015, Training Package Rules and Requirements and the requirements and guidelines of companion, implementation and purchasing guides

Section 3 Improvement actions

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

Learner Engagement

The statistics and comments collected inform our best practice in training and assessment methodologies, as seen from the students' perspective and provide us further insight into the resources we design and develop or purchase and the environment, facilities and equipment we provide. The knowledge we have gained will be applied in the



following ways:

- Implementation of strategic professional development opportunities for continuous improvement in training and assessment methodologies and student -teacher relations
- Guidance to trainers and assessors on providing constructive and useful feedback that promotes self-reflection and enhanced acquisition of skills and knowledge in students
- Review and evaluation process of training resources and activities for accuracy and relevance
- Closer observations of classroom behaviours, of both individual behaviours and group dynamics, the results of which assist us to design, develop and implement inclusive learning and participation strategies

Employer Satisfaction

The statistics and comments collected demonstrate the need to make more employers aware of the survey, this will be done through better communication and transfer of information during industry and employer engagement. In addition to this, we will monitor for any feedback regarding the DELTA process in future surveys.

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

Learner progress (Sample 167 respondents)

- Comparing statistics and comments collected from student feedback throughout 2016 to analyse improvements
- periodically communicating with students about their training and assessment experience to gather informal feedback on effectiveness
- Formal and informal meetings with trainers and assessors and their managers to collect feedback on effectiveness

Employer Satisfaction

- Relevant staff periodically communicating with employers to ensure they are aware of the survey process