Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tr>
<td>21009</td>
<td>Complex Institute of Education Pty Ltd</td>
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Section 1  Survey response rates

<table>
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<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates (= \frac{SR \times 100}{SI})</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>1613</td>
<td>1528</td>
<td>94%</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>200</td>
<td>0</td>
<td>0%</td>
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Trends of response statistics:

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

Complex Institute of Education (CIE) has a full electronic survey system administered by Survey Monkey and sees over a 90% response rate from students. This feedback provides valuable information about CIE’s performance that can be used to improve training and assessment services by informing continuous improvement activities to Senior Management.

The student response rate in 2015 was 40 percent higher than in 2014 with students completing the surveys in the final day of their course, 2015 response rates have included extensive comments provided by students on their trainers, learning experiences and overall Institute feedback. These comments and feedback are endorsed and discussed at CIE’s Monthly Senior Management Meetings for continuous quality improvements.

The majority of students surveyed were studying at the Melbourne Campus being 52.74% while the remainder of students surveyed, 47.26% were studying at CIE’s 5 Regional Campuses around Victoria of which Dandenong was
our next biggest Campus with 30.73%

The 2015 figures again noted that the majority of students who returned the survey were in the 20-24 and 25-34 age group making up 48.87%; however there has been an increase in the number of responses from the 35-44 age group at 16.90%

As in 2014, the vast majority of our 2015 student cohort is male and the response rate received from that group. Males attributed to 82.08% responses to the survey and females 17.92% which aligns with the majority of delivery occurring within security qualifications which typically attracts male students.

Of the respondents, over 89% were students who undertook the Certificate II and Certificate III in Security Operations qualifications out of the 14 qualifications/courses surveyed, this was up 30% in comparison to 2014. Both of these qualifications have high student enrolment numbers. The next level of responses of 3.92% occurred from students who undertook Hospitality courses. 2015 CIE decided to wind down the running of Foundation Skills courses, dropping from 9.31% in 2014 to 3.91% in 2015.

In regards to student outcomes and employment, CIE students had 1092 Interviews and 641 were assisted into Jobs in 2015. Our Student Employment Support Services Team work directly with Employers and our feedback we receive is mostly verbal.
Section 2 Survey information feedback

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

Expected Findings:
In every category of questions CIE received the highest ratings of Strongly Agree and Agree with combined aggregates of over 90%. 97.98% of students strongly agreed and agreed that they were satisfied with their training and 96.64% of students strongly agreed and agreed they would recommend CIE to others with a Net Promoter Score of 51

Student feedback showed they were overall extremely happy with all aspects of their courses from the CIE staff, their trainers and any practical components, and the facilities. They commended the knowledge of their trainers in putting their theory into practice, the interactive role plays, student classroom participation and interaction, real life knowledge and experience passed on by our highly trained teaching staff, and learning new life skills

Students clearly indicated that our trainers were approachable and willing to assist with 90% either Strongly Agreeing or Agreeing, with over 96% of students would recommend CIE to others.

Unexpected Findings

A small percentage of students 3.61% would have liked to see the training materials updated to align to the power point slides and they like consistency to have the same trainer for the whole course, which in some instances is not possible.

It was noted that more than 20% of students who responded are in the 45-65 + age group, possibly indicating the need to keep working longer in the Security Industry.

In addition, it was positive to note that 2.90% of the student cohort were of Aboriginal background which is an increase from 2014 with 2.46%

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

The student survey feedback allows CIE and Management and the Board to gauge how well we are meeting the needs of students needs, and it assists in the identification of areas for improvement in training and assessment. The survey information provides insights into student satisfaction, trainer/assessor performance, course materials/assessments and facility feedback. The 2015 surveys results indicate that CIE is performing extremely well with over 85% of students very likely to train with CIE in the future

The survey indicates that for the majority of students the training provided met their needs and expectations. 97% of respondents advised they developed the skills expected from the training and 97% strongly agreed and agreed that
the training focused on the relevant skills required.

96% of respondents felt that the training prepared them for employment and this is an area where the rating is extremely important. CIE prides its values on ensuring students are equipped to the highest level for entering the workforce.

96% of students strongly agreed and agreed that the amount of work they had to complete was reasonable and Trainers made the subject interesting with 96% of students strongly agreeing and agreeing

A strong focus has been placed on student orientation and preparation prior to students enrolling with a thorough completion of a Pre Training Review for all students.

Section 3 Improvement actions

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

Where any trainer/assessors issues are identified on the Learner Satisfaction surveys, the following improvements are made:

- Feedback was provided to trainer/assessors to reflect in conjunction with the Training Manager and determine improvements actions
- Professional development programs developed for trainer/assessors and implemented during the year

Other improvements implemented as a result of the Learner Satisfaction surveys include:

- Improvements to information sessions for the enrolment processes
- Improvements to the student induction materials
- Improvements to the learning materials, updated references, updated powerpoint slides
- Improvements to the Assessment Tools/Instruments, more role plays and student participation

Many comments were received on feedback on the training materials and training aids. This is an area of continuous improvement and has led to many of the training and assessment strategies to be updated. CIE reviews on an ongoing basis training and assessment strategies including session plans, student workbooks, LLN testing methods and a new Pre Training review process was implemented in November 2015.

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

Quality indicator data along with CIE’s continuous improvement program are standing items on the monthly Management Meetings.

In addition, CIE uses its own survey instruments in addition to the Learner Satisfaction Surveys to ask targeted questions of the leaners, these responses allow the Management team to evaluate the effectiveness of improvements:

- Student withdrawal survey (used to evaluate reasons for withdrawals)
• Student cancellation survey (used to evaluate reasons for non-commencements)
• Student mid-course review (used during enrolments, surveys enrolment and administration processes, trainer satisfaction and course material/assessment satisfaction)

All actions for improvement are registered on the CIE continuous Improvement Plan and monitored through monthly Management Meetings. Any issues arising from student evaluation feedback and course content are also monitored through these meetings by the Training Manager.

Training and Assessment Strategies are reviewed as required and also go through the process of validation with internal/external industry experts led by CIE’s Compliance Department.