



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21009	Complex Institute of Education Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	2237	2205	97%
Employer satisfaction	N/A	N/A	N/A

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 97% response rate from students, an increase from 94% in 2015. 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 2016 was 3 percent higher than in 2015 with students completing the surveys in the final day of their course, 2016 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 47.20% while the remainder of students surveyed were studying at CIE's 5 Regional Campuses around Victoria of which Dandenong was our next biggest Campus with 21.01%, Bendigo 9.71%, Geelong 9.66%, Mildura 7.78% and Wodonga 4.64%.

The 2016 figures again noted that the majority of students who returned the survey were in the 20-24 and 25-34 age group making up 47.61%; however there has been an increase in the number of responses from the 45-54 age group at 14.65%

As in 2015, the vast majority of our 2016 student cohort is male and the response rate received from that group. Males attributed to 75.90% responses to the survey and females 24.10% which was over a 6% increase from 2015 with 17.92%. These figures align with the majority of delivery occurring within security qualifications which typically attracts male students.

Of the respondents, over 82% were students who undertook the Certificate II and Certificate III in Security Operations qualifications out of the 13 qualifications/courses surveyed, this was down slightly in comparison to 2015 being 89%. Both of these qualifications have high student enrolment numbers. The next level of responses of 12.29% occurred from students who undertook the Certificate II and III in Hospitality, showing a large increase of 8% from the 3.92% in 2015.

In regards to student outcomes and employment, in 2016 CIE students had 1619 interviews a large increase from the 1092 Interviews in 2015. Of those interviews, 1041 were assisted into Jobs in 2016 another large increase from 641 assisted in 2015.



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 95%. 98% of students strongly agreed and agreed that they were satisfied with their training and 98% of students strongly agreed and agreed they would recommend CIE to others.

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 98% either Strongly Agreeing or Agreeing their Trainers had excellent subject content knowledge.

Unexpected Findings.

It was positive to note that 3.67% of the student cohort were of Aboriginal/Torres Strait Islander background which is an increase from 2015 with 2.90% and 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 2016 surveys results indicate that CIE is performing extremely well with over 98% of students agree they would recommend CIE to others.

The survey indicates that for the majority of students the training provided met their needs and expectations. 98% of respondents advised they developed the skills expected from the training and 98% strongly agreed and agreed that the training focused on the relevant skills required.

97% 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.



97% of students strongly agreed and agreed that the amount of work they had to complete was reasonable and Trainers made the subject interesting with 98% 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 Individualised 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 2016.

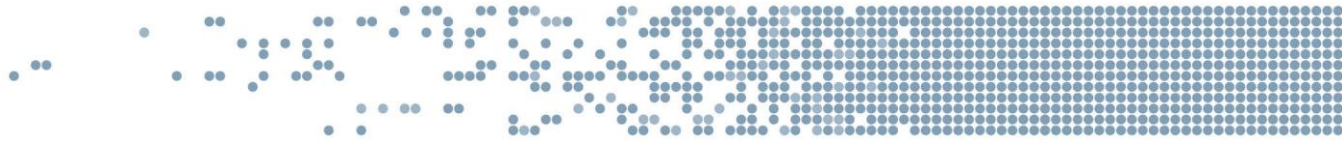
How will/do you monitor the effectiveness of these actions?

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 learners, 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.