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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<td>21009</td>
<td>Complex Institute of Education Pty Ltd</td>
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1. Survey response rates

<table>
<thead>
<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates = SR *100 / SI</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>4000</td>
<td>2800</td>
<td>70</td>
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<tr>
<td>Employer satisfaction</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)

SMART was unsupported by the ACER in 2013, resulting in Complex Training Academy changing over to an electronic collection system. Due to the change over from a paper-based system to the electronic collection system it is difficult to quantify the exact number of surveys issued. Complex Training Academy is now experiencing a higher response rate with the transition to an Electronic system and sees a 70% response rate as one which provides valuable information about its performance, with actionable information feeding into the continual improvement processes.

2. Survey information feedback

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

Expected issues included feedback about facilities, trainer/assessor performance, assessment and training materials.

Unexpected issues were Learners not providing qualitative feedback on the written Learner Survey instruments. During the 2nd half of 2013, Complex Training Academy implemented an electronic collection system allowing a more streamlined collection.
3. Improvement actions

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

Where trainer/assessors issues were identified on the Learner Satisfaction surveys, the following improvements were instigated:

- Feedback was provided to trainer/assessors to reflect in conjunction with Management and determine improvements actions
- Professional development programs developed for trainer/assessors

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
- Improvements to the Assessment Tools/Instruments

Moved to new premises at 400 Queens St Melbourne, with larger training facilities and improved student amenities such as computer access and common areas.

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

Quality indicator data along with Complex Training Academy’s continual improvement program are standing items on Operational and Management meetings.

Complex Training Academy 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)*