Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
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<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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Section 1 Survey response rates

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<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>4000</td>
<td>2054</td>
<td>51.35%</td>
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<tr>
<td>Employer satisfaction</td>
<td>N/A</td>
<td>N/A</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) transitioned to a full electronic survey system in 2014 and sees over a 50% response rate from students. This feedback provides valuable information about CIE’s performance that can be used to improve training by informing continuous improvement activities.

Although the response rate in 2013 was slightly higher than in 2014 with a combination of manual and electronic surveys, 2014 response rates have included extensive comments provided by students. These comments and feedback are endorsed and discussed at CIE’s operational meetings for continuous quality improvements.

The majority of students surveyed were studying at the Melbourne Campus being 57.52% while the remainder of students surveyed 42.48% were studying at CIE’s 5 Regional Campuses around Victoria.
The 2014 figures again noted that the majority of students who returned the survey were in the 20-24 and 25-34 age group making up 50%; however there has been an increase in the number of responses from the 35-44 age group at 16.14% and the 45-54 age group of 13.94%.

The vast majority of our student cohort is male and the response rate received from that group. Males attributed to 80.07% responses to the survey and females 19.93% which aligns with the majority of delivery occurring within security qualifications which regularly attracts male students.

Of the respondents, over 60% were students who undertook the Certificate II and Certificate III in Security Operations qualifications out of the 20 qualifications/courses surveyed. Both of these qualifications have high student enrolment numbers. The next level of responses of 9.31% occurred from students who undertook Vocational Preparation courses.
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 85%.

Student feedback showed they were overall very happy with all aspects of their courses from the staff, the new facilities at 400 Queen Street Melbourne, their trainers and any practical components. In 2014 CIE moved to its Queen street campus which incorporated new simulation labs and updated training facilities with improved student amenities, common rooms and computer access. These new facilities have been welcomed by current students and the 2014 survey reflects approval of these upgrades. There was some student feedback in relation to the cleaning of facilities and this has been actioned with cleaning of toilets increasing to twice daily.

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.

A small percentage of students would have liked to see the training materials updated, web links updated and videos played to be updated to more recent examples

Unexpected Findings.
It was noted that almost 20% of students who responded are in the 45-64 age group, possibly indicating the need to keep working longer in the security industry.

In addition, it was positive to note that 2.46% of the student cohort were of Aboriginal background

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

The survey feedback allows CIE to gauge how well we are meeting learner needs, helps with the development of relationships with key learner and employer stakeholders, and may assist 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 2014 surveys results indicate that CIE is performing well yet we continue to monitor Learner Satisfaction on a frequent basis as part of normal operations.

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.
95% 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 focus has been placed on orientation and preparation prior to students enrolling.

Section 3 Improvement actions

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

Where 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 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

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.

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

Quality indicator data along with CIE’s continuous improvement program are standing items on weekly Operational and 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 Operational and Management meetings. Any issues arising from student evaluation feedback and course content are also monitored through these meetings.

Training and Assessment Strategies are reviewed as required and also go through the process of validation with internal/external industry experts.