



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21318	Access Training & Logistics Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	45	15	33
Employer satisfaction	18	7	39

#### Trends of response statistics:

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

The majority of students who complete their qualification return surveys. We find that it is very difficult having surveys returned from students who decide to withdraw from their training. This is similar to previous years.



## Section 2 Survey information feedback

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

The low response by employers was surprising. In previous years we have physically collected surveys from employers. This year they were posted to employers and did not have the same level of return.

It is also possible that employers are communicating their needs to trainers directly and therefore do not feel the need to complete the survey.

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

Overall, the feedback demonstrates that we are responsive to student and employer needs.

There was only one student who was dissatisfied with the training and assessment delivered - it appears that this was due to the student having expectations of the amount of work involved in completing the qualification that were not in line with what is required. This indicates the need to ensure that the student understands what is required of the training program prior to enrolling

## Section 3 Improvement actions

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

A Course Induction Checklist has been developed for traineeships to ensure that students are informed of the program requirements prior to enrolling, and that they confirm their understanding in writing.

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

Continued review of surveys being returned. We also monitor effectiveness by monitoring student engagement and timeliness of submission of assessments.