



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21053	TRY Australia Children's Services

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	120	34	28.33%
Employer satisfaction	42	10	24.00%

#### Trends of response statistics:

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

Higher Learner response rates were received from Early Learning courses (i.e. Diploma of ECEC) than other courses with Building and Construction providing the lowest Learner response rate. This is consistent with trends noted in previous years.



## Section 2 Survey information feedback

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

97.15% of the Learner responses and 100% of the Employer responses 'Agreed' or 'Strongly Agreed' with the statements and many of those who disagreed did so relating to personal aspects (i.e. "I looked for my own resources to help me learn" or "I pushed myself to understand things I found confusing"). The results are within the range of the targets set and there was nothing noted that stood out as unexpected.

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

98% of respondents endorse the the quality of traing provided through agreeing or strongly agreeing to statements relating to Learner Engagement and Employer satisfaction.

## Section 3 Improvement actions

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

Focus will be placed on a greater survey sample size in 2018 onwards. A greater emphasis will be placed on the completion and collection of surveys

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

Monthly reporting on response rates is an agenda item for staff meetings.