



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	222	33	14.86%
Employer satisfaction	80	11	13.75%

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 responses came from students in shorts courses such as HLTAID001 and HLTAID004 with a lower response rate coming from longer courses. The total responses were almost identical to the 2017 although more surveys were issued during 2018 rendering the percentage of reponses lower.



Section 2 Survey information feedback

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

Students were generally positive in their feedback with over 95% in agreement with that statements made. This was not as high as 2017 although one student was either disgruntled or accidentally answered "Strongly Disagree" rather than "Strongly Agree" for all statements which had a negative influence on the overall results given the low number of responses.

Employers were more positive with 100% of the sample answering that they "Strongly Agree" or "Agree". This result was better than what could have been reasonably expected.

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

It demonstrates a high level of quality and satisfaction amongst both Learners and Employers

Section 3 Improvement actions

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

A greater sample size will provide a better picture of TRY Learning's overall quality. Focus will be placed on ensuring that the sample size for 2019 will improve on the total for 2018.

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

Staff previously responsible for this task are no longer with the organisation and the new staff member has been informed of the importance of receiving and monitoring survey responses. A plan has been put in place to ensure that the sample size for 2019 improves on that for 2018 and will improve again in 2020.