

# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21976	FYI Training

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	250	232	92.8%
Employer satisfaction	15	12	80%

#### Trends of response statistics:

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

FYI Training believes a major factor influencing the high survey completion rates of both cohorts is due to the fact that FYI Training not only issues the Learner engagement and Employer satisfaction surveys as means of gathering feedback on our service delivery but also issues and reviews the following data collection at key points throughout the learning journey as FYI Training previously found that the timing and information on the AQTF 2007 surveys did not allow FYI Training sufficient results to improve if required service delivery in "real time" which as an organisation is important part of our core service delivery. The overall response rate is in line with the RTO's previous years completion rates which we believe is due to the following.

#### Learner / Employer Surveys

4 Week Post course commencements - This enables FYI Training the ability to ascertain early how learners are experiencing their program. This includes, but not limited to, early interaction with learner groups to ascertain group dynamics in consultation with the nominated course facilitator, course resources and ensuring FYI Training is meeting their needs and expectations that they had prior to commencing their chosen qualification. This information aids FYI Training in implementing any required improvements early in the learner experience and increases learner



engagement throughout their chosen program

4 Week Post Practical commencement surveys ( learner only) - This survey enables FYI Training to review early how the learner has adjusted to work placement and resolve any issues/ concerns to improve workplace experience throughout their chosen qualification and aids in learner and employer satisfaction.

Mid-course survey (issued to participants and employers engaged in undertaking qualifications over a 12 month period, which enables FYI Training the ability to ensure students and employers are still satisfied with the organisations service delivery and/or feedback on any improvements initiated as a result of earlier feedback obtained.

Post Completion AQTF survey

The information gathered from this survey is then used to look at the learner / employer experience utilising the statistical data provided within this questionnaire to review the learner experience holistically and measure how FYI Training is meeting client needs and employer expectations.



## Section 2 Survey information feedback

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

#### Expected responses from of surveys completed

Positive feedback received about course facilitators. FYI Training has always received positive feedback in relation to the RTO's facilitators and support staff and over 90% of surveys state under the "best aspect of the training" question is responded with "my trainer" which the management of FYI Training strongly believe this expected response is mainly due to FYI Training's ability to retain long term quality educators who are passionate about their industries, currently work within their respected industries and ongoing opportunities of professional development FYI Training offers all staff to ensure staff remain innovative in their practice.

Course work presentation and learning environment this was highly regarded, with numerous students stating they really enjoyed the smaller classroom sizes and welcoming environment, and strongly agree to recommend this training to others.

Practical placement experience this is a positive expected response, as FYI Training has long standing working relationships with high quality host employers that have hosted our students for numerous years and has also been engaged and to ensure FYI Training students obtain the right support and guidance whilst on placement.

Employers were communicated with regularly and any issued were resolved promptly, and generally satisfied with the training and skill development of staff. Positive feedback in relation to how FYI Training contextualises training materials to individual workplaces to aid in staff making deeper connections with learning material that is workplace specific rather general information.

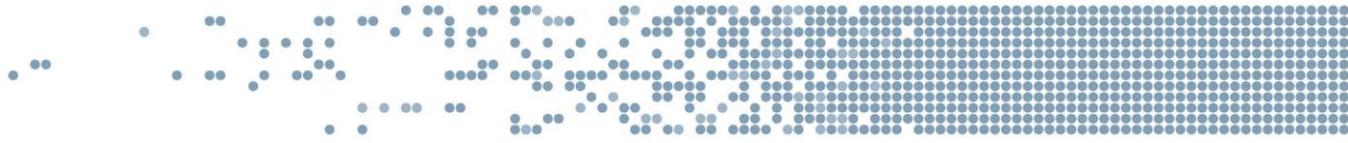
#### Unexpected responses from surveys completed

A large proportion of students responded disagree or neutral to the statement "I looked for my own resources to help me learn". FYI Training undertook further research into this feedback, and found the main rationale behind the learner's response, was they didn't have to due to the following:

- course resources
- Handouts and/ or facilitator gave them everything they needed.

A small proportion of students surveyed stated neutral to the question "I received useful feedback on my assessment" and the amount of work I did was reasonable"

The small proportion of students surveyed that stated neutral to the question "the amount of work I did was reasonable". Post reviewing this feedback and previous responses to surveys issued to this particular cohort, and through informal discussion with this group of students it become evident that this particular learner group had not attempted study in a long period of time participants, which also included a participant who thought that there should not be any homework as her previous training provider allowed students to complete all course requirements in class.



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

General consensus of the feedback received from the surveys highlight that FYI Training is performing at a standard that is meeting our clients' needs and expectations. This is supported by surveyed responses being within agreed to strongly agree legend, the successful employment outcomes of graduates post completing their chosen studies, consistent referral of new clients from previous graduates and employers referring staff to the RTO when a training need arises.

However there were some neutral responses which will need to be reviewed to ensure improvement throughout 2017. As FYI Training continuously utilises various mediums to obtain feedback, the RTO performance has been consistent with previous year's general high quality, with the exceptions of slight variances for the questions outlined in the previous section.

## **Section 3 Improvement actions**

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

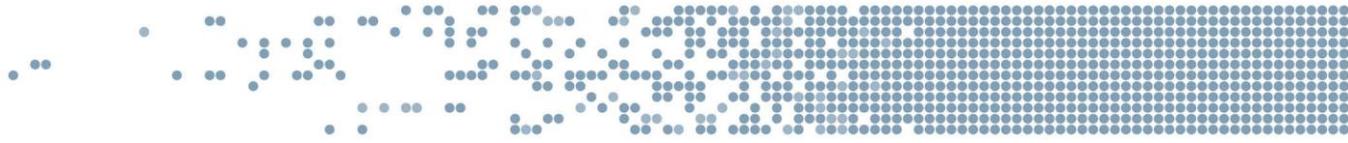
FYI Training has implemented varied approaches to enable students more opportunities to source their own resources, whilst remaining supportive and/or giving key information to assist all students with their learning journey. This includes but not limited creating more opportunities for students to undertake subject matter research both independently and collectively to aid in each student sourcing their own information to support their learning. FYI Training will be reviewing feedback from students to ascertain the effectiveness of this implementation.

FYI Training's training manager arranged one- one meetings with all RTO assessors and reviewed sampled assessor files to see how much feedback students were receiving from assessors. Generally most of the assessors were given reasonable documented feedback to each.

However a recommendation that came forward from the assessors was perhaps they could further extend the offer for each student to arrange a telephone conference and/or meeting prior to class to go through their assessment feedback in a more personalised manner as well as giving whilst still giving students a copy of their assessment feedback sheet. As the current practice was assessors mainly meet with students to discuss any assessments that were of concern and/or required re submission.

In relation to the small proportion of students who responded "the amount of work I did was reasonable". FYI Training will continue to monitor this aspect within the surveyed results, and trainers have been informed to reinforce the importance of students creating a study plan from week 1 of their chosen program to aid in students creating effective time management skills to reduce the risk of students who may not have studied before and/or for a period of time create realistic study plans to manage the study/ life balance.

Again FYI Training will be monitoring this implementation and see if this new implementation affects response outcomes relating to assessment feedback.



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

FYI Training will monitor the effectiveness of these implementations by issuing the RTO's surveys at key course milestones as previously discussed, liaising with students informally by having a student support representative attend scheduled training sessions to obtain feedback via face to face discussion, both informal and formal feedback from trainers via scheduled trainers meetings, and via electronic communication as per current practice. All amendments and/or improvement implementations have been documented on the RTO continuous improvement register.