Australian Government
Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
31256	CLB Training & Development Pty Ltd

Section 1   Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	750	335	44.7%
Employer satisfaction	50	28	56.0%

Trends of response statistics:

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

Very similar to recent years in that whilst there were no particularly noticable trends with regard to specific cohort response rates, the responses received did at least reflect a good cross section of industries, including Printing, Manufacturing, Transport & Logistics, Retail and Customer & Business Services. They also reflect a reasonbale cross section of feedback relating to universal qualifications in competitive systems & practices, management and leadership etc. The volume of responses, though slightly down on number to previous years, actually reflects a higher and therefore improved rate when expressed in percentage terms, given the further decline in overall enrolment numbers from 2015 to 2016.

Section 2　Survey information feedback

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

Generally speaking, the results are consistent with that of previous years, so there were no 'unexpected' results per se. There were only moderate fluctuations in results relating to indiviudal questions contained within the survey when compared to the previous calendar year. Expressed in percentage terms, the lowest average response to any given question was 76% (the high end of 'agree'), with the majority of responses meeting or exceeding our usual internal benchmark of =/>80% (an average of 'Strongly agree'). The highest average was 88%.

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

Both the statistical data and the comments afforded by the respondents indicates that our performance is resulting in reasonably high levels of satisfaction from both employers and participants.

As was the case in the previous year, the best results came from the questions specifically relating to Spectra's Trainers and the programs themselves, where the highest results (in terms of average responses) were achieved - mostly relating to 'training quality'. Additionally, Spectra's project based assessment, based on the 70-20-10 philosophy, continues to be a positive factor and is embraced by learners and employers alike, with training relevance, skills and knowledge development, and generally meeting expected outcomes being among the highest average scores.

Section 3　Improvement actions

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

Learners motivation to 'actively search for their own resources' and learning to 'work with other people' were the two lowest average scores this year, so methodologies could be improved in terms of providing more opportunity and vehicles for collaborative learning and peer interaction. Similarly, whilst much more subjective, opportunities to inspire individuals to 'catch the learning bug' will also be at the front of mind. Both of these opportunities will be considered during program reviews and may inform specific continuous improvement efforts.

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

In addition to the AQTF Learner and Employer QI surveys, Spectra is proactive in terms of gathering and analysing participant feedback during their programs, utilising 'evaluation forms' at the end of each cluster or 'cycle' of units. In this way, effectiveness of any actions and efforts in the area of continuous improvement is constantly monitored and the effectiveness of any such efforts is immediately recognisable, good or bad.