



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21920	Trade Institute of Victoria

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	447	74	16.55%
Employer satisfaction	79	10	12.65%

Trends of response statistics:

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

The main cohort of student survey responses as per previous years has been received from the Certificate IV in Building and Construction (Building). The number of surveys issued and received has decreased from last year, and the return rate of the survey for the Certificate IV and Diploma level qualifications is lower in percentage than previous years. However the return rate for Certificate III students (classroom and apprentice based) increased/ Employer satisfaction surveys issued were increased compared to last year.



Section 2 Survey information feedback

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

Expected findings: The high majority of returned responses are in agreement or strong agreement with the statements in the survey whilst only a minority of responses disagree. This years survey candidates provided more written feedback to the qualification in which they were studying.

Unexpected findings: Certificate III student, were the most active with the feedback (What aspects of the training were most in need of improvement?) and as in previous years were not completely satisfied with their learning outcomes, material and trainer engagement. This was also the findings in 2018. Based on this feedback over two consecutive years of findings, TIV management have invested in more tools and resources for students. As these surveys are completed anonymously, it is hard to determine if this was one particular cohort of students, or individual students from the approximately 100+ Certificate III students that were provided with the survey

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

There has also been positive feedback provided regarding our additional student support and having more convenient times available for those with work commitments. There has been feedback provided for TIV trainers and assessors and their industry knowledge and commitment to providing the best possible learning outcomes for students. TIV assessment tasks have also received very positive feedback relating back to real life tasks and job experiences that students undertake on a daily/weekly basis.

Section 3 Improvement actions

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

We will continue to provide TIV students with additional support with their assessments. 2019 additional staff hired of a trainer assistant/s in the Certificate III qualifications to allow the Trainer and Assessor to focus on the students and their progression. This is continually reviewed to ensure that TIV offers the highest quality of training to an individual.

We will continue to monitor the trainer engagement with the Certificate III cohorts. We also will continue to monitor the role of our Student Support Team to ensure that we offer all students the best possible outcome in their qualifications.

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

Monitor student progress through VETtrak and report monthly;

Review student survey and student progress at trainers/assessors' meetings and develop intervention strategies where necessary;

Incorporate successful intervention strategies into standard operating practices through the organisation's



continuous improvement processes.