

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	481	81	16.83%
Employer satisfaction	96	19	17.79%

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 Employer surveys issued and received has increased from last year, and the return rate of the Learner survey for the Certificate IV and Diploma level qualifications is higher in percentage than 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 year's survey candidates provided more written feedback to the qualification in which they were studying. This feedback will be analysed to make any adjustments to the learning material and delivery of the courses.

Unexpected findings: With the pandemic that occurred in 2020, TIV introduced a new procedure to engage with our students and employers. This has generated a higher response of returned surveys. The process of a link being sent rather than a physical paper survey has shown to be a great success. We are delighted to receive more employer feedback and survey responses.

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

Feedback about enhancing the 'practicality' of training is an important insight into a minority of students' experience and will be passed to the senior management for review.

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.

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. 2020 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.

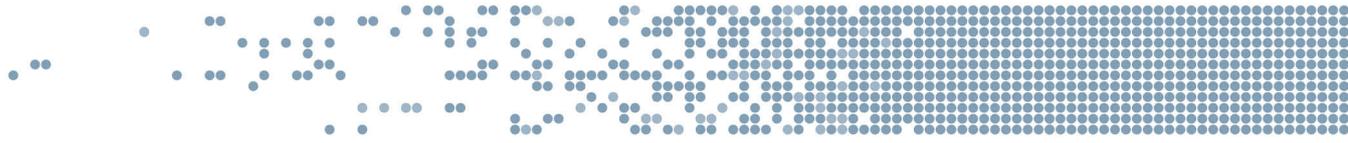
We will continue to monitor the trainer engagement with the Certificate III cohorts. We also will continue to monitor the role of our Student Support Team to ensure that we offer all students the best possible outcome in their qualifications.

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

Incorporate successful intervention strategies into standard operating practices through the organisation's continuous improvement processes.

Monitor student progress through reports.

Review student survey and student progress at trainers/assessors' meetings and develop intervention strategies.



where necessary;