



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	543	103	18.96%
Employer satisfaction	91	31	32.29%

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). 2021 saw an increased responses from our Certificate III cohort.

The number of Employer surveys issued and received has dramatically increased from last year from 19.79% to 32.29%.



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: The introduction of a new procedure to engage with our students and employers has generated a greater 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 majority of students' experience. Management have implemented in 2022 an additional site visit to the Certificate IV program and 4 scheduled tutorials or site visits for the Diploma qualification.

There has also been positive feedback provided regarding TIV's move to online learning during the global pandemic and the strategy imposed did not hinder the learning experience. 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. In 2021 and 2022. Additional staff have been hired as 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.

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;