



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4192	Skillinvest Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement		57	
Employer satisfaction		13	

Trends of response statistics:

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

During 2019, learner questionnaires were provided to learners across all Skillinvest's training sites including Dandenong, Horsham, Longernong and Ballarat. Learners completing surveys were predominantly from Certificate II and Certificate III qualifications along with those completing Foundation level courses.

To improve the survey number, Skillinvest introduced of a process whereby the survey URL embedded with the completion letter. Not only via link, but also during face-to-face feedback sessions where cohorts of learners were able to provide their comments, suggestions and ideas regarding their training experience, along with their written feedback. Of the survey respondents, 57% of respondents were female and 43% male. This sees a significant change from the previous year where the percentage margin was much narrower. 7% of respondents identified with having a disability. Learners completing Certificate II & Certificate III qualifications accounted for 80% of the Skillinvest Training learner cohort. The number of surveys collected from employers doubled from the previous year, with a particular focus on collecting survey data from employers associated with Apprenticeship services. This feedback particularly centred on learner skills demonstrated during workplace visits and how these



observations led to the employment of learners into roles upon their graduation. Employers were highly satisfied with the mechanisms utilised to undertake assessment of learners, with all employers indicating an 'agree' or 'highly agree' when asked if the 'assessment was at an appropriate standard'. This level of response was consistent across all areas of question, with a particularly robust number of 'highly agree' ratings regarding the 'recommendation of the training to others'

Skillinvest continues to encourage the completion of the AQTF survey via previously implemented strategies and additionally a personal reminder to complete the survey during the post placement review conducted with students. Based on our review, no particular course area provided for a higher response rate in terms of survey completion or training delivery outcomes.



Section 2 Survey information feedback

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

The survey results were in line with expectations in most areas. Most pleasing was the continued strong responses to questions pertaining to the quality of trainers. Skillinvest Trainers continue to be highly regarded by learners, with the questions regarding the trainers making the 'subject as interesting as possible' and having 'excellent knowledge of the subject content' gathering a satisfaction rate of 88%. In the preceding two years.

Training and assessment methods have continued to be robust, however learners have been provided with comprehensive information regarding expectations relating to participation and homework, resulting in a greatly improved rating for this indicator, with a 87% satisfaction rate. Considerable focus has continued in offering suitable and appropriate training. Again, via the delivery of comprehensive information prior to enrolment. This has resulted in 84% of learners indicating their satisfaction in the training being 'at the right level of difficulty'. Skillinvest Training has a strong commitment to providing support to learners and this is exemplified through the results in related survey questions, with 86.4% of respondents indicating that they are encouraged to ask questions and approach trainers in an environment. Environments where interaction is promoted are offered both formally and informally with support sessions scheduled on regular training days and on additional days to ensure availability for all learners. Skillinvest Training continues to focus on ensuring all learners are enrolled into the most suitable and appropriate training. This verifies that the diligent processes implemented through the comprehensive Pre-Training Review, where LLN levels, suitability and capability are assessed, are providing learners with appropriate guidance into the most suitable course.

Overall, The results received showed a positive trend and were in line with the regular reviews of survey data conducted within our RTO governance meetings, our GTO sector remain actively engaged from an industry perspective with a number of students gaining employment in the relevant industry post completion of their chosen training course.

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

The survey results verify that Skillinvest Training is successfully providing a quality training experience for all learners. Verbal feedback indicates that many learners are attracted to Skillinvest Training due to the RTO's reputation, links with industry and the support provided to learners. Satisfaction with the training received measured at 87%, while 92% of learners would 'recommend the training organisation to others'. The results gathered by this survey, along with the verbal feedback collected during learner feedback sessions, provide the basis for continuous improvement activities. Skillinvest Training is highly responsive to this feedback and makes relevant changes to improve performance across all indicator areas. This year's performance results are indicative of this focus and commitment, with improved performance achieved in all indicator areas, culminating in an improved overall satisfaction rate that has increased by over five percentage points from the previous year. As per the previous year, the Trainer Quality indicator held the highest percentage result of all of the indicator areas. Skillinvest's commitment to providing quality training for learners hinges on the quality of trainers who are rigorously selected. Skillinvest Training also concentrates heavily on sourcing and supporting professional development opportunities for all staff to ensure currency of knowledge and skills and emersion into new delivery and assessment



Section 3 Improvement actions

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

Skillinvest is committed to continuous improvement. Feedback and data is gathered via numerous mechanisms, including the AQTF Learner Questionnaire, Employer Questionnaire, Mid-course surveys, Learner feedback sessions and individual feedback.

The learner questionnaire provides the opportunity for learners to provide commentary regarding areas of training that they believe require improvement. These written comments are highly valued and, along with suggestions collected during learner feedback sessions form the basis for alterations.

In response to this feedback, the following are some examples of actions that have been implemented:

1. Course introduction session, where all new learners have the opportunity to be immersed into the relevant industry through exposure to guest speakers and simulations. This session also focusses upon the expectations in the course and allows learners to create a plan for their own success by understanding the learning and assessment requirements of the course.
2. Addition to the on the job training components, Skillinvest students provided opportunity to practice on our simulated trade centres, Agri farms as well as hair salon. These practical preparation sessions incorporated into course structures for most of the industries. These sessions occur multiple times during the course duration and have been created in response to learner feedback suggesting that this aspect of the course often creates nervousness and requires reassurance and regular opportunity for debriefing and the sharing of experiences.
3. Investment in equipment to allow learners to experience real life scenarios related to their qualification sector. For example, learners undertaking Certificate III to Diploma of Agronomy can access the Longerenong College 1070 hectare farm is a mix of enterprises with approximately 650 hectares sown to commercial broad-acre crops each year and the remainder used for grazing by our sheep and cattle. Plantations, dams and tracks also account for a significant area of the property. Along with these specific examples, there is a continued focus on updating resources to provide all learners with current industry standards of operation. This is supported by offering learners opportunities to experience frequent exposure to industry via excursions and guest speakers offering opportunity for Q&A and valuable discussion.

Refer for more detailed response <https://www.longy.com.au/why-longy/our-facilities>

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

Skillinvest will continue to monitor this survey data across all areas and identify any opportunity for continuous improvement (where appropriate) to maintain high quality training and ongoing compliance.

All collected feedback is analysed via VETtrak survey tool by the RTO Compliance and projects Coordinator and reported quarterly to the Skillinvest RTO leadership Team and Admin Team to ensure recommendations for improvement are discussed and actioned. Skillinvest as a wider organisation has a Continuous Improvement process which allows all team members the opportunity to lodge requests for alterations and improvements. These requests are regularly prioritised and actioned by RTO leadership Team.

