



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3562	Arbortrim Australia Pty Ltd

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1500	1040	69%
Employer satisfaction	15	7	47%

Trends of response statistics:

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

Summary:

Employer Satisfaction:

	Str Disagree	Disagree	Agree	Str Agree
Trainers were effective:	0%	0%	29%	71%
Trainers had good knowledge:	0%	0%	43%	57%
Trainers related material to work:	0%	0%	43%	57%
Overall satisfied:	0%	0%	14%	86%
Would recommend training to others:	0%	0%	14%	86%
Assessment based on realistic activities:	0%	0%	29%	71%
Recognition of Prior Learning:	0%	0%	29%	71%
Assessment at appropriate standard:	0%	0%	43%	57%
Training based on relevant skills:	0%	0%	43%	57%
Training prepared employees for work:	0%	0%	29%	71%
Good mix of theory and practice:	0%	0%	57%	43%
Would recommend RTO to others:	0%	0%	29%	71%

Training an effective investment:	0%	0%	29%	71%
Training reflected current practice:	0%	0%	57%	43%
Training was effectively integrated into our organisation:	0%	0%	43%	57%
Employees gained skills they needed:	0%	14%	29%	57%
Training helped employees work with others:	0%	14%	57%	14%
Training helped employees identify how to build on knowledge:	0%	0%	71%	14%
Employees gained knowledge they need:	0%	0%	29%	71%
Training prepared employees for work:	0%	14%	43%	43%
Training used up-to-date resources:	0%	0%	71%	29%
Resources were appropriate for learner needs:	0%	0%	57%	43%
Resources were in good condition:	0%	0%	57%	43%
The RTO acted on feedback:	0%	0%	71%	29%
The RTO developed customised programs:	0%	0%	57%	29%
Assessment was fair:	0%	0%	57%	43%
The RTO was flexible:	0%	0%	14%	86%
The RTO dealt with issues/complaints satisfactorily:	0%	0%	43%	29%
The RTO provided good support for training and assmt:	0%	0%	43%	43%
The RTO explained what was expected of employers:	0%	0%	43%	43%

Learner Engagement:

	2011	2012
Disability indicated:	3%	3%
Gender – male:	95%	94%
Gender – female:	1 response	6%
English first language:	94%	90%
Aboriginal origin:	3%	1%
Torres Strait Islander origin:	1%	0%
Younger than 15 yrs old:	1%	6%
Between 25 and 34 yrs old:	27%	28%

Discussion:

Disability: Due to the nature of the Arboricultural industry it is expected that the percentage of students who hold a disability will be low. Working in the industry demands strenuous physical tasks, requiring a level of fitness, skill and stamina difficult to achieve with a significant disability. However, Arbortrim continues to accommodate and work with students with all disabilities, as far as possible and reasonable.

Gender: Traditionally, the industry has been populated in the vast majority by male workers and very few female workers. This trend does not appear to be changing fast. Arbortrim does not discriminate based on gender but in the majority it is male students who apply for courses.

LOTE: Most students have indicated that English is their first or primary language. Arbortrim does offer LOTE support and can supply interpreters if required; however there are some external restrictions placed on the requirement for English assessments in some instances.

ATSI Status: A very small minority indicated they were of Aboriginal or Torres Strait Islander status.

Age Groups: The 25 to 34 year old age bracket continues to be the main group of students who apply for courses with Arbortrim. Compared with the 2011 data, there was a small increase in students under 15 years who conducted training in 2012.

For the 2011 calendar year, 1040 surveys were received from students. The surveys were received from 42 different courses with different trainers as follows:

- 360 responses for Wayne Verhees
- 196 responses for Steve McWiggan
- 143 responses for Garry Thyer
- 42 responses for Grant Harris
- 10 responses for Angela McWiggan

From this data the following comments, trends and issues were highlighted:

Trainer Knowledge: There were 861 responses to the question regarding Trainer Knowledge. 0.5% indicated strong disagreement that the trainer had excellent knowledge whereas 64% strongly agreed and 36% agreed.

Overall Satisfaction: There were 867 responses to the question regarding overall satisfaction. 58% indicated strong agreement and 40% indicated agreement.

Facilities & Materials: There were 859 responses to the question regarding the condition of training facilities and materials. 50% indicated strong agreement that the facilities and materials were in good condition. 48% indicated agreement. This is a good improvement from 2011 as there was an identified issue with the various training venues.

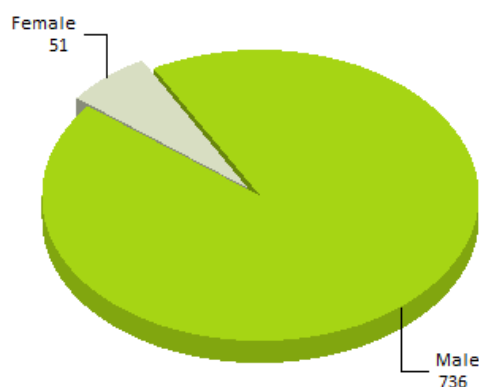
	Str Disagree	Disagree	Agree	Str Agree
Excellent Knowledge:	0.5%	0.2%	36%	64%
Overall Satisfaction:	0.4%	0.9%	40%	58%
Facilities & Materials:	0.3%	0.8%	48%	50%

QI Gender Response Rates

Displaying data for the 2012 calendar year

Female	51	6.48%
Male	736	93.52%

Gender Response Rates



QI Disability Response Rates

Displaying data for the 2012 calendar year only.

No Disability Indicated	685	96.61%
Disability Indicated	24	3.39%

Disability Response Rates

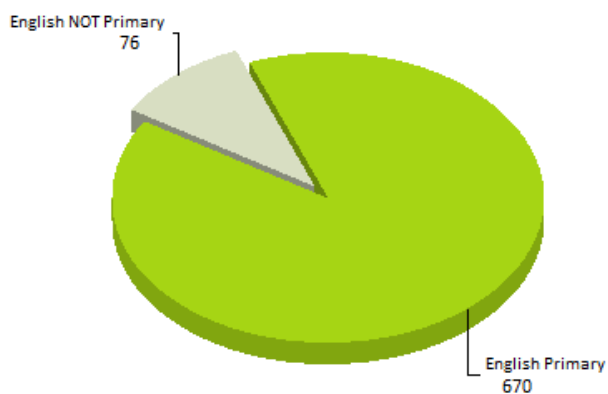


QI LOTE Response Rates

Displaying data for the 2012 calendar year only.

English is the primary language	89.81%	670
English is not the primary language	10.19%	76

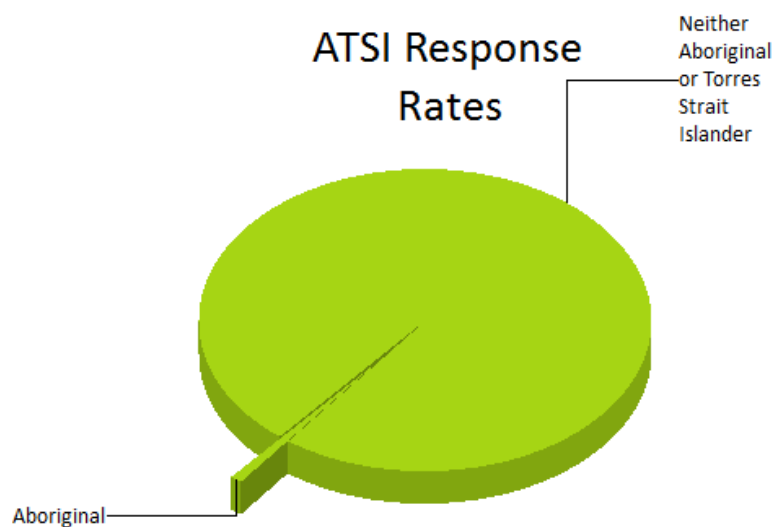
LOTE Response Rates



QI ATSI Response Rates

Displaying data for the 2012 calendar year only.

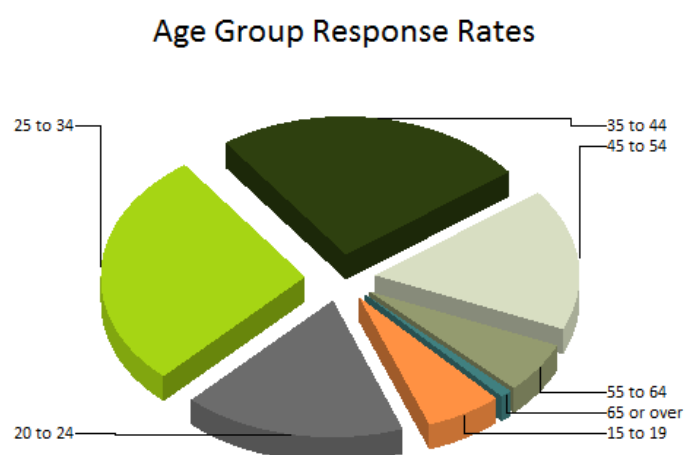
Neither Aboriginal or Torres Strait Islander	99.02%	710
Aboriginal	0.98%	7



QI Age Group Response Rates

Displaying data for the 2012 calendar year only.

15 to 19	48	6.11%
20 to 24	140	17.81%
25 to 34	219	27.86%
35 to 44	194	24.68%
45 to 54	130	16.54%
55 to 64	49	6.23%
65 or over	6	0.76%



2. Survey information feedback

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

Employer Engagement:

Seven responses were received back from employers. All recorded a response for “Best Aspects” and only one suggestion for improvement:

Best Aspects	Areas in Need of Improvement
Excellent product knowledge and recognition of our needs. That they are able to come to us at our depot to train. Instructor's knowledge Always good training sessions. Flexibility in planning, appropriate time allocated to do the training, the facilitators/instructors and venue. Practical experience.	Nil - Very satisfied with training, trainer and assessment. I think it would be better to separate full course and refreshers. I think going through the written test would have been better if it was separate to ensure the full course people understood everything.

Learner Engagement:

The responses from the learner engagement surveys were very similar to 2011, indicating the same three main areas rated as “Best Aspects”:

1. The trainer's knowledge and experience,
2. The practical sessions,
3. The information imparted.

Once again this reflects Arbortrim's commitment to supporting trainers in their professional development, and also to providing students with useful and comprehensive course materials.

The “Worst Aspects” comments were not as clear at identifying trends, however they can be roughly categorised into the following:

1. Training delivery support materials,
2. Training delivery structure,
3. Paperwork and administration.

COURSE SPECIFIC FEEDBACK:

Above Ground Pruning

5 responses received

Best Aspects = There were five responses received, the majority of which indicated that the trainer's knowledge was the best aspect.

Most in Need of Improvement = Only one response was received which was a suggestion to show students how to use a tree identification resource book such as Costerman's.

Overall = More data would be preferable, but based on what was received the course is running well.

Chainsaw Operations

97 responses received

Best Aspects = In the majority the best aspect was the practical session.

Most in Need of Improvement = Some of the suggestions for improvement included providing refreshments,

having additional assessors during practical assessment, smaller class size, the venue.

Overall = A good range of data was received, with strong positive feedback on the practical session. However there were a number of valid suggestions for improvement that will be discussed as part of the training validation and moderation meetings.

CPR

3 responses received

Best Aspects = There were only three responses received, the majority of which indicated that the practical session was the best aspect.

Most in Need of Improvement = No response received.

Overall = Not enough data to make reliable assessment.

Fell Small Trees

22 responses received

Best Aspects = There were 21 responses reflecting the suitability of the practical session and the knowledge of the trainer as the best aspects.

Most in Need of Improvement = The main suggestion was for more time to put theory into practice.

Overall = The course appears to be running well. The suggestion for more time will be discussed as part of this course's validation and moderation.

Fire Awareness

9 responses received

Best Aspects = The majority of the nine responses indicated the practical refreshing of skills was the best aspect.

Most in Need of Improvement = Only one suggestion received; to have class hand-outs.

Overall = The possibility of class hand-outs or a workbook will be discussed as part of this course's validation and moderation.

Green Book

13 responses received

Best Aspects = The majority of the thirteen responses indicated the practical sessions were the best.

Most in Need of Improvement = Only one suggestion received; to have class hand-outs.

Overall = The possibility of class hand-outs or a workbook will be discussed as part of this course's validation and moderation.

Ground-Based Rigging

4 responses received

Best Aspects = Three of the four responses indicated the practical session was the best aspect.

Most in Need of Improvement = No response received.

Overall = Not enough data to make reliable assessment.

Operate a 4x4 Vehicle and Perform Complex 4x4 Operations

41 & 77 responses received

Best Aspects = The practical sessions and the trainer's knowledge were recorded as the best aspects.

Most in Need of Improvement = There was a large response rate but most were invalid. Other responses were to have more time during the practical session, and another trainer to enable closer supervision and tuition.

Overall = The suggestions of more time and more supervision will be covered in this course's validation and moderation meeting.

Prune Shrubs & Small Trees

16 responses received

Best Aspects = The trainer's knowledge was in the majority recorded as the best aspect.

Most in Need of Improvement = No response received.

Overall = Overall a great result for this course.

Safe Approach Distances

79 responses received

Best Aspects = The professionalism and knowledge of the trainer was the majority best aspect.

Most in Need of Improvement = The responses for this section were mostly invalid, requesting more biscuits, movies etc.

Overall = This course appears to be working well.

Standard Climbing

28 responses received

Best Aspects = Most answers were that the acquisition of new skills was the best aspect.

Most in Need of Improvement = Two responses were that the heating was inadequate.

Overall = The comments regarding the venue's heating were raised last year as well. This will be raised with the Operations Manager.

Support Arboricultural Work

7 responses received

Best Aspects = The responses reflected that the trainer's knowledge and attitude, and the practical sessions, were the best aspects.

Most in Need of Improvement = No response received.

Overall = Overall a satisfactory result.

Trim & Cross Cut Felled Trees

75 responses received

Best Aspects = The overwhelming response was that the practical sessions and the acquisition of new skills was the best aspect.

Most in Need of Improvement = Only one suggestion was made, to pull a chainsaw apart and then rebuild it.

Overall = Overall this course is running well. The suggestion regarding rebuilding a chainsaw is outside the scope of the unit of competency, and is not practical to do.

White Card

55 responses received

Best Aspects = The majority of responses indicated that the trainer's knowledge was the best aspect.

Most in Need of Improvement = A few suggestions were made as to the length of the course and the intensity of the learning material.

Overall = This course is due for annual review and validation, and as such these comments will be included in that process.

Woodchipper

18 responses received

Best Aspects = The trainer's knowledge, attitude and approachability were the best aspects.

Most in Need of Improvement = Two suggestions; one to "work on" the information in the workbooks, and the other to update the powerpoint presentation.

Overall = Overall this course is running well. The comments regarding the workbooks and powerpoint will be included in this course's validation and moderation review.

Worksite Traffic Management

33 responses received

Best Aspects = The best aspects responses were varied, covering the trainer's knowledge, skill as an educator, the course as a whole and the practical session.

Most in Need of Improvement = There was a number of suggestions for more detail and complex examples to be included.

Overall = A very satisfactory result. The suggestions for more detail in the training materials will be included in the course's validation process.

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

Overall, the results from the learner surveys were encouraging and positive. They reflect the commitment Arbortrim has to high quality training. The team at Arbortrim are dedicated to delivering courses with comprehensive and accurate information, by trainers who are qualified with extensive experience in the industry. This is consistent with the 2011 data.

Continuous improvement is regarded as a core, important and underlying facet of Arbortrim. As such, the continuous improvement policy will continue to be enforced to meet the suggestions and analysis in this report.

3. Improvement actions

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

The main issue identified as requiring improvement for the majority of courses was the quality and/or quantity of training materials.

Each course undergoes an annual review for validation, moderation, currency and flexibility. This process will continue, and will now include the results from this Report.

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

Regular, Ongoing Monitoring:

Arbortrim has a detailed Continuous Improvement policy and various procedures that ensure that improvements are made company-wide on a regular basis. This includes (but is not limited to);

- Regular administration meetings,
- Quarterly trainer and assessor meetings,
- Improvement Request forms and log,
- Formal grievance process,
- Scheduled monthly internal audits,
- Monthly validation meetings,
- Annual formal audits.