



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3562	Arbortrim Australia Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	673	127	18.87%
Employer satisfaction	15	1	6.67%

Trends of response statistics:

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

Generally students who were undertaking a qualification had higher response rates than those who were undertaking a short course. On average, students who participated in a qualification or course at our training locations were more inclined to complete the survey than those who trained offsite. Proportionally, survey response rates were lower for qualifications completed by employed workers in comparison to qualifications completed by job seekers. As surveys are administered manually by trainers, survey response rates varied more across trainers rather than trainee cohorts. Employers were still not overly interested in completing these surveys, but were happy to provide feedback using alternate methods. Response rates were on par with previous years.



Section 2 Survey information feedback

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

As expected, feedback was generally very good with 97% of responses to individual questions being positive. Students enjoyed the practical activities most during their training along with the real life experiences and knowledge shared by their trainers. There were no unexpected findings from the surveys, however it has been helpful to drill down on the feedback on an individual trainer level.

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

The survey indicates that we are meeting the needs of the majority of students who are enrolled into our training programs. Students are generally very happy with the service and facilities that are provided during training. The survey also indicates that we can still improve in some areas and as an RTO we consistently need to evaluate what we are doing and look for ways to do it better.

Section 3 Improvement actions

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

A review of training and assessment materials is underway to ensure these documents are always current and provide clear instructions to trainees. Additional equipment and PPE has been acquired to ensure there is always ample for each course/qualification.

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

We will review further student feedback midway through the year to gauge whether student engagement has improved.