Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tbody>
<tr>
<td>121391</td>
<td>Pragmatic Training Pty Ltd as the Trustee for Training Trust</td>
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Section 1 Survey response rates

<table>
<thead>
<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>2168</td>
<td>192</td>
<td>8.85%</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
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</tbody>
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Trends of response statistics:

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

High Response Rate:
- Early Childhood
- Make-up Services

Low Response Rate:
- Beauty
- Aged Care

Student response rate was similar to previous years.
## Section 2  Survey information feedback

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

- Very high number of satisfied clients, with 175 surveys out of 192 having positive feedback (91%)
- Most of the comments on the surveys were positive in relation to our trainers and also the skills, knowledge and the practical elements of training.

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

Overall student satisfaction was at 91%.  
Best aspects identified by students were:
- Trainer knowledge & support
- Learning new skills
- Learning & practising the practical aspect of the units.

This shows that Pragmatic continues providing quality training in and out of the classroom which is tailored to client and industry needs.

## Section 3  Improvement actions

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

Opportunities for Improvement identified from the AQTF Questionnaire related to different categories and resulted in very low percentages against each category/question.

However, many improvements have been carried out in this year. Including the learning management system, upgrade to campus facilities & resources.

Pragmatic Training processes and procedures are constantly being reviewed as part of our quality assurance /management system.

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

Pragmatic Training continuously seeks feedback from clients, through student surveys and questionnaires, as well as Industry Consultations, so as to identify opportunities for improvement in training delivery and assessment.

Any improvements actions resulting from the feedback are documented as part of the Pragmatic Training Continuous Improvement process and implemented by all staff.