Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

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<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<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

|                               | Surveys issued (SI) | Surveys received (SR) | % response rates  
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<tbody>
<tr>
<td>Learner engagement</td>
<td>547</td>
<td>365</td>
<td>67%</td>
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<tr>
<td>Employer satisfaction</td>
<td>0</td>
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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: Makeup
Low Response Rate: Information Technology

25 surveys had no qualification specified

The percentage of positive feedback was equal to last year's percentage considering that this year the response rate was much greater.
Section 2  Survey information feedback

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

The survey response rate was significantly higher compared to the previous year. This was both expected, as we had introduced online survey; and unexpected, as we had a lower number of students due for completion. Therefore, a lower number of surveys were issued.

91% of the responses provided were positive.

8% of the responses were negative feedback.

The 1% remaining were questions left blank.

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

Best aspects identified by students were:

- Development of students’ skills and knowledge
- Trainers skills and support
- Learning to work with others

Section 3  Improvement actions

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

The negative feedback provided in these surveys did not indicate any trends to identify as an opportunity for improvement. However, many aspects of training have continued to be improved throughout 2015. Some of these are:

- Creation of help desk (technical support) to assist students whilst working on the Learning Management System
- Upgrade of all campus facilities
- Further increase in Trainers professional development
- Introduction of Survey Monkey for collection of AQTF surveys and Pragmatic Training surveys
- Expanding on workshops’ portfolio for students throughout their course (led by industry experts) to give students a head start in their career.

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

Pragmatic Training has a variety of systems in place to gather feedback from different stakeholders as well as Industry Consultations. This feedback is highly valued and considered on a regular basis.

Any improvements resulting from the feedback is documented and monitored as per the organisation’s Continuous Improvement process.