



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
121391	Pragmatic Training Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	745	438	59%
Employer satisfaction	5	4	80%

Trends of response statistics:

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

This quality indicator data was collected from all students who completed a qualification with Pragmatic Training in 2016. Pragmatic Training provides online Learner surveys to students at the end of their training program, and requests the surveys be completed and submitted. Pragmatic Training receives a reasonable response rate in this manner.

The student cohorts that provided higher response rates were those completing the Diploma of Specialist Make-up Services, which also had the highest number of enrolments. The student cohorts that provided the lowest response rates were those completing the Diploma of Information Technology.

The survey response rate of 59% in 2016, is lower than the survey response rate of 67% in the previous collection year - 2015.

In addition, employer questionnaires were completed with employer organisations providing placement opportunities to our students as well as organisations providing on-job training. The employer surveys were also emailed out or completed over the phone.



Section 2 Survey information feedback

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

The student feedback was relatively positive with most students reflecting high levels of satisfaction. The findings from the surveys were as follows:

1. Student Demographics

Gender: - 90% females

- 10% male.

Date of Commencement: 59% commenced in 2015

19% commenced in 2014

Citizenship status: 91% of students were Australian Citizens or Permanent Residents

Age groups: 35% in the 20 - 24 years of age group

25% in the 25 - 34 years of age group

14% in the 15 - 19 years of age group

12% in the 35 - 44 years of age group

2. Student Questionnaire:

- The 89% of students response to the questions in the questionnaire with 'Agree' or 'Strongly Agree'. This was expected as the Organisation Feedback Surveys carried out throughout the duration of the course also had very positive feedback.

The 11% of students who responded that they 'Disagreed' or 'Strongly Disagreed' with the following:

-'the training had a good mix of theory and practice

-'trainers explained things clearly'

-'training resources were available when they needed them'

3. Best Aspects of Training - the below are the top 3 responses:

- 28% of students felt that the best aspect of their training was the passionate and caring nature of their trainers , their knowledge and professionalism

- 41% of students felt that the best aspect of training was the learning, the delivery methods of face-to-face training, demonstrations, hands on practicals, placement etc., as well as the advanced facilities and equipment that were available.

- 12% of students felt that the best aspect of their training was the fact that they developed networks and great relationships with their peers, their trainers and the industry.

4. Aspects of training that were most in need of improvement - the below are the 3 most common responses



- 35% of students felt that the online learning system CANVAS was in need of improvement relating to content and accessibility.
- 19% of students felt that materials and equipment were not always available. Students are provided access to these as necessary for the delivery and assessment of each unit of competency according to the individual's course progress. No further action required.
- Under 10% of students felt that communication between the organisation, its trainers and students could be improved.

The findings from the Employer Questionnaire were as follows:

100% of employers ticked 'Agree' or 'Strongly Agree' to all of the questions in the questionnaire

Best Aspects of Training

75% of employers felt that the RTO resources and its trainers were very good

25% of employers felt that the RTO had a good blend of theory and practical

50% of employers felt that the course was thorough, of good duration and that the modules were in depth

Most in need of improvement

25% of employers recommend that less quizzes are provided, as they became repetitive

25% of employers would like to see more special effects training. However, they identified that this was beyond the training package requirements and recommended to make it non-accredited training.

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

The above feedback indicates that Pragmatic Training provides quality training and assessment services, that it employs qualified professionals for the delivery of these services and supports students through their journey with the organisation. Generally the responses were positive and provide us with confirmation of the quality service that we deliver to our students. However, due to the high percentage of students who feel that our Learning Management System CANVAS may need to be improved, a review of the capabilities and accessibility was scheduled as part of our Continuous Improvement Procedure and a new system introduced.

Section 3 Improvement actions

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

The above percentages of feedback do not warrant for any immediate preventive or corrective actions to be taken. However, Pragmatic Training implements a continuous improvement process where feedback from students and other stakeholders is received on an ongoing basis.



Pragmatic Training reviewed the repetition of quizzes and the balance between theory and practical tasks. The ongoing validation of material resources with industry input and the review of the Training and Assessment Strategy addresses the requirements of the training package relevant to each qualification and ensures that the requirements are met and that the appropriate number of tasks are completed by students.

Pragmatic Training has reviewed CANVAS Learning Management System and has purchased a new Learning Management System which improves the areas raised by students.

The new Learning Management System provides options for more effective and accessible communication between Trainers and Students. It also provides forums for students and trainers to interact as a group. It also allows for notices in relation to relevant industry or organisational procedures changes, to be published to all students.

Pragmatic Training reviewed the feedback provided in regards to accessibility of training resources and equipment. Students are provided access to these as necessary for the delivery and assessment of each unit of competency according to the individual's course progress. No further action required.

Appropriate preventive and corrective actions will be implemented and will be documented in the Continuous Improvement Register.

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

The effectiveness of all preventive or corrective actions taken, will be reviewed approximately 3 months after their implementation. Where preventive or corrective actions have been ineffective, additional correction and prevention actions will be decided upon by the relevant Management Team. These actions will again be reviewed for their effectiveness approx. every 3 months after their implementation.