



# Quality Indicator annual summary report

## Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
20815	KAL Multimedia Training

### 1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	258	158	61.24
Employer satisfaction	57	37	64.91

#### Trends of response statistics:

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

Learner results: The Largest population of students to return surveys were in class students in lower level certificates and also Diploma of ECEC and SAEC students. We must consider in population numbers that the the Diploma of ECEC and SAEC goes over 16 months so they finish the course over two calender years, some time3 if they start in November and December. We also have a number of student participating in dual courses. The students with the low response rate are those that enrol and only stay in the course for a few months and withdraw. They are generally no longer committed to the course and therefore have nointerest in giving feedback. These results were very similar to past years although we received back fewer surveys from past years.

Employer feedback- We had a really good response rate this year for employers has gone up from 2014s data. As the numbers grow- so do the employers. These results are similar to the previous yearsâ€

## 2. Survey information feedback

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

Learner feedback- we expected a high level of students to offer positive feedback on the trainers and the new online learning lessons on learning system as they gave a lot of this feedback verbally throughout the year also. There weren't any unexpected findings for the students as our students usually present their feedback verbally or in email during or at the end of their course.

Employer surveys- Employers are busy and are often reluctant to offer written feedback on surveys so most surveys are just the tick section rather than written sentences. this in an expected finding.

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

Learner Surveys: The surveys show that we are improving on all services. in 2014 most of our services were sitting at mid 80s 2014 we see the percentages have gone up which is great. Especially in relation to trainer quality and learner support with our overall satisfaction at gone up across the learners.

Employers surveys- are very consistent with the 2014 data sitting around low 80s

### 3. Improvement actions

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

**Learner feedback-** with the positive response to the online learning system we have continued to develop this side for all courses and we continue to step up learner support on the online system. We are continuing to develop better resources, materials, lessons and marketing to inform students on KAL services.

**Employer feedback-** we have developed a more comprehensive work place assessment booklet and also made available on the online system a section for workplace documents to ensure employers get better information about having a student in placement.

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

**Learner feedback:** We continue to get feedback from trainers, students and employers. We also monitor student services in our staff meetings and student completions and withdrawals.

**Employer Feedback:** by having more completions and less complaints and feedback from employers is how we monitor if these improvements are working for our employers and students.