

QUALITY INDICATOR SUMMARY REPORT

Learner Engagement and Employer Satisfaction surveys for reporting year 2015

RTO Information

NTIS Number 6653
Name WISE Employment Ltd
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Survey Response Rates

Survey	Overall population (OP)	Survey Sessions Started (SSS)	Surveys Received (SR)	% Response Rate = SR x 100/ OP (min. req. 50%)
Learner Engagement Survey	814	44	43	5.28%



A green arrow indicates a scale result with a high number of 'strongly agree' responses.



A red arrow indicates a scale result with a high number of 'strongly disagree' responses.

Learner Engagement Survey

Scale	Count of Agree & strongly agree	Percentage of Agree & strongly agree	Most common response	
TRAINING QUALITY	171	98.84%	Agree	
CLEAR EXPECTATIONS	124	95.38%	Agree	
TRAINING RESOURCES	116	97.48%	Agree	
EFFECTIVE ASSESSMENT	170	97.7%	Agree	
LEARNING STIMULATION	118	93.65%	Agree	
COMPETENCY DEVELOPMENT	207	96.73%	Strongly agree	
OVERALL SATISFACTION	128	98.46%	Agree	
EFFECTIVE SUPPORT	121	96.8%	Strongly agree	
TRAINING RELEVANCE	119	94.44%	Strongly agree	
ACTIVE LEARNING	153	91.07%	Strongly agree	

Survey context and use

Trends of response statistics:

- Which student/employer cohorts provided high/low response rate
- How did response rates compare with previous years (if applicable)

For a few classes, the Learner Questionnaire was distributed on the last day of the course and these had a high return rate. Comparing to previous years, this is the first full year since the merger of Wise Employment Ltd and Interwork Ltd so the first year that results were combined for Wise training and Interskills. There were only 3 courses offered by Wise Employment amounting to a total of 20 enrolments. Interskills is by far the larger of the two organisations with over 700 enrolments for the year. However, Interskills brought with it the procedure of issuing the Learner Questionnaire together with the parchment, whereas Wise Training issued it on the last day of training (see comments below). Consequently, last year's response of 80%+ is vastly different to this year's response rate. See below for strategies applied so far this year to improve this rate. NOTE: where the Survey Response Rate refers to the "Overall population OP", the amount of exits (ie completions and withdrawals) has been provided as only these people have, or were eligible to receive a Learner Questionnaire as this survey is an exit survey.

Did your RTO try different methods to elicit responses this year? If so, did they make a difference? What seems to work best?

The Learner Questionnaire was previously distributed together with the parchment (or withdrawal form if no units completed). As the completion of the questionnaire is not compulsory, and is issued after the student has any obligation to us, the return rate was extremely low. 2016 saw a change to the procedure in that for 1 day courses the document is distributed on the day for completion and immediate return; for withdrawals, the form is issued with the Notice of Withdrawal form to be completed at the same time; for completions, the form is distributed with the Issuance of Parchment notice and is required to be returned with that document. Initial responses have been good. Now with the availability of VETqis, we will be initiating an electronic survey for all but the one day courses where we will continue to do the document at the end of the day.

Were there expected or unexpected findings from the survey feedback?

There were very few negative responses and where they did occur, they generally referred to self involvement. Also, some response should be excluded, for example working as part of the group for students who completed their learning in an online environment. Thinking they needed to provide a response, they generally responded with <strongly disagree>; the paper form doesn't have a <not applicable> column which is the correct response. If anything, the responses were overly positive; there were some lazy responses with all answers marked as <agree> or <strongly agree> without any variation.

Which three scales were valued most highly?

- OVERALL SATISFACTION
- TRAINING QUALITY
- EFFECTIVE ASSESSMENT

Which three scales were valued the least?

- CLEAR EXPECTATIONS
- ACTIVE LEARNING
- LEARNING STIMULATION

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

Overall, the organisation is doing well. This survey repeats the results of our internal feedback form in that students are generally happy with the quality of the training, trainers and resources and the outcome of their endeavours. However, this survey provides too few responses to give an accurate indication.

What actions have you implemented in response to the feedback, and why?

No actions have been taken except (as stated above) a strategy to improve the number of respondents to the survey.

Have you seen change from previous years? What actions seem to make an impact?

No comment can be made. As said, this is the first survey where the two merged organisations had respondents with the Victorian cohort even comparatively smaller than the previous year. No conclusions can be made from this year's survey.