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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<tr>
<td>4016</td>
<td>Peninsula Training and Employment Program Inc.</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 = SR *100 / SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>204</td>
<td>115</td>
<td>56.3</td>
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<tr>
<td>Employer satisfaction</td>
<td>4</td>
<td>4</td>
<td>100</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)

- Highest survey response rates were from School Based Trainees.
- Lowest response rates were from Health Service Assistance students

The learner response rates in 2015 were significantly higher than 2014. This can be attributed to surveys being distributed in class and a blank envelope being provided to place surveys in to ensure anonymity.

The employer response rates in 2015 matched the response rates in 2014.

**Overall Feedback**

The feedback from trainers is that our cohort of students find the surveys confusing with some questions worded in a way that students are unsure of how to respond. This results in some students refusing to complete the survey, thus lowering the return rate.
**Section 2  Survey information feedback**

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

*Expected*
In every category 100% students from non-SBAT cohorts gave PTEP the highest ratings of Agree or Strongly Agree. Student feedback from these groups showed that overall they were very happy with trainer experience/knowledge, the learning environment, delivery methods, assessment, opportunities for practical application and support provided.

100% of employers gave PTEP the highest ratings of Agree or Strongly in all categories.

*Unexpected*
The SBAT cohort's feedback was quite different to the feedback provided by non-SBAT students in some categories. While the SBAT students rated PTEP as high in most categories, they generally gave low rankings for course resources (particularly the tools provided for certificate II in horticulture).

65% of students from this cohort disagreed that they pushed themselves to understand new things and that they looked for their own resources to help them to learn.

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

The survey feedback shows that the organisation delivers training programs of a high standard which:
- cover all aspects of training needed
- are delivered by trainers with excellent industry knowledge and relevant experience
- are delivered in a supportive way - students are made to feel comfortable and valued

87% of students indicated that they would recommend PTEP to others

The surveys also showed that the organisation needs to:
- upgrade horticulture equipment
- provide further guidance to SBAT students about study techniques and sourcing own resources
- keep noise in the reception area to a minimum as this can be heard in Training Room One

**Section 3  Improvement actions**

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

- Supplier of horticulture equipment has been changed and equipment has been replaced
- A seminar on study skills has been inserted into all training programs. Students are also given the opportunity to participate in computers made easy classes and language and literacy classes if they require further support.
- Sound insulation has been installed in training rooms 1 and 2
How will/do you monitor the effectiveness of these actions?

Students are given the opportunity to provide verbal feedback during quarterly focus group sessions and written feedback during the mid-course evaluation. This enables the Learning Development Manager to provide regular reports to the Management team about student perspectives. Required actions are tabled and rectification tasks are allocated at these meetings.