



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4016	Peninsula Training and Employment Program Inc (PTEP)

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	177	122	69
Employer satisfaction	35	11	31

#### Trends of response statistics:

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

#### Student Responses

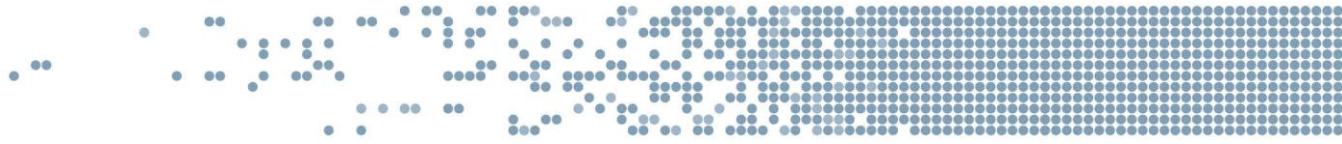
The survey for students covers 4 major areas, being:

- Training Quality (99% responded agree or strongly agree);
- Work Readiness (99% responded agree or strongly agree);
- Training Conditions (98% responded agree or strongly agree); and
- Learner Engagement (92% responded agree or strongly agree).

Responses of agree or strongly agree generally increased by 1% on last year, however Learner Engagement increased by 4% on last year.

Students participating in the following qualifications provided the highest response rates:

- AHC20610 Certificate II in Parks and Gardens (SBAT)
- CHC33015 Certificate III in Individual Support



- TLI41216 Certificate IV in Transport and Logistics (Road Transport - Car Driving Instruction)

Students participating in Certificate IV in Transport and Logistics again had a 100% return rate (as per the previous year).

Employer Responses

The survey for employers cover 3 major areas, being:

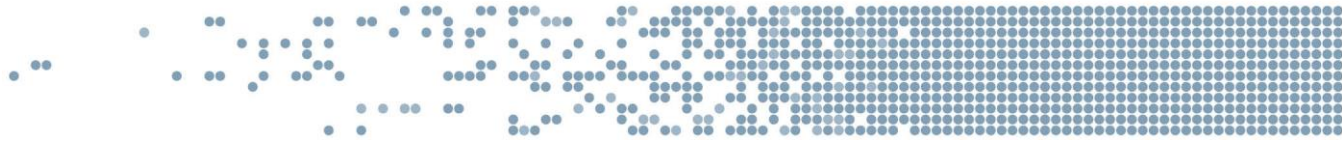
- Training Quality (100% responded agree or strongly agree);
- Work Readiness (90% responded agree or strongly agree); and
- Training Conditions (100% responded agree or strongly agree).

Return rates of surveys increased by 6% on last year, which may be attributed to providing the survey online.

A high proportion of our employers came from the Horticulture Sector, which included qualifications such as Certificate III in Landscape Construction and Certificate III in Production Nursery. Interestingly, both of these qualifications are delivered as workplace based training via Apprenticeships.

Since moving the survey to an online platform, PTEP also took the opportunity to ask additional questions of employers, whereby employers were required to provide written responses (not just a rating).

6 employers commented on the 'best aspects of the training', with comments including 'flexibility around work requirements and individual needs, able to allocate extra time where required', 'onsite training very convenient' and 'able to adapt training to different learning levels'.



## Section 2 Survey information feedback

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

#### Unexpected

11% of students indicated that they did not set high standards for themselves during the training program.  
16% of students did not look for their own resources to support their training.

#### Expected

The feedback from students undertaking the Certificate IV in Transport and Logistics had a high return rate, and the vast majority of comments had praise for the trainers and appreciated the course. As this program has moved to either small groups or 1-on-1 tuition, concerns raised in 2016 by students about the amount of time spent driving have been resolved.

Employers expressed a positive experience in training delivery, which I would expect to see, as there have been no complaints or concerns raised.

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

Overall, the organisation is performing well in most areas surveyed. In looking at these results, and comparing them to the recent RTO Performance Indicator Report 2017 issued by Skills Victoria, PTEP is performing well in most areas, but there are still some areas of concern, such as in learner engagement.

## Section 3 Improvement actions

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

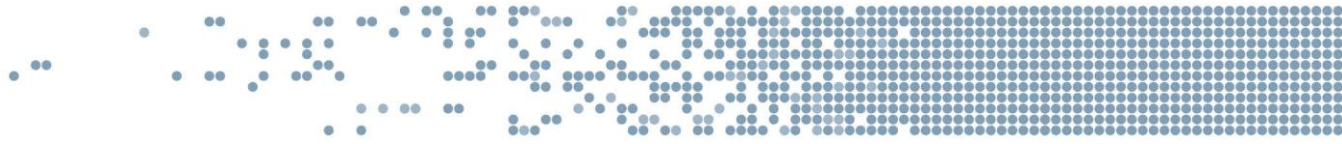
When combining the Student and Employer Surveys and the RTO Performance Indicator Report 2017, there are areas highlighted for improvement in regards to making content more enjoyable and engaging for learners.

To address this, PTEP are working closely with our Learning and Development area to create and further update effective assessment tools, and trainers are being encouraged to review their current learner resources and 'value add' based on a pretense of actively engaging students.

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

PTEP will continue to conduct focus groups with each student class, and will focus on how students are being engaged in their learning, and for students to provide honest feedback about what could be improved in regards to resources.

The focus groups are run by the Careers Practitioner (who also facilitates many of the induction interviews for courses), who is independent of the actual delivery of the class/qualification, so students would hopefully feel



comfortable enough to express their opinions and recommendations honestly and without fear of retribution.