

# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

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

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	152	21	14%
Employer satisfaction	48	1	2%

#### Trends of response statistics:

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

Response rates in 2019 are considerably lower than in previous years.

Learners engaged in the School Based Traineeship (SBAT) program undertaking Certificate II in Parks and Gardens in 2019 were issued with a link via email for an electronic version of the survey. Given the cohorts familiarity with technology, and Peninsula Training and Employment Program's (PTEP) commitment to reducing our impact on the environment, we believed that issuing the electronic survey would generate similar return rates on previous years. Unfortunately, of the 134 surveys issued, only 4 responses were obtained. The return rate for this cohort/program is usually between 80-95%.

Learners undertaking Certificate IV in Transport and Logistics (Road Transport - Car Driving Instruction) continued to return a high number of surveys.

In previous years, Employer response levels have varied. In 2019, employers were issued with a link for the



electronic survey mid year, with only 1 respondent. Based on low response rates, in November, all employers were issued with a hardcopy survey complete with a reply paid envelop. No responses were received.

The vast majority of employers who were sent surveys are in trade related occupations within the Horticulture sector. Many of these are working in landscape construction.

Other employers sent the surveys are those who take on practical placements in the field of Community Services, specifically in the Aged Care sector.

VETStat 2019 RTO Performance Detailed Report (issued by the Department of Education)

Whilst this report has no bearing on the surveys issued to learners and employers for the Quality Indicator Report, data collected by the Department of Education is able to be used to verify and reinforce the responses gained.

In all areas of Student Experience and Student Outcomes, PTEP learners provided responses which placed PTEP well above the 2019 Victorian Average in each performance area. There was one exception to this, in the area of learners going on to further study at a higher level than their completed training. A contributing factor to this result is that a large proportion of learners engaged with PTEP are apprentices or trainees, and therefore are not required by their employers to go on to further study. It should also be noted that PTEP's result did improve in this area against 2018.

Employer feedback was consistently above the 2019 Victorian Average, where PTEP was between 11%-24% above the average results in each performance area.



## Section 2 Survey information feedback

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

The return rates across both Learners and Employers was disappointing, and unexpected.

To improve return rates in future years, the following will be implemented:

#### Learners

All Learners will be issued with a survey, which will now be completed prior to completing training. This will provide PTEP with an opportunity to follow up any learners that have not completed a survey. It will also provide the opportunity to act on any feedback received, which would improve the learner experience.

Learners engaged in the SBAT program will be issued with surveys in hardcopy in Term 3 and/or Term 4, ensuring that the return rate significantly improves. Learners will be encouraged to complete the survey honestly and will have their anonymity maintained as a delegate of the groups will collect the completed surveys and seal them in an envelop which will be provided directly to the RTO Manager for review.

#### Employers

When trainers are on site with employers, either through Traineeship/Apprenticeships arrangements, or visiting learners on practical placement, employers will be asked to complete a hardcopy of the survey.

This practice was implemented in May 2020, and has already improved return rates.

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

Due to the low return rates of surveys from both Learners and Employers the data collected is statistically invalid. Based on the responses, assumptions on satisfaction levels can be made.

#### Learners

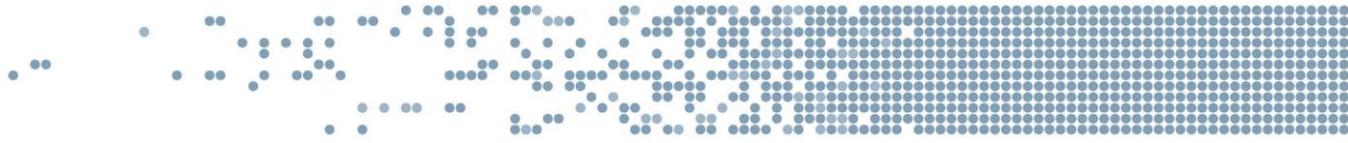
Overall, in the areas of Training Quality, Training Conditions, Learner Engagement and Work Readiness, results indicate that Learners either Agreed or Strongly Agreed with the statements/questions being asked.

Comments generally made by Learners indicate their overall satisfaction with the courses that they undertake, and frequently comment on the quality of training and the knowledge that the trainers have in their specific industries.

Although the response rate for SBATs were low, comments on the best aspects of the training include: the outside work, building a garden bed, working hard, the training was excellent and the practical work.

Whilst not strictly part of the outcomes of the Learner Questionnaire, PTEP survey learners undertaking short courses in both pre-accredited and accredited training. Overwhelmingly, the responses are positive. The same methodologies are applied across short courses and full qualifications, therefore it would be a reasonable assumption that Learner satisfaction is generally achieved.

#### Employers



Again due to the low return rate, the results would be considered statistically invalid. The respondent of the employer survey did rate PTEP very highly in the areas of Training Quality, Training Conditions and Work Readiness. The employer also commented on the communication and positive relationship the trainer has developed with the employer and the apprentices.

In 2019, the RTO Manager conducted all apprentice sign ups which provided the opportunity to discuss directly and informally, any concerns or recommendations with employers. Feedback is consistently positive, with high praise for the trainers involved in workplace based delivery.

### Section 3 Improvement actions

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

There is no identified improvements to be made in terms of outcomes of the data from Learners and Employers, however, improvements are to be made to the completion and return rates of surveys.

Actions to be undertaken are outlined in Section 2 of this report.

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

Return rates and outcomes will be discussed at various meetings, including Trainer, Administration and Senior Management levels.