

Quality indicator reporting

Partners in Training Australia

These indicators are based on a survey of 691 students and 12 employers. This sample represents 52.3% per cent of this organisation's training delivery in the 2015 calendar year. The students and employers surveyed for these indicators were selected by this organisation in accordance with national guidelines

Report begins below.



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21837	Partners in Training Australia Pty. Ltd. as Trustee for Spain Family Trust

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	691	691	100%
Employer satisfaction	12	12	100%

Trends of response statistics:

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

Learner cohort high response rates:

Q38 Qualification enrolled in: Certificate III = 342 students
 Q39 Broad field of training: Early Childhood Education and Care = 269 students
 Q44 Gender: Female = 476
 Q45 Age: 35-44 = 182
 Q46 Aboriginal origin: 18 students

Learner cohort low response rates:

Q38 Qualification enrolled in: Certificate II = 2 students
 Q39 Broad field of training: Management and commerce = 3 students
 Q44 Gender: Male = 62 students



Q45 Age: Under 15 = 2 students

Q46 Aboriginal origin: Both Aboriginal and Torres Strait Islander = 1 student

Learner cohort comparison to 2014

High response rates:

Q38 Qualification enrolled in: Certificate III = 308 students

Q39 Broad field of training: Health = 211 students

Q44 Gender: Female = 378 students

Q45 Age: 35-44 = 114 students

Q46 Aboriginal origin: Aboriginal origin = 18 students

Low response rates:

Q38 Qualification enrolled in: Certificate II = 1 student

Q39 Broad field of training: Management and commerce = 3 students

Q44 Gender: Male = 57 students

Q45 Age: Under 15 years old = 1 student

Q46 Aboriginal origin: Torres Strait Islander = 2 students

Employer Survey

The current AQTF Employer Survey template has no demographic questions to be able to identify specific employer/industry cohort.



Section 2 Survey information feedback

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

Learner survey expected and unexpected findings:

We expected increase in satisfaction rates, however, there was general decrease in satisfaction in all categories in 2015 compared to 2014.

Employer survey expected and unexpected findings:

We expected increase in satisfaction level and results in 2015 show 100% satisfaction level (agree and strongly agree).

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

Industry engagement assisted Partners in Training in meeting employer needs and requirements. However, the amount of training theory-based learning that Partners in Training introduced to learners (to comply with the volume of learning requirements) has decreased student satisfaction as reflected in students' responses to Questions 7, 8, 5 and 18 of the Learner Survey questionnaire.

Section 3 Improvement actions

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

Based on learners' comments regarding making them better understand assessment requirements, a section in each of the assessment tool now provides instructions to students and trainers, including a section about the unit descriptor and assessment details.

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

Continue to ensure (via Partners in Training's Document Control quality procedure) that each assessment material has clear guidelines about assessment requirements prior to trainer/assessor use.