

Partners In Training Australia Pty Ltd

Quality Indicator Data report

Your quality indicator annual summary has been received by ASQA.

Submitted on Fri, 2023-06-30 00:50

RTO number

21837

RTO legal name

Partners in Training Australia Pty Ltd

Section 1. Survey response rates

Student engagement

Surveys issued (SI)

726

Surveys received (SR)

131

Percent (%) response rate = $SR \times 100 / SI$

18.04

Employer satisfaction

Surveys issued (SI)

0

Surveys received (SR)

0

Percent (%) response rate = $SR \times 100 / SI$

0

Trends of response statistics

Learner cohort highest response rates: Cert III Individual Support, Cert IV Disability & Diploma Community Services

Learner cohort lowest response rates: Cert 3 Early Childhood Education & Care, Cert IV Leisure & Health, Diploma of Alcohol & Other Drugs

From 131 responses, males represented 11.45%, females 87.79% and unspecified 0.76%.

Comparison to QI data reported in previous year - more learner questionnaires were issued in 2022 however a lower overall response rate was observed.

Section 2. Survey information feedback

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

Unexpected findings:

- lower number of responses for this period even though more surveys were disseminated. Implementation of survey

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monkey in 2022 to have students complete survey online as opposed to paperbased was thought to be more beneficial however response rates indicate this was not the case.

- Survey data showed the typical time spent completing the AQTF learner survey was 7 minutes, 32 seconds. Considering the number of questions including open response questions that were answered (no questions were skipped), this indicates that students tend to rush through the survey.

- In comparison to QI data reported in previous year, this years surveys indicated more students agreed that the amount of work they had to do was reasonable and was at the right difficulty level for them.

Expected findings:

- Survey responses show that on average, more than 80% of respondents are pleased with the training services received.

: The training focused on relevant skills

: I developed the knowledge expected from this training

: The training prepared me well for work.

: Overall, I am satisfied with the training

: Trainers had an excellent knowledge of the subject content

: I received useful feedback on my assessments.

: The amount of work I had to do was reasonable

: Assessments were based on realistic activities

: Trainers explained things clearly

: I learned to plan and manage my work

: I would recommend the training to others

: Trainers made the subject as interesting as possible

: Trainers encouraged learners to ask questions

: Trainers made it clear right from the start what they expected from me

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

Overall the feedback received was consistently positive from the 131 responses received. This indicates that the training services our RTO provides are effective and viewed as a positive experience by a high percentage of learners. Our trainers/assessors continue to receive positive feedback in their levels of industry knowledge and approach to teaching and communicating with students.

Section 3. Improvement actions

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

Corrective action is to have students complete AQTF survey on final day of their course and send employer survey on final day also in order to review feedback earlier.

Feedback provided in open-response questions grouped to like courses and reviewed by CEO and Training Manager, and discussions about themes, including positive and negative feedback included in agenda for discussion at Training Coordinator meetings with view to having group discussions about areas for improvement and to reaffirm those services that are well received by students.

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

Continue to monitor feedback received on a more frequent basis to identify response trends and where verifiable, implement measures for continuous improvement to that particular educational service.