



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3621	Brace Education & Training

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	360	274	76
Employer satisfaction	65	36	55

Trends of response statistics:

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

Learner and Employer response rates have increased significantly on the previous year.

As with the previous year, the highest response rates of the Learner Questionnaire came from Business and Small Business Management students.



Section 2 Survey information feedback

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

As expected, Learners and Employers continue to be mostly satisfied or very satisfied with BRACE training products and services.

The feedback does not provide any unexpected findings.

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

Employer Survey feedback:

The Employer Survey Feedback was very pleasing with 100% of respondents agreed or strongly agreed that overall they were satisfied with the training. This was an increase of 10% on the previous year. 100% of respondents agreed or strongly agreed that BRACE trainers were effective in their teaching and were able to relate material to the workplace. Only 1 of the 36 respondents said they would not recommend BRACE to others.

Learner Survey Feedback

The Learner Survey Feedback was also very pleasing with an increase of 2%, to 97.5% of respondents agreeing or strongly agreeing that overall, they were satisfied with the training. 100% of Learners agreed or strongly agreed that they had developed the skills expected from the training, and 97.4% would recommend BRACE to others.

The lowest rating provided was a score of 88% where 12% of respondents were not satisfied with the quality of training equipment, facilities or materials. The suggestions for improvement would indicate that this was a concern for students using PCs in one of our dedicated Technical training rooms. This issue has been rectified since these survey results were provided.

Section 3 Improvement actions

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

Technical training room issues were rectified.

A more detailed Quality Report which includes survey findings is generated at least 6 monthly for Management, and any relevant action items are followed up by the Contract & Compliance Manager.

The process for ensuring that learners complete questionnaires has been shared at a Trainer Professional Development Day.

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

The ongoing analysis of Learner feedback provides data on the effectiveness of these actions.

The Contract & Compliance Manager follows up with action items from Quality Reports generated for Management.