

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: SkillsPlus, Code/TOID 4087

TELEPHONE contact name and number: Sacha Brown, Contract and Compliance Manager, 54-58 Wells St Frankston, (03) 9781 3388

DATE: 10.06.2016

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	426	4
Total number of surveys received	128	1
Response rate (per cent)	30%	25%

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

The top two results of 'strongly agree' and 'agree' made up for approximately 95% to 100% of responses, with on average 'disagree' or 'strongly disagree' making up between 0% to 5% of responses.

The positive comments were overwhelming and they included such things as:

- The quality of the trainers as effective trainers and also as caring people
- Individual needs being met
- Acceptance, respect and inclusion
- Learning that prepares students for the future

Improvements suggested included:

- Additional supplies for practical activities
- More practical tasks
- How students could improve themselves

The statistics above demonstrate that students are extremely happy with their learning and assessment experience and demonstrates that SkillsPlus is meeting its targets, which include:

- Employing and supporting suitably qualified and experienced trainers and assessors to deliver high quality training and assessment solutions
- Developing, designing and implementing quality training and assessment resources
- Providing quality leadership and management to trainers and assessors
- Providing quality training and assessment compliance strategies
- Preparing students for industry and the workplace
- Meeting individual student needs and preferences
- Ensuring Training and Assessment Strategies align with the AQF Volume of Learning, AQTF Essential Conditions and Standards, the 2016 VRQA Guidelines for VET Providers, Training Package Rules and Requirements and the requirements and guidelines of companion, implementation and purchasing guides

With a 30% response rate, the statistics also demonstrate the need to make more learners aware of the opportunity to participate in the survey.

The statistics and comments collected inform our best practice in training and assessment methodologies, as seen from the students' perspective. SkillsPlus' plans for continuous improvement include:

- Continuing to design and deliver effective and engaging training and assessment pitched at the right level for each individual, that develops learners' required skills and knowledge for personal growth and to support learners' to become work ready
- Developing Training and Assessment Strategies that provide greater access to varied practical tasks and resources for all learners
- Providing clearer information to all learners on assessment requirements and providing greater feedback on assessment outcomes / results
- Placing greater emphasis on expectations, standards and services to better inform all learners of their environment, requirements and support
- Through better communication and transfer of information during industry and employer engagement, SkillsPlus aim to improve the number of respondents in future collection periods

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

The respondent of the employer satisfaction survey was one of SkillsPlus' industry partners who host our Victorian Certificate of Applied Learning (VCAL) students in a work experience capacity as part of their foundation and themed studies.

The employer survey demonstrated a 100% satisfaction rate, with the top two ratings of 'agree' and 'strongly agree' being selected.

Comments included:

- Trainers organised the work experience well
- Students and trainers worked cohesively with my staff and I to provide a safe and effective learning experience

The statistics and comments collected demonstrate two things:

- The high level of satisfaction experienced by at least 1 employer
- The need to make more employers aware of the survey

Through better communication and transfer of information during industry and employer engagement, SkillsPlus aim to improve the number of respondents in future collection periods.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason

Declaration

I confirm that (RTO Name):

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO) *Ben Vasilion*

Signature of PEO *[Handwritten Signature]* Date: *16/6/2016*