Quality Indicator annual summary report
Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tr>
<td>21870</td>
<td>Queens Group Pty Ltd</td>
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Section 1   Survey response rates

<table>
<thead>
<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>175</td>
<td>126</td>
<td>72%</td>
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<tr>
<td>Employer satisfaction</td>
<td>25</td>
<td>16</td>
<td>64%</td>
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Trends of response statistics:
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

The overall response rate is 72% for learners and 64% for employers. Majority of the respondents are international students aged 20 to 34 and the remainder are domestic students from a variety of backgrounds.
The students participating in the survey represent Work Health Safety and Business related courses from Certificate III to Diploma level.
The responses from learners and employers are good when compared to the previous year. There is a marked improvement in both the student and employer satisfaction.
## Section 2  Survey information feedback

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

Learners appeared to be very happy with the trainers and their teaching styles. Trainers encouraged learners to ask questions and they are approachable. They are satisfied with the training and strongly agreed that the amount of work they have to do is reasonable.

The training focused on the relevant skills and that the training had a good mix of theory and practice. Majority of the employers appreciated the flexibility of the training and encouragement from the trainers.

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

Overall we had good feedback. There is still room for improvement. Our quality of trainers and services helped us achieve greater learner and employer satisfaction. Still we would like to improve these services and provide high quality training in the coming years.

## Section 3  Improvement actions

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

Majority of the learners are happy with the trainers and assessments. Some learners have responded about the performance of the computers in the lab. IT Support staff started analysing the problems with the existing computers and network. This will be acted upon very soon for better learner’s experience.

Also as a proactive action, we have started using laptops in other class rooms to enhance the learner’s learning experience and class room flexibility.

Some learners have responded about the cold temperature in the class rooms. Discussed with the building management and the issue was resolved immediately.

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

By collecting regular feedback from learners at the end of each stage/study period.

Act on the feedback by creating an action plan with possible time frames and nominating responsible persons to implement the required actions.

Some of the feedback will be acted and implemented immediately and some will be implemented over a period of time, as part of the continuous improvement process.

Also involving and educating the trainers and assessors in our regular staff meetings about the above objectives.