



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4049	Australian Retailers Association

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1274	266	20.88%
Employer satisfaction	53	5	9.43%

Trends of response statistics:

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

Participant survey: Certificate II in Retail Services cohorts who provided the highest response rate (78.57%) whilst Certificate III in Retail Supervision & Graduate Certificate in Retail Leadership provided the lowest response rate (.75%). The response rate of Certificate II in 2017 is slightly higher to the response rate in 2016 (78.57% in 2018, 72.28% in 2016)

Employer survey: Employer survey in 2017 is slightly lower than 2016 (9.43% in 2017, 11.3% in 2016)



Section 2 Survey information feedback

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

We expected positive responses for both participant and employer survey.

Participant survey indicated that

- Participant developed knowledge expected (49.62% agree + 44.36% strongly agree) and skill expected (50.38% agree + 41.35% strongly agree) from the training.
- Facilitator had excellent knowledge (31.20% agree + 63.91% strongly agree) & facilitator made the subject interesting (30.45% agree + 60.90% strongly agree).
- The training had good mix of theory and practice (47.74% agree + 39.85% strongly agree), assessment were based on realistic activities (49.25% agree + 43.23% strongly agree) and the training prepare well for work (46.62% agree + 41.73% strongly agree).

Employer survey indicated that

- Trainers were effective in their teaching (80% agree + 20% strongly agree) & trainer had good knowledge and experience (60% agree + 40% strongly agree)
- Training prepared employees well for work (100% agree) & training was an efective investment (100% agree)
- Training resources were appropaipte for learner needs (80% agree) & RTO acted on feedback from employers (40% agree + 40% strongly agree)

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

- Participant were satisfied with the training (40.98% agree + 50% strongly agree) and would recommend the RTO to others (42.48% agree + 45.11% strongly agree)
- Overall the employers were satisfied with the training (40% agree + 40% strongly agree) & would recommend RTO to others (40% agree + 60% strongly agree)

Section 3 Improvement actions

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

In order to maintain positive response rate of good facilitation from trainer, we implemented internal Professional Development opportunities in retail sector and involve them in resources validation.

In order to increase the effectiveness of the training resources and assessment, validation frequency on resources



are now increased to bi-monthly validation in 3 (three) different states (3 validations simulatenaously).
Operational meeting is implemented to ensure any issues raised during daily RTO operations are handled effectively, efficiently and in timely manner

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

Operational meeting is being held every 3rd week each month to ensure operational changes & validation projects are implemented, monitored and communicated to all internal team.
Continuous improvement meeting is being held every 4th week each month to ensure the action items, as results of operation changes and validations, are monitored and communicated to both internal and external team across the states.