



# 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	1328	274	20.63%
Employer satisfaction	50	8	16%

#### 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 IV in Retail Management cohorts who provided the highest response rate (49.59%) whilst Diploma in Retail Merchandise Management provided the lowest response rate (4.96%). The response rate in 2020 is higher to the response rate in 2019 (20.63% in 2020, 12.38% in 2019)

Employer survey: Employer survey in 2020 is lower than 2019 ( 16% in 2020, 28% in 2019)



## 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. Most of strongly agree responses have slight increase in 2020 compared to 2019

Participant survey indicated that

- Participant developed knowledge expected (46.69% agree + 49.59% strongly agree) and skill expected (51.24% agree + 45.87% strongly agree) from the training.
- Facilitator had excellent knowledge (32.23% agree + 63.64% strongly agree) & facilitator made the subject interesting (34.71% agree + 60.33% strongly agree).
- The training had good mix of theory and practice (46.28% agree + 45.45% strongly agree), assessment were based on realistic activities (48.35% agree + 47.52% strongly agree) and the training prepare well for work (48.35% agree + 45.04% strongly agree).

Employer survey indicated that

- Trainers were effective in their teaching (0% agree + 100% strongly agree) & trainer had good knowledge and experience (0% agree + 100% strongly agree)
- Training prepared employees well for work (37.5% agree + 62.5% strongly agree) & training was an effective investment (12.5% agree + 75% strongly agree)
- Training resources were appropriate for learner needs (37.5% agree + 62.5% strongly agree) & RTO acted on feedback from employers (62.5% agree + 37.5% strongly agree)

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

- Participant were satisfied with the training (39.26% agree + 54.55% strongly agree) and would recommend the RTO to others (37.60% agree + 52.89% strongly agree)
- Overall the employers were satisfied with the training (0% agree + 100% strongly agree) & would recommend RTO to others (37.5% agree + 62.5% 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 run regular facilitators meeting to receive feedback and provide training and assessment recommendations. We facilitate the discussion among the



facilitators to trigger innovation and improvement in the training delivery area. We will also explore another improvement in technology utilisation to support the training and assessment delivery.

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

Continuous improvement meeting is being held every 4<sup>th</sup> 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. Management meeting with Retail Institute team and state managers is run on weekly basis to monitor the operational of the Retail Institute.