



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	1756	183	10.4%
Employer satisfaction	67	13	19.40%

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 (72.68%) whilst Diploma in Retail Merchandise Management & Certificate IV in Retail Management provided the lowest response rate (4.37%). The response rate in 2021 is lower than the response rate in 2020 (10.42% in 2021, 20.63% in 2020)

Majority of our cohort are jobseeker thus the response rate for lower qualification is a lot higher than the higher qualification

Employer survey: Employer survey in 2021 is higher than 2020 (19.40% in 2021, 16% in 2020)



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 & agree responses are on par with 2020

Participant survey indicated that

- Participant developed knowledge expected (48.63% agree + 46.45% strongly agree) and skill expected (48.09% agree + 43.72% strongly agree) from the training.
- Facilitator had excellent knowledge (34.97% agree + 62.30% strongly agree) & facilitator made the subject interesting (38.80% agree + 56.83% strongly agree).
- The training had good mix of theory and practice (49.73% agree + 44.81% strongly agree), assessment were based on realistic activities (46.45% agree + 49.18% strongly agree) and the training prepare well for work (45.90% agree + 45.90% strongly agree).

Employer survey indicated that

- Trainers were effective in their teaching (30.77% agree + 61.54% strongly agree) & trainer had good knowledge and experience (15.38% agree + 84.62% strongly agree)
- Training prepared employees well for work (38.46% agree + 61.54% strongly agree) & training was an effective investment (15.38% agree + 84.62% strongly agree)
- Training resources were appropriate for learner needs (30.77% agree + 69.23% strongly agree) & RTO acted on feedback from employers (15.38% agree + 84.62% strongly agree)

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

- Participant were satisfied with the training (43.17% agree + 49.18% strongly agree) and would recommend the RTO to others (42.08% agree + 46.99% strongly agree)
- Overall the employers were satisfied with the training (23.08% agree + 76.92% strongly agree) & would recommend RTO to others (23.08% agree + 76.92% strongly agree)

Section 3 Improvement actions

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

We run weekly management meeting with program managers and monthly meeting with all trainers across states to ensure any feedback and improvement are captured and actioned in timely manner. Program Managers liaise closely with employers to ensure the programs run are aligned with business requirements and provide quality outcomes at the end of the programs.



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

All action items captured during management and trainer meeting are followed up and ensured they are actioned as per discussed. Pilot implementation is run prior to global implementation to evaluate the improvement in a smaller scale.