



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name |
|---------|--|
| 21099 | Integrated Training Solutions (Aust) Pty Ltd |

1. Survey response rates (2015 Calendar year data)

| | Surveys issued (SI) | Surveys received (SR) | % response rates = SR *100 / SI |
|-----------------------|---------------------|-----------------------|------------------------------------|
| Learner engagement | 1757 | 1076 | 61 % |
| Employer satisfaction | 8 | 8 | 100% |

Trends of response statistics:

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

The previous 2015 submission (for 2014 data) showed a decrease in response rate that we actively looked to increase and place more emphasis on survey completion with our students. Inclusion of survey within our work placement booklet for applicable courses also assisted us to return a higher volume of completed surveys.

Consistent with the previous submission, the 2015 delivery focus was Prevocational Training (new entrants) and therefore only few employer surveys were completed.

Employer response rates were 100% and Employer feedback for all categories was >75%

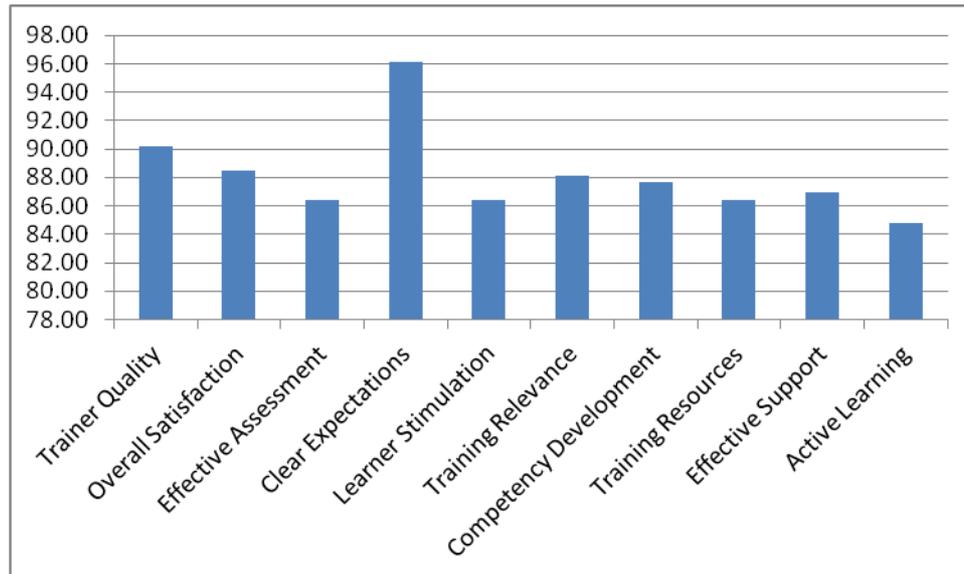
Student responses are in-line with previous year's findings (trend) in so far as satisfaction levels and having their expectations met are concerned.

Average Learner feedback for all broad categories was >85% for all survey scales:

| Learner Survey Scale | Learners Average Score (%) |
|------------------------|----------------------------|
| Trainer Quality | 91.00 |
| Overall Satisfaction | 89.25 |
| Effective Assessment | 87.00 |
| Clear Expectations | 95.75 |
| Learner Stimulation | 86.00 |
| Training Relevance | 88.00 |
| Competency Development | 87.50 |
| Training Resources | 86.50 |
| Effective Support | 87.25 |
| Active Learning | 85.00 |

Aside from the use of the formal survey feedback tools, Intercare applies a process of ongoing communication, feedback and industry review with employers, particularly those that are used for practical placement. Feedback collected in this regard focuses on the delivery structures applied by the RTO including review of Training and Assessment Strategies and assessment standards and methodologies. This feedback ensures that assessment practices are in line with industry standards and reflective of industry practices. The result of collection of this feedback and implementation of continuous improvement processes has ensured that training relevance has maintained a consistently high learner score (88%).

Learner degree of approval/satisfaction by category:



The highest scoring feedback category was with regard to clear expectations (95%) demonstrating the effectiveness of the marketing and pre-enrolment information practices (including information sessions) together with the pre-training reviews.

Qualitative feedback received highlighted the most positive aspects of the programs delivered to be the practical aspects and the diversity of the participants in the cohorts, together with Trainer knowledge and training ability.

2. Survey information feedback

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

The results were as expected as they are in-line with verbal feedback received from training participant's through-out the 2015 training program delivery period and consistent with data collected through industry engagement through practical placement employers.

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

The survey feedback identifies that Intercare have maintained a high rate of satisfaction within these new course delivery areas as they are similar to those findings received and reported over the past 3 years.

Further, the survey feedback indicates the effectiveness of the continuous improvement processes implemented by the organisation

3. Improvement actions

| What preventive or corrective actions have you implemented in response to the feedback? |
|---|
| <p>Regarding training delivery, there are no major areas of deficiency that required addressing. As a result we will continue to monitor our delivery performance in-line with our current practices. As a minor continuous improvement, training and assessment materials have been reviewed, together with validation activities, addressing the qualitative feedback collected. This included updating some content and additional content where required and a review of a number of the knowledge questions throughout the assessment tasks.</p> <p>Regarding Survey completion, Intercare will continue to review methods to distribute and capture the QI survey and are pleased with the increase in responses for this reporting period.</p> |

| How will/do you monitor the effectiveness of these actions? |
|---|
| <p>Intercare will continuously monitor client satisfaction in line with the current practices and react accordingly to ensure both on-going compliance and a provision of a quality training service.</p> <p>The internal VET Monitoring Committee (VMC) continues to review QI data on a monthly basis to identify areas for improvement and drive change within the RTO business.</p> |