Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
</tr>
</thead>
<tbody>
<tr>
<td>70227</td>
<td>Inspirative Training Pty Ltd</td>
</tr>
</tbody>
</table>

Section 1 Survey response rates

<table>
<thead>
<tr>
<th></th>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>180</td>
<td>149</td>
<td>82%</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>18</td>
<td>7</td>
<td>38%</td>
</tr>
</tbody>
</table>

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

The student/employers that provided the higher response rate related to the training conducted within the workplace environment. This is due to the training being more specialised to the employers requirements with outcomes from training being translated and integrated into the workplace immediately where as the class room based training is based on the same principal it is not immediately identifiable for students as majority of students have not implemented their learnings within the workplace upon completion of the survey.

Learner survey response was 79.1% for last year and this year was 76.4%, employer survey last year was 85.7% and this year was 77.58%. Both are slightly down from the previous year but as per above this is due to more class room training being conducted.
### Section 2  Survey information feedback

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

The feedback from the surveys were expected and the lower percentage rates (under 75%) have already been acknowledged within the business due to student, employer and trainer feedback. The outcome being these areas have been rectified and actioned accordingly.

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

The overall feedback is positive with minor adjustments required which has been analysed and documented through students, employers and trainers feedback. This feedback has been acknowledged and rectified through our Continuous Improvement procedure and actioned within our workplace and classroom training effectively.

### Section 3  Improvement actions

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

More practical involvement and assessments have been added and implemented within our programs to ensure that students are applying the knowledge they have gained from Inspiratives theory work that translates in to their day to day actions that is required within their job role and beyond.

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

Feedback received from students, employers and trainers will be continued to be analysed, documented and when applicable be translated through Inspiratives Continuous Improvement procedure.