



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3695	Child and Family Network Inc trading as bestchance Training

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	167	160	95%
Employer satisfaction	258	4	1.5%

#### Trends of response statistics:

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

Learner engagement surveys completed by our students was high with a 95% response rate. This response rate was consistent with previous surveys.

All employers (those organisations providing practical placement and employment opportunities for our students) were provided with an opportunity to complete an employer satisfaction survey via email distribution. We received four completed responses. This response rate was higher than previous surveys.



## Section 2 Survey information feedback

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

Following previous surveys, the RTO expected and received continued positive feedback on our trainers and facilities.

Three of the most positive responses related to trainer performance with 52% of learners who responded stated that their trainer was the best aspect of their training.

Comments include " My trainers was fantastic. Great current knowledge. Very approachable" and "My trainer is fantastic. She has a deep knowledge of the industry. She was clear about what is expected from student" and "best chance ambience and teaching is so good that I am willing to come here every day. Our trainer is awesome and I like her way"

Overall, there were no unexpected learner responses.

All employers were provided with an opportunity to complete via email distribution. We had four responses. Overall, employer responses show satisfaction with our organisation.

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

The survey results tell us that our organisation continues to meet the the needs and expectations of our learners by providing quality training and assessment services. Our trainers and assessors in particular, continue to meet and exceed the expectations of our students, with most commenting on their high knowledge, confidence and level of engagement.

In addition, the survey results also indicate the majority of students would recommend the training and our training organisation to others.

Feedback indicated whilst the majority of students were satisfied with the training material. Comments received indicated improvements could be made regarding to the reliance on hard copy assessments, the arrangement of clusters and the layout/wording of some assessments.

## Section 3 Improvement actions

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

The RTO is currently undertaking a full review and validation of its assessments across all qualifications. Trainers



have provided improvements to the layout/wording of assessments, as well as suggestions to enhancement of our Clusters. Based on the feedback provided, the RTO is also assessing the benefits of implementing electronic assessments.

The RTO has also budgeted for a part-time Placement Coordinator who will manage the relationship between the employer and RTO. This role will enhance our relationship with employers, resulting in more immediate feedback regarding our performance.

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

The RTO will continue to monitor student satisfaction both informally and formally through our established internal surveys and the Learner Questionnaire.

The RTO will also develop similar surveys for employers, with the Placement Coordinator being key to receive, analyse and report on their satisfaction.