

QUALITY INDICATOR SUMMARY REPORT

Learner Engagement and Employer Satisfaction surveys for reporting year 2015

RTO Information

NTIS Number 22341
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Survey Response Rates

Survey	Overall population (OP)	Survey Sessions Started (SSS)	Surveys Received (SR)	% Response Rate = SR x 100/ OP (min. req. 50%)
Learner Engagement Survey	449	226	137	30.51%



A green arrow indicates a scale result with a high number of 'strongly agree' responses.



A red arrow indicates a scale result with a high number of 'strongly disagree' responses.

Learner Engagement Survey

Scale	Count of Agree & strongly agree	Percentage of Agree & strongly agree	Most common response	
COMPETENCY DEVELOPMENT	584	91.11%	Agree	
CLEAR EXPECTATIONS	357	87.93%	Strongly agree	
LEARNING STIMULATION	374	92.35%	Strongly agree	
TRAINING RELEVANCE	368	93.4%	Agree	
TRAINING RESOURCES	328	86.77%	Agree	
TRAINING QUALITY	451	88.78%	Agree	
EFFECTIVE SUPPORT	352	88.44%	Strongly agree	
OVERALL SATISFACTION	360	88.02%	Strongly agree	
EFFECTIVE ASSESSMENT	465	89.77%	Agree	
ACTIVE LEARNING	502	93.83%	Strongly agree	

Survey context and use

Trends of response statistics:

- Which student/employer cohorts provided high/low response rate
- How did response rates compare with previous years (if applicable)

As our students were each provided an individual link, it appears that we have had quite an even spread of response rates from or various students. Our overall response rate is aligned with previous years, with a slightly higher rate this year.

Did your RTO try different methods to elicit responses this year? If so, did they make a difference? What seems to work best?

We had utilised an individual survey link that was sent out to students via an email, this allowed us to be able to review which links had still not been completed and send reminders for the survey to be completed.

Were there expected or unexpected findings from the survey feedback?

Overall, the majority of our responses were extremely positive which is in line with our expectations as a Training Organisation to be providing our students with best services possible in the courses that we provide.

Which three scales were valued most highly?

- TRAINING QUALITY
- EFFECTIVE SUPPORT
- OVERALL SATISFACTION

Which three scales were valued the least?

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

The survey provides us with a great insight into the overall delivery of our training. With the overwhelming majority of our responses being positive it re-affirms that we are delivering our courses to a high standard and are continuing to develop and improve.

What actions have you implemented in response to the feedback, and why?

As an organisation we have scheduled meetings to discuss feedback obtained from this survey along with other feedback we have obtained from various points throughout the duration of a student's enrolment. This feedback has allowed for us to improve on our support services by offering additional classroom sessions after hours and on weekends and to begin to transfer some of our assessment tasks to an online format removing the requirement for a student to send us through a paper based hardcopy document.

Have you seen change from previous years? What actions seem to make an impact?

I believe that we have had a higher response rate and an increased overall satisfaction from our students in this year's reporting. The transition to the updated Training Packages has allowed for us to utilise more updated resources and newer versions of Training Software. We have also been continually working on our Online Training System to improve and add to the resources available to our students.