

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22497	CQ Education Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	147	108	73
Employer satisfaction	12	10	83

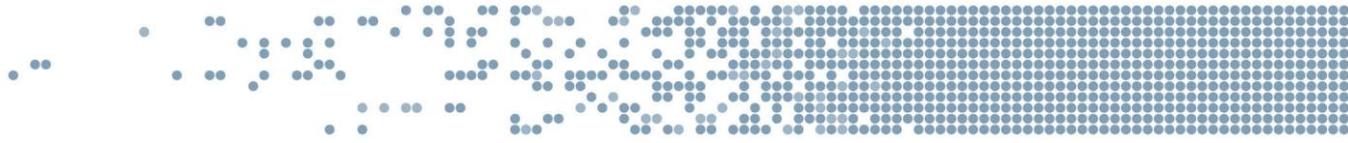
Trends of response statistics:

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

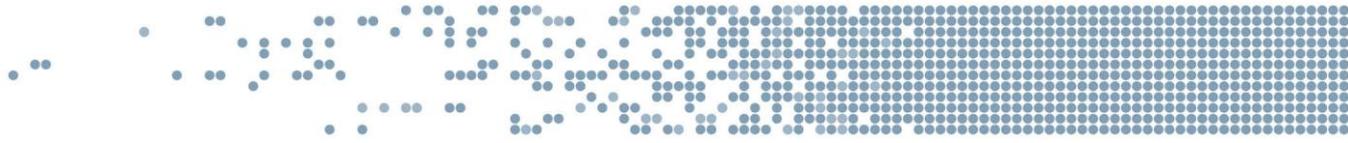
CQ Education's Retail program enables us to receive high response rates for both employer and student cohorts due to constant communication and high quality relationships between both RTO and employer and also students and trainers/assessors. Students are asked to provide feedback in classroom sessions - not in their own time - and this means we get a high response rate for our KFC students - slightly less so for CIC students possibly due to the fact that it is less enforced and typically a high male based student cohort who seem to be less willing to voluntarily complete the form. Employer feedback was more difficult to receive outside of this program cohort as it primarily involved building & construction employers - with much larger time constraints.

Survey's issued to students have lessened significantly for 2017 calendar year in quantity due to the new SIR16 Retail Training Package being released and rolled out within our RTO. Due to our method of obtaining guaranteed feedback upon completion, students either completed their qualifications in the old package or commenced in the new package therefore having a significant reduction in the number of completions.

The response rate has also dropped due to a number of cancelled students choosing not to complete their feedback forms, or not having access to them once cancelled (not returning to their class to complete etc). Due to the typical



age group of enrolled students, they typically only complete once prompted in person.



Section 2 Survey information feedback

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

Nothing unexpected - relatively similar to previous feedback received in former years.

The overall satisfaction for students has improved percentage wise to 2016 results. Employer feedback showed an increase in satisfaction - the latest results showing 88% strongly agreed responses vs 81% in 2016. With 0% disagree or strongly disagree responses.

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

We are continuing to deliver satisfactory training to students. They find the trainers and the learning environment engaging. They enjoy the classroom aspect and training along with their colleagues/peers. It tells us that Employers are increasingly seeing value in what we are delivering. Employers are positive about the small class sizes and the in house RTO monitoring of attendance. They are also satisfied increasingly with the trainer/assessors including support to students in and out of the classroom.

Section 3 Improvement actions

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

Overall extremely positive feedback on training delivery and trainers and assessors.

Students enjoyed their time in training and could relate their learning to the workplace.

Employers really liked the fact that training was held in-store for most classes. It enabled the students to have the workplace on hand as a learning resource at training sessions. They also liked the smaller class sizes.

Students relied quite a bit on reference material. Some were quite unwilling to think for themselves and just 'looked' for the answers written somewhere for them. Trainers have been working hard to encourage more independent thinking - this is an ongoing aspect that trainers are continuing to work on from previous years - potentially has a lot to do with the age demographic of the students (typically young workers aged between 15-21).

TOTAL response results for our primary student cohort:

66.22% of responses strongly agreed

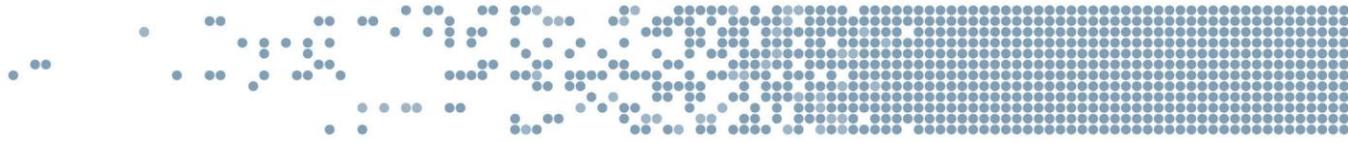
31.05% of responses agreed

2.27% of responses disagreed

0.46% of responses strongly disagreed

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

Students are now close to completing their qualifications in the new Retail package. Feedback from the newly designed recourses from students will be highly valuable. We are econstantly working closely with employers to



improve our resources and learning materials.