



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22185	Loanworx (Aust) Pty Ltd as Trustee for Skill Solutions Unit Trust

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	244	136	55.74
Employer satisfaction	7	7	100

#### Trends of response statistics:

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

Student response rates were lower than last year. This was due to students not returning completed surveys.

Last year's student surveys were higher than this year, as last year all students were provided with the surveys to all face-to-face classes and asked to complete the survey. This year, online students particularly did not return surveys. Even though these were sent a few times.

Employer surveys were the same as last year. Not many employers as most of our training is done in the classroom or online.

Majority of our students are employed after they have completed their course.



## Section 2 Survey information feedback

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

Unexpected findings from the employer feedback was the lower % drop in overall satisfaction & trainer quality in comparison to last year.

All other findings were either up in comparison to last year or on par.

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

Feedback tells our organisation that we are doing well with satisfaction ratings being good for students, Preventat but can be improved with employers.

## Section 3 Improvement actions

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

Preventive action would be to send out surveys (particularly to on line students) earlier so the our organisation has more time to follow up students regarding their survey feedback.

Corrective action to put in Continuous Improvement register that student surveys are made more "bolder" in the enrolment declaration and student handbook to increase feedback rates and become a member subscription of Smarterdata to get more relevant feedback.

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

Become a member of Chalkport Smarterdata Professional where surveys are sent to students and employers via Smarterdata e-mails which tracks which has a detailed report of which e-mails have responded and which have not from my Learner Management system.