Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tr>
<td>21792</td>
<td>National Training Pty. Ltd.</td>
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Section 1  Survey response rates

<table>
<thead>
<tr>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates = SR *100 / SI</th>
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</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>535</td>
<td>331</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>8</td>
<td>8</td>
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Trends of response statistics:
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Although the number of "learner engagement" questionnaires returned is below expectations, all the cohorts of students are represented.

The number of Employer satisfaction questionnaires returned shows 100% response rate, which represents an increase when compared to the results for 2012 and 2013. This could be due to the fact that Employer Satisfaction surveys have been managed face to face and not through electronic communication.

Compared with 2013 figures, the results seem to follow the same pattern. Students have generally expressed satisfaction for the services provided. Only a minor percentage of them raised negative comments about our training resources which, in their opinion, could have been more engaging.

Overall, both learner engagement and employer satisfaction surveys provided some valuable feedback which have been carefully reviewed in the past few months. At this moment some proposal have been submitted to the National Training Academic Board and they will be reviewed and commented on an item at the next Academic Board meeting to be held in August 2015.
Section 2 Survey information feedback

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

The questionnaires returned show students appreciation for our online delivery as well as a shared feeling of content for the flexibility that the online training provides. Analysing the data on a deeper level, it is obvious that one of our three Learning Management Systems seems to have received significantly lower score. Some of the reason for this had been already identified before this data analysis and were confirmed by the surveys returned. National Training is currently working to improve the student experience and to ensure that processes for retrieving and uploading workbooks and assessment are less convoluted. An “Easy to use” system is one of the keys for efficient online delivery and we are aware that one of our Learning Management System needs some work in order to hit the mark.

Overall, online students were pleased by the readiness of Trainers and Operations staff in answering all sorts of queries and by the level of support provided.

Regarding face to face and workshop delivery, we were pleased to observe that the quality our trainers and their ability to inspire the learner was positively identified in the comments provided by our students.

A couple of our major corporate clients identified our trainers as one of our best assets.

On the other hand, the survey returned by our students pointed out some unexpected findings. Despite those are isolated cases, we believed important to conduct further analysis. Here below an example of the findings:

**Few students experienced a delay during the assessment process.** Some of them had to wait up to three weeks to receive results and feedback. This was unexpected given that the whole process is managed online and should be performed in less than 72 hours. After investigation we discovered that the issue was caused by a non-foreseeable chain of events including trainer availability due to health reasons and technical issues.

**Few students found it hard to maintain an adequate level of motivation during the course.** In their opinion this was because online learning does not present many opportunities for interaction with other participants and trainers.

**Few students considered our RPL process to be too long, unsupported and hard to follow.** This was mainly because our paper based RPL kits did not provide enough information to the students and because paper based evidence is difficult to manage.

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

During the last 18 months National Training went through an important turnaround that significantly impacted on its structure, its leadership team and its trainers. After a difficult second semester of 2014 characterised by continuous change and process iterations, we are happy to notice that the new business strategy focused on engagement with students and clients is paying off in terms of overall satisfaction.

However, despite the fact that our services are generally considered above average, some areas like the RPL process or the Pre training review need further improvement.

Moreover, the low number of survey returned by our students shows the need to review the whole process used to send out and retrieve surveys. This is something that was already identified during last year data collection and a possible solution was already strategized but then strategically delayed due to a lack of resources. Given the current situation, National training is now ready to start the project which will be concluded in the last quarter of 2015.
Section 3  Improvement actions

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

The need for a more streamlined and holistic approach to Recognition of Prior Learning (RPL) was identified in the second semester of 2014. During the last 6 months National Training has been working toward the creation of a brand new Online RPL platform which we believe is intuitive, easier to use and without question more compliant than any paper based approach we have had in the past. The New Online Platform has been launched in the first quarter of 2015 and we are looking forward to collecting feedback from our students about our new online tool.

Apart from our already implemented OnlineRPL process, the following actions are being taken to respond to the feedback provided:

The Pre Training Review process is currently under review. Some possible improvements have been submitted to the National Training Academic Board and they will be reviewed and commented as part of the next ordinary Academic Board meeting held in August 2015.

We are reviewing the printable version of our contents (from the LMS), in order to make it easier to access and easier to read.

We are re-developing one of our Learning Management Systems to ensure a more streamlined and intuitive student navigation.

We are reviewing our training delivery strategy to include more live webinars. Moreover we are building a you-tube channel were we intend to store recording of webinars and face to face session which will be available to all our students.

A new database for survey collection will be implemented and data returned will be analysed at least once a month.

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

National Training is a small RTO which is heavily investing in quality. National Training has established an Academic Board whose primary role is to monitor quality and compliance of training delivery as well as to provide feedback and advice on new academic and non-academic initiatives. The Academic Board counts 6 members, 2 of which are experienced Vocational Education consultants not directly employed by National Training.

All continuous improvement possibilities have been identified and passed to the Academic Board. The academic Board will return advice and suggestion to the CEO after the Academic Board Meeting which will be held in August 2015. The Suggestions and advices will be reviewed by The CEO and the leadership team of National training and an implementation schedule will be developed.

It will be the responsibility of the Quality and integration Manager to oversee the implementation of the improvement plan and to report any discrepancies to the CEO and consequently to the academic Board.

Moreover, National Training has developed and implemented an "Organisation review schedule" to monitor organisation performance as well as its quality and compliance with relevant standards.

Implementation of the Organisation review schedule is the responsibility of the full leadership team and it is managed by the Quality and Integration manager and by the CEO.