

# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22341	Total Business Services & Training

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	188	66	35%
Employer satisfaction	0	0	0

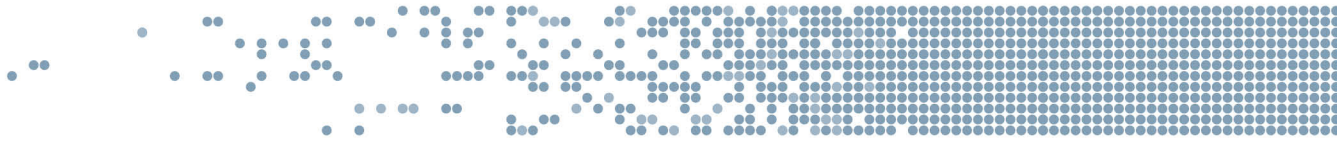
#### Trends of response statistics:

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

This year we surveyed a particular cohort that selected students at various stages of their course enrolment

We have had a slightly lower response rate than last year, however, with more than a third of students from our selected group completing the survey we are confident that we have received sufficient and quality feedback from our students.

Currently, we do not have any students who are enrolled under an apprenticeship/traineeship program or directly through their employer, this means that as with previous years, we do not have any data for 'employer satisfaction'



## Section 2 Survey information feedback

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

Overall the survey results were what we expected to receive from our students, an overwhelming majority of the responses were very positive and within the "strongly agree" and "agree" scale and with a high number of encouraging feedback comments.

As an organisation with close links to industry and industry authorities within the financial services sector we endeavour to deliver training to students at highest level and to ensure that our students are 'job ready' and highly skilled when moving out into the workforce.

Our Training and Administration staff maintain consistent contact with our students to discuss their studies, provide feedback and encourage their course progression, we also run additional surveys at different stages of their course enrolment to obtain additional feedback in relation to particular services and units of study.

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

The feedback provided from the survey lets us know that as an organisation we are delivering a high quality training service and are continuing to expand and improve upon our Online Training System and Learning Content.

We also have close contact with our sector and industry bodies which allows for us to validate and moderate our course resources and assessment content to ensure that our training material is accurate, sufficient and up to date.

Last year we also implemented additional classroom support sessions and remote screenshare support sessions for our students which we have received a lot of positive feedback for.

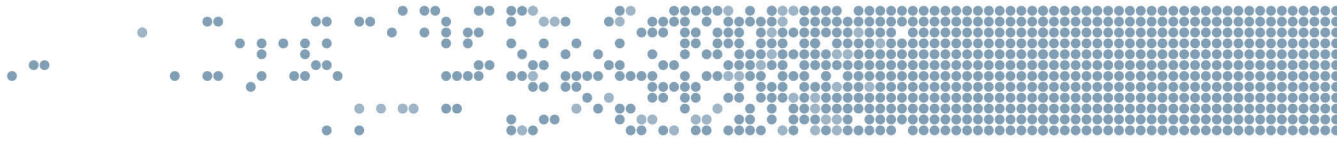
## Section 3 Improvement actions

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

Once survey data has been collated from this survey and additional internal surveys, feedback meetings are scheduled and ran with relevant Training, Management and Administration Staff.

Within these meeting we are able to review over the data and discuss the implementation of any new processes or areas that need to be reviewed. This then allows us to update our systems and resources when required and ensures that our systems are efficient and user friendly for both students and staff.

We have also updated and transferred hardcopy units into a digital online and interactive format to allow students to submit and complete their assessment work online via Moodle, this is something that we have previously received feedback on as an item of improvement and are now receiving great feedback from students in relation to the updated online versions.



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

As an organisation we schedule regular meetings and monitor student feedback throughout the year.

In addition to this we also action all items raised by students at the time and point of contact and will implement any required update at that point in time, these improvements and items actioned should also be reflected in future positive feedback.