



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22227	Foresite Training Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	2414	560	23.2%
Employer satisfaction	5	2	40.0%

#### Trends of response statistics:

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

Generally students who were undertaking a qualification had higher response rates than those who were undertaking a short course. On average, students who participated in a qualification or course at our training locations were more inclined to complete the survey than those who trained offsite. Proportionally, survey response rates were lower at our Dandenong campus than our Epping and Truganina Campuses. As surveys are administered manually by trainers, survey response rates varied more across trainers rather than trainee cohorts. Employers were still not overly interested in completing these surveys, but were happy to provide feedback using alternate methods. Response rates were on par with previous years.



## Section 2 Survey information feedback

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

As expected, feedback was generally very good with 96% of responses to individual questions being positive. Students enjoyed the practical activities most during their training and this was especially evident in survey responses received from those students undertaking civil construction qualifications. Students enrolled in warehousing qualifications enjoyed their forklift training the most. There were no unexpected findings from the surveys, however it has been helpful to drill down on the feedback on an individual trainer level.

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

The survey indicates that we are meeting the needs of the majority of students who are enrolled into our training programs. Students are generally very happy with the service and facilities that are provided during training. The survey also indicates that we can still improve in some areas and as an RTO we consistently need to evaluate what we are doing and look for ways to do it better.

## Section 3 Improvement actions

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

A review of training materials is underway to fix some minor formatting and content errors. New maintenance schedules have been implemented to prevent machine downtime and enable low student to machine ratios. The booking process for students into forklifts and trucks has been reviewed and is now more efficient with a new rostering system.

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

We will review further student feedback midway through the year to gauge whether students engagement has improved.

## **Explanatory Notes - Quality Indicator Annual Summary Report (2015 Survey Data)**

The 2014-16 VET Funding Contract, Schedule 1, Victorian Training Guarantee Program Specifications (Part A, 1.3) specifies that the following Explanatory Notes must be published with the Indicators for the Learner Engagement and Employer Satisfaction Surveys:

*These indicators are based on a survey of 560 students (and if applicable) and 2 employers. This sample represents 22.1 per cent of this organisation's training delivery in the 2015 calendar year. The students (if applicable) and employers surveyed for these indicators were selected by this organisation in accordance with national guidelines.*