



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21402	XSEED Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	14	14	100%
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)

100% response rate is very pleasing, but given the small number of students completing during 2016, the sample size is very small.

None of the students were employed in the field of study during their training, so no employer surveys were sent.



Section 2 Survey information feedback

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

Findings this year related well to the findings last year in that the highest responses were for Effective Assessment 83.3% and Learning Stimulation 81% so these responses were expected. However, there is a drop in the overall satisfaction from 79.7% to 73.8% which is not expected. This may be due to the requirement to teach out or transition qualifications which the students found disruptive

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

The highest response related to feedback on assessments and generally the feedback on assessment is positive. The lowest items relate to resources, facilities and making the learning interesting and clarity of instructions. Some of the comments relate to administrative support being required. As there has been a change in the administrative team and a change in course direction, these areas will be improved in the coming year. Similarly, early feedback from the new course areas indicates that they would like better resources which is currently being addressed.

Section 3 Improvement actions

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

Assessments are being reviewed for all units and learning materials have been upgraded by including Automate videos for all automotive students, providing materials on tablet device with folders for each unit with additional reading materials and videos, including text books for most courses for comprehensive learning materials. As we are moving to workplace delivery, the focus on skill development is in workplace surroundings making it more responsive and relevant.

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

We send out surveys to all students at four weeks, six months and one year to track how they are going at enrolment, settling in and then tracking their longer term engagement. Trainers attend monthly validation sessions where teaching and learning issues that arise in the workplace are discussed and continuous improvement measures put in place.