

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
32141	4 Up Skilling Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	104	83	80%
Employer satisfaction	9	3	33%

Trends of response statistics:

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

Last year's response rates to Learner Surveys (LS) were reported at 69%, with 117 surveys issued & 81 received. Surveys were issued using a variety of methods, including online, email, and face-to-face. Additionally, as part of our organisations continuous improvement activity, a stronger process for the issue of LS was implemented. This saw an increase in the number of surveys received (SR) by 22%, compared to 2015.

Continuous improvement practices have continued in 2017 with a stronger focus on collected feedback at staff induction and control processes to ensure surveys were administered at opportune times to generate a higher response rate. This year 104 LS were issued, with a response rate of 80% (83 surveys returned). As for the previous year, only a very small minority were completed via an online means, most of which were a younger cohort of student, being SBT / Trainees. The majority of surveys were completed in a classroom/ face to face setting.

Only a small number of employers were sent Employer Surveys (ES), all of which were issued via email or online. There was 9 in total. These employers represent those that had School Based Trainees / Trainees studying with 4 Up Skilling. In terms of our continuous improvement activity, most feedback from our employers and industry stakeholders has been collected via other means, usually informally and recorded in our Feedback Register. The



feedback has been exceptional. In 2018 there will be a greater focus on Quality Indicator surveys being sent to employers of workplace-based students (other than just trainees/SBA).



Section 2 Survey information feedback

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

As for previous years, 4 Up Skilling is doing really well in all areas measured by the surveys with 'learner engagement', 'training conditions', 'training quality' and 'work readiness' all rating highly (strongly agree/agree).

In terms of cohort's responses, there were four main cohorts surveyed:

- 1) Wool industry students who attend classes and practical workshops;
- 2) Poultry industry students who attend classes and receive workplace visits;
- 3) Poultry workplace-based groups who receive face to face training on site (in their workplace); and
- 4) a smaller number of general agriculture workplace-based trainees & SBA.

All cohorts have found the practical aspects of training very enjoyable. Training was considered beneficial as students felt it consolidated what they do in the workplace, provided an opportunity to network and broaden their contacts and learning. Industry groups expressed they were very happy with how well the training content married to their workplace. It was also strongly expressed that our Trainers were considered "very supportive and knowledgeable" and made learning "fun".

There were no unexpected findings. Responses closely mirrored last year's reported outcomes.

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

The survey reflects 4 Up Skilling is performing at a high level, and meeting client's expectations. Responses are very good and demonstrate our organisation's training & assessment are of a high standard, and client satisfaction is high.

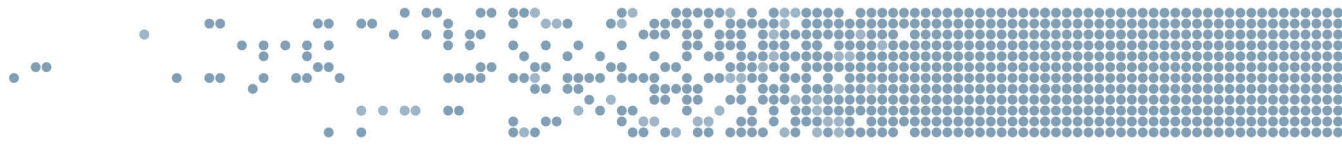
In 2018 there will be a greater focus on Quality Indicator surveys being sent to employers of workplace-based students (other than just trainees/SBA).

Section 3 Improvement actions

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

Whilst no areas were highlighted by the quality surveys as requiring preventative or corrective actions, in 2017 a strong focus has been for trainers/coordinators to give greater consideration to engagement practices during 'unscheduled' hours. This was demonstrated in the contact notes of 2017 student files which described more meaningful engagement of students during unscheduled training times, including: additional assessment tutorials; the introduction of optional webinars; regular emails from coordinators to check student progress; SMS global messaging (to provide personalised contact, updates, and reminders); as well as regular feedback reports to employers on the dynamics and outcomes of sessions.

Another area marked for improvement in 2018 is to ensure industry guest speakers/ contractors do not overload student with long periods of theory (e.g. PowerPoint presentations) without applied practices/activity. This is



supported by VET research; passive learning alone is less effective than when combined with active learning. To combat this, industry guest speakers/ contractors (such as veterinarians) will be given finite timeframes (eg. up to 1-2 hour) to speak with students on singular topics, after which our trainers will ensure the information/knowledge is followed-up by an applied activity and reflective practice to consolidate learning and keep students engaged. 4 Up Skilling are also actively encouraging and supporting regular industry speakers to complete TAE training.

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

These improvement actions have been entered on to the 4 Up Skilling's Feedback & Corrective Actions Register (USFCAR) and will be monitored as per the Continuous Improvement Procedure (USCIP). This will include revisiting that all actions are being implemented accordingly, and are then monitored for their effectiveness during monthly staff meetings or internal audits (where relevant), and closed off by the Managing Director, or reviewed if identified as unsuccessful. They are also annually reviewed by Executive at the Management Review meeting in December of each year and documented via an annual Management Review Report