Australian Government

Australian Skills Quality Authority

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22088	Gurkhas Institute of Technology Pty. Ltd.

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	200	150	75%
Employer satisfaction	18	11	61.1%

Trends of response statistics:
• **which student/employer cohorts provided high/low response rates**   • **how did response rates compare with previous years (if applicable)**
The overall response rate was 75% for learners and 61.1% for the employers. About 47% of learner respondent were males while 53% were females. The majority of respondent fell in the age group of 20 - 34 with a respondent above 65 years of age. 69% of the respondents were international students on student visas whereas 31% of them were domestic students with Permanent Residents. Apart from 10 students, all the others had no disability, impairment or long term condition. The students participating in the survey represent Hospitality, Business, Management and IT courses but none from Accounting. Hospitality students provided the highest response rate whereas Management students provided the lowest response rates.   The Employer's Survey was conducted with the employers of the student who undertook hospitality holistic units in various restaurants and hotels in Melbourne. There are 3 holistic units in the Commercial Cookery course and students complete those units in kitchen setting for one full term. Thus the students work as the employees of the restaurants and hotels.   Compared to response rate of 70% in 2012, student response rate for 2013 slightly increased by 5% whereas, employer response rate decreased from 66.7% in 2012 by 5.6%.

2. Survey information feedback

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

Individual learner responses for different attributes of training and assessment and student services ranged from 1.0 to 4.0 with a mean response of 3.0 to 3.6. Most responses were 3.0 or 4.0 implying that learners either agreed (3.0) or strongly agreed (4.0) with the statements provided for different attributes.

Learners showed good satisfaction with the trainers teaching styles, where 60% of the learners agreed that trainers made the subject as interesting as possible. Trainers encouraged learners to ask questions and they were approachable as well as accessible. Similarly 62 % responded that they were overall satisfied with the training and 65% agreed that the amount of work they had to do was reasonable, maintaining the appropriateness and effectiveness of assessments. Likewise 62% of the students agreed that they understood the subject matter.

Regarding the training relevance, 60% of the responded agreed that the training focused on the relevant skills and that the training had a good mix of theory and practice. 68% of the respondents agreed that they developed necessary skills from the trainings. In terms of active learning, majority of the respondents sought external resources to aide their learning. Only 15% of the student disagreed on making an effort to understand things that were confusing, whereas majority of them agreed that resources were available when they needed.

In the open ended question to the learners' majority of the students responded that the training quality and the trainers were the best aspect of RGIT along with the multicultural experience shared in the classrooms. Some students also revealed that they were more interested in practical work. In response to the aspects in need of improvement, majority of student revealed that more emphasis should be given on practical work and technical facilities like internet and computer lab needed attention. Students also expressed the need for a assistance in finding employment.

Individual employer responses for different attributes of training and assessment and workplace arrangement ranged from 2.0 to 5.0 with a mean response of 2.75. Most of the responses were either 3.0 or 4.0 implying that the employers either agreed (3.0) or strongly agreed (4.0) with the statements provided for different attributes. According to the survey results 82% of employers agreed that they were satisfied with the training, similarly 82% of them agreed that workplace-based training prepared employees well for work. In comparison to 2012, the employer's survey showed that the training resources and equipments were maintained in good condition. The employer's responses also revealed that there has been improvement in terms of RGIT promptly acting on feedback of employers.

On the other hand only 22% of the respondent agreed on recommending the training to others, likewise only 22% respondents revealed that the training had a good mix of theory and practice. The open ended questions of the survey revealed that majority of the employers appreciated the flexibility of the training while most of them recommended that more time should be allocated for training.

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

The learner survey feedback reveals that RGIT has well qualified and good trainers with desirable VET and industry skills and standards to teach and assess qualifications and units of competency under classroom-based-face-to-face- delivery. RGIT provides assessment resources and tools to students in the classroom with trainers providing necessary feedback to the students about their assessments. However the learners' survey results showed dissatisfaction of the students towards IT facilities and technical resources.

The employer survey indicated a slight improvement in equipment and facilities used for training. It also showed RGIT taking prompt decisions to facilitate training and assessment process. However, the respondents revealed that the training lacked good mix of theory and practical. In conclusion, the survey findings indicated slight improvement from 2012 however the performance of RGIT in workplace based training was not of the highest standard and it needs to make improvements to

gain confidence with prospective employers who would be willing to employ RGIT students for workplace based training.

3. Improvement actions

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

In response to the survey feedback an action plan was created and brought forward in the management meeting. Responsibility was delegated to the concerned managers to implement the measures. IT committee was formed to revise IT operations. Internet and WIFI access were revised and improved with new computers installed in the library and computer labs with updated software. Student's need for assistance for employment and job seeking was addressed. RGIT Coordinators were advised to share industry vacancies and they were put up in the student notice board. RGIT Newsletter started publishing job seeking tips from the Trainers with a spotlight on different courses in every issue.

Special attention is given to the workplace-based training and assessment, with regular feedbacks from both the trainees and the employers on training delivery, assessment tools and resources. Trainers are encouraged to attend professional development sessions to upgrade their VET knowledge and skill. In order to make sure our students get the adequate facilities and qualified workplace supervisors, RGIT will regularly monitor workplace based training restaurants and hotels in Melbourne.

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

RGIT has an evaluation system for monitoring staff performance. It also evaluates and monitors the usage of physical assets and electronic resources. RGIT will regularly conduct students, trainer and employers satisfaction surveys. Student and Trainers surveys will be conducted at the end of every term with employers satisfaction surveys will be conducted on quarterly to half yearly basis. The analysis of these surveys will be brought up in Management meetings. Senior managers will analyse the situation and approve the items necessary for carrying out the corrective and continuous improvements. Responsibilities will be delegated and a regular follow ups will be done.