



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3541	Australian Industry Group Training Services Pty Ltd as Trustee for Australian Industry Group Training Services Trust

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	315	315	100%
Employer satisfaction	43	43	100%

Trends of response statistics:

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

Each cohort provided a high response rate across the following Quality Indicators:

- * Trainer Quality rated by Learners 85% rated by Employer 83% (minor increase on last year)
- * Effective Assessment rated by Learners 79% rated by Employer 83% (minor increase on last year)
- * Clear Expectations rated by Learners 79% (minor increase on last year this question not included on EQ)
- * Learning Stimulation rated by Learners 75% (This question not included on EQ)
- * Training Relevance rated by Learners 78% (minor increase on last year) rated by Employer 80%
- * Competency Development rated by Learners 78% (minor increase on last year) rated by Employer 80%
- * Training Resources rated by Learners 79% (minor increase on last year rated by Employer 77% (-6% on last year)
- * Effective Support rated by Learners 80% (minor increase on last year) rated by Employer 79% (-4% on last year)
- * Active Learning rated by Learners 77% (Minor increase on last year this question not included on EQ)



Overall Satisfaction rated by Learners 81% (Minor increase on last year) rated by Employers 82% (-4% on last year)

There has been a strong increase in the percentage of AGREE averaged at 96% (last year 86%) for Learners and a strong increase in the percentage of AGREE averaged at 95% (last year 88%) from Employers, which relates to all response categories from Learner and Employer Questionnaires.

We can attribute this to an increased focus on measurable outcomes from all of our programs focusing on the needs of our employers and expected outcomes of all learner cohorts.

This can be attributed to use of quality and vocationally experienced trainers employed by Ai Group Training Services.

The percentage of learners and companies that have returned surveys has increased significantly giving us more reliable data to work with and improve our service and identify areas for continuous improvement.



Section 2 Survey information feedback

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

The unexpected findings was the response from all surveys sent out to receive 100% of surveys from our employers and learners, and the significant increase in AGREED across both cohorts.

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

That Ai Group Training Services is focused on providing high quality training, resources, reliable assessment practices and services to ensure that learners gain skills, knowledge and a qualification that can be used in the workplace and meets current and future industry needs.

Section 3 Improvement actions

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

As part of our Continuous Improvement we have already implemented a plan to update learner resources and assessment tools via our validation process as per our 5 year validation schedule as required by ASQA.
We have implemented a plan to ensure all of our trainers and RTO administration staff undertake professional development that relate to vocational and teaching practices as required by ASQA.

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

Surveys are provided to all stakeholders during the year to obtain feedback on all aspects of program delivery. AiGroup Training Services have an account management process in place to meet with employers and learners to ensure the program and trainer are meeting expectations.
We have a Complainants and Appeals process available on our website.
We have an internal audit process which we use to monitor compliance against funding ASQA Standards, Funding Contracts and RTO operations.