

# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21946	Milson College T/A gOworkskills.com

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	146	114	78%
Employer satisfaction	8	8	100%

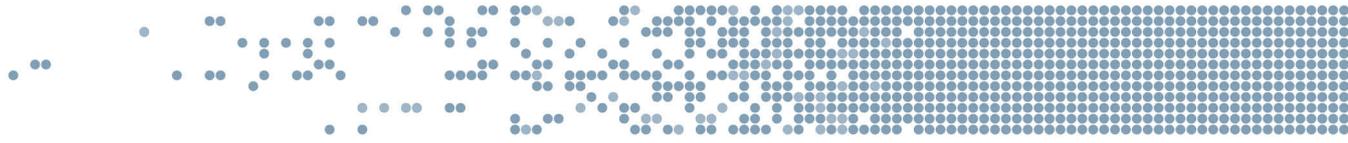
#### Trends of response statistics:

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

With regards to Learner responses, we had a total of 264 active students over the course of the 2019 year, of which:

- 134 students commenced in 2018:
  - o 107 students completed their studies in 2019
  - o 19 students withdrew their enrolment some time during 2019
  - o 8 students are still current in 2020 as a result of course extensions being granted (however they completed their Learner Surveys as their supervised course delivery had finished)
- 130 students commenced in 2019:
  - o 39 students completed their studies in 2019
  - o 24 students withdrew their enrolments some time during 2019
  - o 67 students are still current in 2020

This data indicates a possible return of 146 surveys for students who completed their studies in 2019:



- 138 Certificate I enrolments
- 16 Certificate IV enrolments

We received a total of 114 survey responses back which is a return rate of 78%.

For the 2019 year we commenced using Employer Surveys (EQ) for the Disability Enterprises (DE) we conduct training at. The people completing these surveys are not employers of the students undergoing training, they are the supervisors/managers who arrange training for the clients attending their DE to develop skills to find the most appropriate option for them in the community after leaving school (such as further study, supervised employment, open employment or volunteer work). We feel that their feedback is relevant to the training product that we are offering at Certificate I level.

We had a 100% return rate for this cohort.

The two Certificate I courses that ran during the 2019 year have entry requirements that require evidence of permanent cognitive impairment / intellectual disability. As per previous submission years, we have found that the majority of our Certificate I cohort cannot understand or answer the current AQTF 2007 Learner Questionnaire (LQ). We have found that our students find the document to be 'intimidating' and our organisation does not get back enough valid and reliable data to use for the purposes of course development/improvement.

The small text size and close spacing on the document makes this visually very difficult to read and the language used in the questions extends far beyond the understanding of a cohort that has an ACSF range of Pre-level 1 to 1 for learning, reading and writing. We have continued to use our own questionnaire that is targeted at the Certificate I cohort that we are training to try and gain as much reliable data as possible.

As a result of this we have our Learner engagement surveys broken into two groups:

1. Using our customised Foundation Skills Survey:

Certificate I response rate was 98 legible responses out of a possible 138 - or 71% return rate. Approximately 10% of the surveys we got back were not completed properly or were returned blank and could not be counted as legitimate responses. As a result, we had a slightly lower return rate when compared to the previous calendar year of 80%.

We returned the following data from our customised survey:

Did you enjoy the training?	98% Yes
Did you learn what you wanted to in the training?	98% Yes

Why did you do the training in the first place?

to help with my job	21%
to improve my quality of life	33%
to think about my future	23%
to learn about doing some more study	23%



How hard do you think the course was?

Way too easy	6%
Pretty Easy	6%
Just right	58%
Pretty hard	17%
Very hard	13%

How would you rate the speed of the training?

Too fast	11%
Just right	84%
Too slow	5%

Did your teacher do the following things in class?

Involve you in discussions, activities or talks	100% Yes
Give you feedback on how you were doing	98% Yes
Support you in class	100% Yes
Give you extra help if you needed it	97% Yes

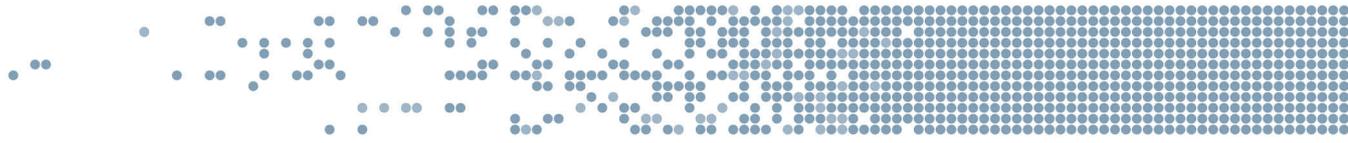
Was the training material easy to understand?	93% Yes
Was the class tablet you used in good condition?	98% Yes
Would you recommend this training to your friends?	97% Yes
Are you planning on doing some more study now that you have finished this training?	77% Yes

2. Using the AQTF Learner Questionnaire for Certificate IV courses

We had 100% response rate for students completing our Certificate IV courses. In 2019 we changed our strategy slightly - we handed the surveys out during the last month of training and requested that they be completed in class. We organised an anonymous dropbox for the students to use for their completed surveys at the point of exit – this has resulted in a 100% return rate for the year for this cohort – a great result.

Using the AQTF 2007 Learner Questionnaire we had the following scores:

All scales	Avg score 86.0 (+4.0 on 2018)
Trainer Quality	Avg score 85.8 (+5.9 on 2018)
Effective Assessment	Avg score 86.5 (+ 5.1 on 2018)
Clear Expectations	Avg score 87.5 (+ 5.8 on 2018)
Learning Stimulation	Avg score 81.9 (+ 2.8 on 2018)
Training Relevance	Avg score 87.5 (+ 1.9 on 2018)
Competency Development	Avg score 82.5 (+ 2.5 on 2018)
Training Resources	Avg score 87.5 (+ 2.5 on 2018)



Effective Support                      Avg score 88.9 (+ 4.6 on 2018)

Active Learning                      Avg score 78.1 (+ 1.6 on 2018)

The average variation for these scales was +/- 14.1

Our overall satisfaction rating of 90.3 has improved +7.9 from our 2018 rating of 82.4

And our third group is the 'Employers' that were surveyed from the DEs we worked with.

3. Using the AQTF 2007 Employer Questionnaire we had the following scores:

All scales                              Avg score 94.6

Trainer Quality                      Avg score 95.8

Effective Assessment              Avg score 93.7

Training Relevance                Avg score 93.7

Competency Development        Avg score 92.5

Training Resources                Avg score 95.8

Effective Support                    Avg score 95.8

The average variation for these scales was +/- 12.3

Our overall satisfaction rating was 95.8



## Section 2 Survey information feedback

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

We were very happy to receive the 'Employer' feedback – it confirmed for us that we are helping our Certificate I cohort to achieve their goals and meet the desired outcomes of the course.

Our Certificate I cohort indicated satisfaction with the course they were studying and feedback from our Trainers/Assessors throughout our programs backs this up. In at least 85% of these enrolments, our Trainers/Assessors mentioned that the students gained in confidence and ability during their training. Having 77% of this group wanting to continue studies is an excellent result.

We were surprised and happy to log a 100% response rate for our Certificate IV students, and the minor adjustments we made to some assessment tools as a result of interim feedback seem to have helped with this success rate, as comments on the LQ forms were mostly positive. The only negative feedback we received for this cohort was that there was too much work to do - however general discussions with students about this indicated that the comment reflected a general desire of just wanting to have less work to do.

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

The feedback we received for the 2019 period confirms we are, generally, performing very well and delivering the training products that we have promised to our students.

The feedback we receive from our students, along with their carers/parents/support workers or Disability Enterprise support, at their 'graduation ceremony' is heartening. Making a difference in the lives of this cohort is a key factor for our organisation and drives us to continue to deliver quality training programs that have positive results. This feedback confirms our programs have been successful in their main aim of helping learners with permanent intellectual disabilities develop the skills needed to find employment, engage with their local community, or investigate further study.

While the EQ feedback is not directly related to employer evaluations of training processes, we feel that it does provide information on competency development and the quality of our overall training and assessment programs within DE organisations and our overall satisfaction rating of 95.8 from those surveyed indicates we are performing well.

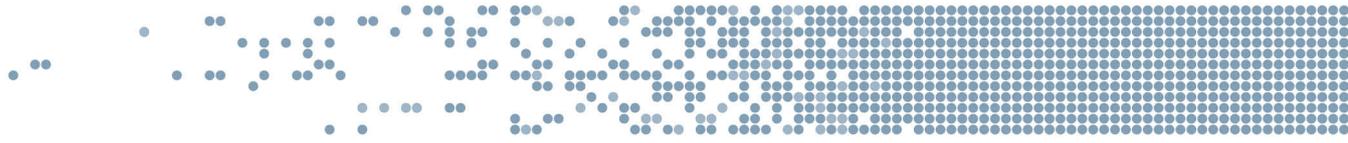
The feedback received from our Certificate IV cohort has confirmed that the continuous improvement strategies we have implemented for the 2019 year have been successful (see Improvement Actions below).

## Section 3 Improvement actions

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

Certificate I feedback

2018 feedback for this cohort noted a desire for more 'hands on' learning and interactive learning activities. This



instigated a re-write of our training materials and the feedback we have received since the re-write has been positive from the students (as well as the Trainers/Assessors).

Our 'interim' surveys provide us with feedback that can help us adjust strategies that are not working for a particular group as programs progress. This feedback may not initiate major changes to training resources, but it can lead to minor adaptations for particular students or groups. We had fewer withdrawals than the previous year and we have partly attributed that to the changes we are making on a more individual basis to cater for particular students within a training program.

We are investigating verbal questionnaires for learners within this cohort to see if we can improve our response rate. However it is worth noting that verbal feedback could be compromised as the students may not be as honest when responding to questions, we are currently trialling this and a review towards the end of the year will determine if we will implement this process going forward.

Certificate IV feedback:

The update of our learning resources in late 2018 led to a reduction of the repetition of required work across the program and this was noted by the students (evidenced in their comments on the LQ survey). The interim feedback for this cohort also enabled us to re-adjust our future training schedules as it advised us where too much time was spent on a particular unit and not enough time on another unit.

Feedback on the surveys also saw us extend our programs for certain students – the feedback provided indicated some students felt pressured with the timeframe they had to submit their work in. As a result of this we offered course extensions and offered the opportunity for individual lesson plans as a means of extra support for our students. The majority of this cohort are also either part-time or full-time workers, so it is understandable that some students would need this extra time/support to achieve their goal.

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

We continue to issue interim and end of course surveys to all students. The interim feedback is collated immediately and sent back to the relevant Trainers/Assessors so that any potential issues can be addressed, or delivery/training methods adapted where possible. The Certificate I cohort has many different and varied training needs and while a pre training review identifies some support requirements, others are only revealed during a training program. The feedback we receive during the course helps us actively monitor our training and assessment strategies.

LQ survey feedback at the end of a program also allows us to see if any improvements can be made for future training groups.

We have an 'open door' policy for all Trainers/Assessors and they feel free to offer any positive or negative feedback regarding the training programs they are delivering. This feedback allows us to monitor how our training and assessment strategies are working and, if necessary, adapt for particular groups or individuals.

Ensuring our administrative processes facilitate timely data entry of all survey results also allows us to monitor our performance as courses progress and make any changes necessary along the way, rather than leaving it until it is too late to fix any issues.

Introducing the Employer surveys for our Certificate I cohort has also added another level of information that we can use to ensure we are responsive to our students needs and offering a quality training product.