

**EMAIL RESPONSE:** To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS**

**FROM:** 3077 Bendigo Kangan Institute

Peter Barton (03) 5434 1533

DATE: 28/6/2017

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	27,955	1,141
Total number of surveys received	3,102	103
Response rate (per cent)	11.1%	9.0%

### Summary of Continuous Improvement

**Please indicate the main ways that learner engagement data has been used for continuous improvement.**

These indicators are based on a survey of 3,102 students. This sample represents 11.1 per cent of this organisation's training delivery in the 2016 calendar year. Students were surveyed for these indicators and were selected by this organisation in accordance with national guidelines'.

Improvement actions currently being undertaken include:

- Improve evaluation of students to help facilitate better feedback outcomes for students ongoing
- Develop/improve upon online resources, both in terms of content and accessibility
- Continue to build on 'Built-in Quality' process to underpin continuous improvement
- Improve connection with industry to ensure training is relevant and meeting the needs of industry.

Detailed results have been considered alongside other key performance metrics as part of a course review process with action plans developed to improve course outcomes for students. Teaching groups disseminate the most common issues raised in the student feedback and the measures that will be introduced to address these concerns. Progress against these action plans will be monitored at regular management meetings and VMB's.

With the introduction of our Teaching & Learning Excellence Framework 2016-2020 our courseware, teaching styles and learning environments must now be co-designed and co-delivered with industry.

The newly redesigned teaching and learning intranet site was launched at the end of 2016. BKI has developed a set of LEAN-informed tools to support our Teaching and Learning staff in the adoption of best practice. This site provides access to all the required templates and associated guidelines. These tools will be utilised across all delivery models and for all students, to ensure we have a consistent approach across the organisation.

We continue to embed product portfolio management capability to continuously improve the quality and relevance of our courseware. Our innovation panel reviewed 84 ideas this year, which has led to improved processes and new courses like animal studies, retail bakery, and regional tourism, events and retail. The new system will be rolled out in three phases in 2017 and expected to boost responsiveness and relevance for the industries, communities and individuals we serve.

A formal quality program for Bendigo Kangan Institute teaching staff has been Implemented with particular emphasis on casual and/or new teaching staff mentoring, and identification of “gaps” caused by changes in staffing levels and/or loss of key personnel.

To raise awareness of the services available to our students we have introduced a new student orientation program for all 2017 Bendigo TAFE and Kangan Institute students. A range of information and engagement sessions have been implemented to familiarise students with the support and services we have available. The program is intended to ensure our students get the best possible start, whether they are on campus or online.

One of the nine BKI strategic goals is to undertake a move from generic to personalised pathways. That our product delivery must be accessible on demand ‘anywhere, anytime’ to support a personalised learning experience. To develop personalise experiences in virtual learning spaces to boost overall e-learning uptake, engagement and competence.

BKI is currently undertaking a digital transformation across our operations and learning portfolios to enhanced use of educational technology in training delivery to meet the needs of today’s students and leverage the benefits of online delivery. This includes introducing new video conferencing hardware across the Institute, e-learning software upgrades and staff training.

We still have more to do to fully enhance our learners’ digital experience. A priority for 2017 is to develop a digital transformation strategy to provide our clients with a self-service, personalised experience from enquiry to completion.

**Please indicate the main ways that employer satisfaction data has been used for continuous improvement.**

These indicators are based on a survey of 103 employers. This sample represents 9 per cent of this organisation’s training delivery in the 2016 calendar year. Employers were surveyed for these indicators and were selected by this organisation in accordance with national guidelines’.

Improvement actions currently being undertaken include:

- Implement a framework to improve communication between Employers and Bendigo Kangan Institute
- Continue to build on ‘Built-in Quality’ process to underpin continuous improvement
- Improve connection with industry to ensure training is relevant and meeting the needs of industry.

One of the nine BKI strategic goals is to undertake a move from student-led to industry-led. That our courseware, teaching styles and learning environments must be co-designed around the actual and future needs of industry and co-delivered with industry. Product development must be ‘made to order’ and we must expand our industry partnership base and training programs to target skill shortages.

Our strategy for a new teaching and learning excellence framework was cemented in 2016 and concentrates on industry focused learning, industry experienced educators, as well as connected and contemporary learning resources to produce engaged, equipped, employable graduates.

This framework will be implemented in 2017 through various initiatives, from an improved digital learning strategy right through to enhanced capability development for our educators.

During this time there are ongoing surveys being conducted and focus groups being convened with the Institute's key clients and customers to evaluate the improvement actions. Concerns raised in the survey results and countermeasures will be communicated to employers.

**If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.**

### **Declaration**

I confirm that Bendigo Kangan Institute:

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

**Name of Principal Executive Officer (PEO) Peter Barton.....**

**Signature of PEO .....Date:...../...../**