



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name |
|---------|---------------------------------------|
| 306 | The Board of Bendigo Kangan Institute |

1. Survey response rates

| | Surveys issued (SI) | Surveys received (SR) | % response rates = SR *100 / SI |
|-----------------------|---------------------|-----------------------|------------------------------------|
| Learner engagement | 22,412 | 3,132 | 14.0% |
| Employer satisfaction | 2,729 | 220 | 8.1% |

Trends of response statistics:

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

Student

There was a lower student population in 2014 but a similar number of students responded to the survey (3,132) than in 2013 (3,521). 2014 had a slightly lower overall response rate (14.0%) when compared to 2013 (14.1%).

The respondent % ranking was relatively unchanged with Automotive again having the overall highest number of respondents (24.3%). Other areas with high numbers of respondents included Corrections (14.3%), Electrical (5.5%) and Health (5.3%). The areas that had the lowest number of respondents included Manufacturing (0.3%), and Quality and Transport and Logistics (0.4%).

As a percentage of total respondents in 2014 61.4% were male as compared to 62.4% in 2013.

The Youth cohort (15-24 year olds) made up 55.2% of respondents which was a significant decrease on 2013 (69.6%).

A smaller proportion of respondents (37.1%) spoke a language other than English at home as compared to 2013 (38.0%).

Of the total respondents 11.1% identified themselves as having a disability, representing an increase on 2013 (10.4%).

A higher proportion of respondents identified as being Indigenous Australians (5.2%) in 2014 compared to 2.9% in 2013.

In 2014, 59.7% of respondents were participating in training at a Certificate III level or below representing a decrease on 2013 (62.8%).

The number of respondents undertaking an apprenticeship in 2014 (29.7%) remained the same as the 2013 level (29.7%).

Employer

A smaller number of employers participated in the 2014 (220) survey when compared to 2013 (292) which resulted in a lower overall response rate (8.1%) when compared to 2013 (10.0%).

Employer cohorts with the highest proportion of respondents were in the Automotive - repair (48.2%) areas, Manufacturing and Processing (7.3%) and the Building and Construction (5.9%) industries. Lowest respondents came from the Information Media and Telecommunication (0.5%), and Retail (0.5%) industries.

Of the respondents 40.5% came from a company that had less than 20 employees.

Of the respondents 78.6% traded within Australia.

2. Survey information feedback

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

As expected the performance of the teacher/trainer is still the key driver of overall satisfaction with Kangan Institute as measured by the Quality Indicator metrics.

Results highlight issues associated with the vocational relevance, training resources, and (lack of) clear communication. These areas still remain the key areas where there are opportunities for improvement.

In 2014 students again raised feedback from teachers/trainers as of vital importance to them. This desire for additional feedback was expressed universally across all areas.

Students within the trade areas sought faster access to one-on-one training sessions with trainers and a common demand within all trade areas was for more practical work and less theory.

While the facilities and equipment at some locations, and for some courses, are still perceived as needing improvement - by students (68.3) and employers (67.0) both cohorts achieved a year-on-year improvement -1.0 and -0.3 respectively when compared to 2013.

Employers generally considered that Kangan Institute could improve our communication with employers except in those areas where the trainer has a high degree of workplace contact. Our responsiveness to employer feedback (62.2) was also questioned by employers.

Employers expressed concerns about whether the training reflected current industry practice 66.2. As in previous years employers are seeking a more direct connection between the skills being taught and their (specific) application in the work place environment (i.e. competency development in work situations).

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

Overall student satisfaction score was 70.9 which represented a slight decrease on 2013 (71.6).

Overall employer satisfaction score was down from 68.0 in 2013 to 65.8 in 2014.

Trainer quality within the student survey remained the highest rating criteria with an average score of 73.4, likewise in the employer survey (68.9).

3. Improvement actions

| What preventive or corrective actions have you implemented in response to the feedback? |
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| Improvement actions currently being undertaken include: <ul style="list-style-type: none">• Analysis of customer value proposition to drive improvement;• Ongoing review of policies and procedures;• Development of online teacher induction resources; and• Implementation of a 'Built-in Quality' process to underpin continuous improvement. |
| How will/do you monitor the effectiveness of these actions? |
| There are ongoing surveys being conducted and focus groups being convened with the Institute's key clients and customers to evaluate the improvement actions. |