



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
306	The Board of Kangan Institute

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	25,207	2,416	9.6%
Employer satisfaction	2,238	203	9.1%

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 2015 and similarly a lower number of students responded to the survey (2,416) than when compared to 2014 (3,132). 2014 had a lower overall response rate (9.6%) when compared to 2014 (14.0%).

The respondent % ranking was relatively unchanged with Automotive again having the overall highest number of respondents (20.2%). Other areas with high numbers of respondents included Corrections (18.8%), Engineering (5.8%), Electrical (5.4%) and Community (5.0%) and Health (4.4%). The areas that had the lowest number of respondents included Manufacturing (0.2%), and Quality (0.3%) and Disability (0.6%).

As a percentage of total respondents in 2015 59.4% were male as compared to 61.4% in 2014.

The Youth cohort (15-24 year olds) made up 37.7% of respondents which was a significant decrease on 2014 (55.2%).

A similar proportion of respondents (30.3%) spoke a language other than English at home when compared to 2014 (30.3%).

Of the total respondents 13.0% identified themselves as having a disability, representing an increase on 2014 (11.1%).

A similar proportion of respondents identified as being Indigenous Australians (5.2%) in 2015 compared to 2014.

In 2015, 68.2% of respondents were participating in training at a Certificate III level or below representing a significant increase on 2014 (59.7%).

The number of respondents undertaking an apprenticeship in 2015 (26.7%) decreased when compared to 2014 (29.7%).

Employer

A slightly smaller number of employers participated in the 2015 survey (203) when compared to 2014 (220) but the number of possible respondents had also decreased so the overall result was an increase in the response rate (9.1%) over 2014 (8.1%).

Employer cohorts with the highest proportion of respondents were in the Automotive - Repair (35.5%) areas, Construction (15.3%) industries and the Professional, Scientific and Technical Services (9.9%). Lowest respondents came from the Public Administration and Defence (0.5%), and Mining (1.5%) industries.

Of the respondents 53.7% came from a company that had less than 20 employees.

Of the respondents 82.7% traded within Australia.

2. Survey information feedback

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

Overall satisfaction has increased 2.9pts to 73.8, the highest satisfaction seen since the survey began in 2009.

Positive improvements across all quality indicators. Biggest improvements seen for 'Training Resources' up 2.9pts to 71.4, 'Learning Stimulation' up 2.5pts to 71.4 and 'Clear Expectations' up 2.4pts to 73.2, although these are the lowest of the performance indicators, they are improving.

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. 'Teacher Quality' up 2.4pts to 73.2.

Positive feedback suggests that the classroom atmosphere is a vital part of the engagement of the student with the training. The exposure to other individuals including experienced trainers and the opportunity to work in a supportive practise environment was highly valued by many individuals, with 'Effective support' up 2.1pts to 73.9.

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.

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.

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

Despite a year-on-year improvement of 2.9 and 2.4 both students and employers continue to express the belief that the facilities and equipment at some locations, and for some courses, need improvement. This metric has consistently obtained the lowest satisfaction by students (71.4) and employers (69.8).

Employer satisfaction is up 3.8pts to 69.6, highest satisfaction since 2011. Biggest improvement seen for 'Trainer Quality' up 4.0pts to 72.9, the area with the highest satisfaction. 'Training Relevance' 69.5 up 3.1pts and 'Effective Assessment' 69.7 up 3.0pts.

The Effective Support and Competency Development metrics are consistently the lowest rating areas in the employer survey. These scales focus on communication with employers, program customisation, and ROI through staff development. Although Kangan Institute has shown improvement in these areas, many employers believe there is room for improvement when it comes to feedback regarding employee progress. The exception to this is in those areas where the trainer has a high degree of workplace contact. Our responsiveness to employer feedback (63.3) was also questioned by employers.

Employers expressed concerns about whether the training reflected current industry practice 69.6 and whether the training prepared employees well for work (67.5). 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 73.8 which represented an increase on 2014 (70.9).

Overall employer satisfaction score was up from 65.8 in 2014 to 69.6 in 2015.

Trainer quality within the student survey remained the highest rating criteria with an average score of 75.7, likewise in the employer survey (72.9).

All student scales improved from 70.8 in 2014 to 73.1 in 2015. Training Resources demonstrated the most improvement from 68.5 to 71.4 in 2015, an increase of 2.9.

All employer scales improved from 66.3 in 2014 to 69.2 in 2015. Teacher Quality demonstrated the most improvement from 68.9 in 2014 to 72.9 in 2015, an increase of 4.0.

3. Improvement actions

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

Improvement actions currently being undertaken include:

- Improve evaluation of students to help facilitate better feedback outcomes for students ongoing
- Implement a framework to improve communication between Employers and Kangan Institute
- Continue to build on 'Built-in Quality' process to underpin continuous improvement, focussing on facilities and equipment
- Improve connection with industry to ensure training is relevant and meeting the needs of industry

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.