

# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name           |
|---------|--------------------------|
| 3077    | Bendigo Kangan Institute |

#### Section 1 Survey response rates

|                       | Surveys issued (SI) | Surveys received (SR) | % response rates<br>= SR *100 / SI |
|-----------------------|---------------------|-----------------------|------------------------------------|
| Learner engagement    | 23,125              | 3,055                 | 13.2%                              |
| Employer satisfaction | 3,159               | 133                   | 4.2%                               |

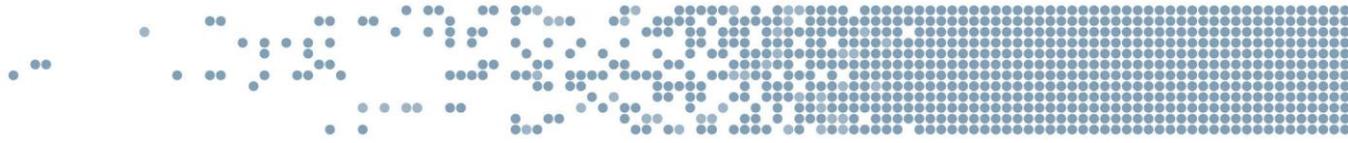
#### Trends of response statistics:

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

These indicators are based on a survey of 3,055 students. This sample represents 13.2 per cent of this organisation's training delivery in the 2017 calendar year. Students were surveyed for these indicators and were selected by this organisation in accordance with national guidelines'.

There was a lower student population in 2017 but a similar number of students responded to the survey, therefore 2017 had a higher overall response rate (13.2%) compared to 2016 (11.1%).

Overall satisfaction has increased 0.3pts to 71.3. Bendigo Kangan Institute experienced positive improvements across all quality indicators, 'All Scales' improved from 70.9 in 2016 to 71.6 in 2017. With improvements seen for 'Clear Expectations' up 1.1pts to 71.8, 'Effective Assessment' up 1.1pts to 72.0 and 'Training Resources' up 1.0pt to 68.



## Section 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 BKI as measured by the Quality Indicator metrics. 'Trainer Quality' within the student survey remained the highest rating criteria with an average score of 74.6 up 0.9pts.

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

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.

Despite a year-on-year improvement of 1.0pt students continue to express the belief that the facilities and equipment at some locations, and for some courses, need improvement. This metric 'Training Resources' has consistently obtained the lowest satisfaction by students (68.7).

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.

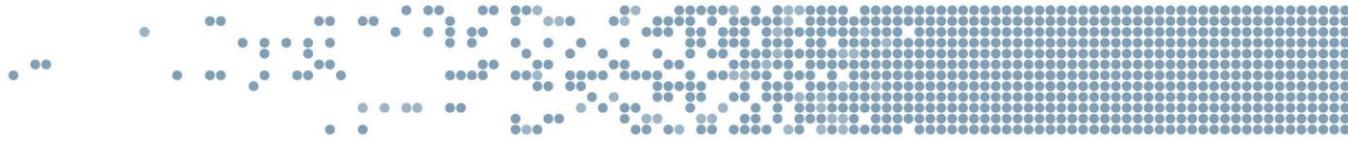
Once again students have raised feedback from teachers/trainers as an area of vital importance to them. This desire for additional feedback was expressed universally across all areas and was the lowest rated criteria (71.1) within the 'Effective Assessment' metric (72.0).

Although a slightly larger number of employers participated in the 2017 survey compared to 2016 (103) the number of possible respondents increased so the overall result was a decrease in the response rate (4.2%) over 2016 (9%).

Employer overall satisfaction is up 10.8pts to 74.9, the highest satisfaction recorded since the merger in 2014.

All quality indicators rated positive improvements; 'All Scales' improved from 65.7 in 2016 to 74.6 in 2017, while 'Trainer Quality' remained the highest rating criteria and was up 9.8pts to 77.3. 'Effective Assessment' 75.2 up 8.5pts and 'Training Relevance' 74.6 up 8.3pts.

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 Bendigo Kangan Institute has shown improvement in these areas up 9.9pts and 7.7pts respectively. 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 (71.2), development of customised programs and whether the training helped employees work with people (71.7) were also questioned by employers.



## Section 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
- Develop/improve upon online resources, both in terms of content and accessibility
- Continue to build on 'Built-in Quality' process to underpin continuous improvement
- Implement a framework to improve communication between Employers and Bendigo Kangan Institute
- 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?

We would seek to see an improvement in scores against employer communication and learner resources in next year's result.

We will pilot commencement surveys and mid point surveys to improve timely student evaluation and feedback mechanisms.

A second teaching area will pilot a management system for apprentices which provides employer reporting functions.