



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21122	Seluna Pty Ltd T/as International Institute for Professional Development

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	53	39	74%
Employer satisfaction	5	3	60%

Trends of response statistics:

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

Learner:

High Response- Q5 The training prepared me well for work

Low Response- Q28 Trainers made the subject as interesting as possible

Employer

High Response- Q5 We would recommend the training to others

Low Response - Q10 The training prepared employees well for work

2. Survey information feedback

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

Many students mentioned that the process of assessing their work was very extensive and in detail. Trainers were contactable after hours as well. They also mentioned how much they enjoyed the training delivery.

The students were happy with the flexibility in learning that was offered, including home research activities.

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

The survey feedback has been great help to the organisation, not only because of its nature of questions, but because it has helped us to generate user-friendly processes.

Students were encouraged to attend the practical learning sessions and the feedback was very delightful. Most of them said the practical components of the units were very useful and good for their professional competency. Students also mentioned that the theory components need not be in that much depth and they would like to learn more through practical assessments and hands on experiences.

3. Improvement actions

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

Further investigation related to the low response of the Learner survey stating "the training was at the right level for me" showed the majority in this category felt the assessments & content were not challenging enough. This could be due to the fact that these employees had been working in their chosen field for a number of years and were already skilled through on the job experience.

Industry validation and consultations with industry groups implemented and proved beneficial in ensuring that the learning materials and resources were up to mark with industry standards.

Validation and moderation processes were generated to make sure time frames were not lapsed in terms of in depth research assessments for people already representing the industry.

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

Few different strategies are implemented, including:

- Staff monthly meetings
- Regular feedback discussions with students
- Provision of feedback box at reception area
- Continuous improvement practices and procedures register will certainly help us monitor the effectiveness of these actions.