



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3752	Deakin University

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	2340	15	1%
Employer satisfaction	17	2	11%

Trends of response statistics:

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

- Response rates have lowered for 2016. This is because of the other feedback surveys learners receive throughout their qualification/course. Learners often complete multiple surveys with the AQTF QI Learner Questionnaire, all aimed to capture different data, but measure the satisfaction of a learner throughout their journey.

- The majority of DeakinPrime's programs are online, as such, the online AQTF Learner Questionnaire is provided at the completion of training with the vast majority of learners choosing not to complete the online form.

- The response rate from employers has reduced slightly in 2016 from previous year; We believe this is due to employers receiving varying surveys throughout a cohort/qualification. The higher response rates were from those engaged in shorter courses who do not receive as many feedback requests throughout their learning.



Section 2 Survey information feedback

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

Expected findings from the survey feedback:

Both learners and employers feel that DeakinPrime provides content to build an individual in their role as well as offered sufficient support to learners.

Learners have identified that DeakinPrime facilitators and staff are experts in their field and provided feedback whether required. This was a sentiment also shared by the employers surveyed. All were happy with the option of having leaning & assessment material available online and at various times outside of a typical classroom environment.

It is also clear that learners found that they pushed themselves to understand things they may have found confusing, a great skill in development.

Overall, both learners and employer view DeakinPrime as a positive partner to work with and are satisfied with the service they have received.

Unexpected findings from the survey feedback:

In one instance, a learner highlighted that their content became quite dull and some what repetitive. In some cases, this is unavoidable within the subject matter due to both VET and legislative requirements but will be considered in future developments of the program.

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

Overall, the survey has indicated that both employers and students are satisfied with the performance of DeakinPrime. While the response rates were lower again for 2016, the negative feedback rate was very minimal which indicates an improvement on past quality indicators proving that DeakinPrime is a high quality provider of Corporate Education.

Once again, there was a lot of great feedback around the practical aspects of the training DeakinPrime has adopted for out training and assessments. The verbatim feedback from both the student and employer surveys includes quotes as;

'I liked the different learning methods of training i.e. interactive online and the role play. I was able to apply what I learnt in a real life case scenario'.

Section 3 Improvement actions

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

Some of the survey data indicated that DeakinPrime could improve on some of the instructions given to candidates in the online learning. This has been a project we've worked on to ensure instruction is sufficient for both learner and



assessor to achieve the desired outcome.

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

These actions will be monitored via our continuous improvement policy as well as continued monitoring of feedback from learners and employers alike. These actions will also be discussed at project meetings, business briefings and via our improvement plan accessible to all staff.

DeakinPrime will continue to gather both employer and learner feedback and keep all stakeholders updated throughout programs to ensure any improvements are made collaboratively. The effectiveness of these actions are monitored through the DeakinPrime Win, Learn, Change process.