



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22215	Harness Racing Industry Training Centre Board of Management

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	55	14	25%
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)

The learner response rates were categorised into three groups, High (90% and above satisfaction), Medium 80% to 89% satisfaction) and Low (79% or lower satisfaction)

There are 35 questions, 18 scored High, 16 Medium and 1 Low.

HIGH LQ1 Trainers encouraged learners to ask questions.

MED LQ2 I learned to plan and manage my work.

HIGH LQ3 Trainers had an excellent knowledge of the subject content.

MED LQ4 The training used up-to-date equipment, facilities and materials.

MED LQ5 Overall, I am satisfied with the training.

MED LQ6 I would recommend the training to others.

HIGH LQ7 I would recommend the training organisation to others.

MED LQ8 I received useful feedback on my assessments.



HIGH	LQ9	Assessments were based on realistic activities.
HIGH	LQ10	The way I was assessed was a fair test of my skills and knowledge.
HIGH	LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.
MED	LQ12	It was always easy to know the standards expected.
HIGH	LQ13	I usually had a clear idea of what was expected of me.
HIGH	LQ14	Trainers made it clear right from the start what they expected from me.
HIGH	LQ15	I was given enough material to keep up my interest.
HIGH	LQ16	The amount of work I had to do was reasonable.
HIGH	LQ17	The training was at the right level of difficulty for me.
HIGH	LQ18	The training focused on relevant skills.
MED	LQ19	The training prepared me well for work.
LOW	LQ20	The training had a good mix of theory and practice.
HIGH	LQ21	I developed the skills expected from this training.
MED	LQ22	I learned to work with people.
MED	LQ23	I identified ways to build on my current knowledge and skills.
HIGH	LQ24	I developed the knowledge expected from this training.
MED	LQ25	I approached trainers if I needed help.
MED	LQ26	Training resources were available when I needed them.
MED	LQ27	The training organisation had a range of services to support learners.
MED	LQ28	Training facilities and materials were in good condition.
HIGH	LQ29	Training organisation staff respected my background and needs.
HIGH	LQ30	The training was flexible enough to meet my needs.
MED	LQ31	Trainers explained things clearly.
MED	LQ32	I set high standards for myself in this training.
HIGH	LQ33	I pushed myself to understand things I found confusing.
MED	LQ34	I looked for my own resources to help me learn.
HIGH	LQ35	Trainers made the subject as interesting as possible.

Response rates are similar to previous years.



## Section 2 Survey information feedback

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

No unexpected poor reviews, just a continuation of similar feedback from previous years that we consistently try to work on an improve where possible

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

Overall the surveys demonstrated a high level of service to the students, the RTO has solid processes and deliver exceptional outcomes to both industry and clients alike.

## Section 3 Improvement actions

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

The RTO is looking at ways to update it's equipment that has aged, budget is quite often a restriction here however over time things are being replaced

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

It is an action item in our risk strategy