



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 Inc

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	18	7	38%
Employer satisfaction	3	1	33%

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 engagement data, indicated a high level of satisfaction from the clients that enrolled with the RTO,

Out of 35 categories (all categories scoring 86% or higher with 12 of these reaching 100% satisfaction). Our completion rate for 2020 was lower than previous years due to the interruption of assessments because of COVID-19.



Section 2 Survey information feedback

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

The areas of improvement dealt with the ageing of the training facilities and the internal motivation of students, and the changing of training packages.

The positives included the professional relationships formed with the trainers, the on the job training and the relevance of the training environment, the suitability of the horses used and the computer system was easy to use and navigate.

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

This data will be again be used to demonstrate to staff the importance of all student relationships, from Pre-Training Review to Training and Assessment and finally completion so that the journey is more often than not a successful one. The data will also be used to demonstrate that an ongoing investment into resources needs to start to keep the equipment current.

Section 3 Improvement actions

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

The learner surveys received back was again low and apart from other years we decided to adopt the email approach. In 2021 a more proactive approach will be implemented at the distribution of Certificates to allow for a greater spread of feedback and the possibility of having students complete the surveys upon their final visit from their assigned assessor.

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

Continous monitoring via monthly survey tools and staff meetings to guage student morale.