

# Quality Indicator Annual Summary Report

## Learner Engagement and Employer Satisfaction Surveys

2025 Reporting Period: 1 January 2025 to 31 December 2025

Portal Submission 10/06/2026

<b>RTO number</b>	22215
<b>RTO legal name</b>	Harness Racing Industry Training Centre Board of Management Inc
<b>Trading name</b>	Racing Education Centre (REC)
<b>Regulatory body / submission pathway</b>	Australian Skills Quality Authority (ASQA) – Quality Indicator annual summary webform
<b>Report prepared for</b>	Board of Management and ASQA submission records
<b>Source files analysed</b>	AQIS Manual Entry Template – Learner; AQIS Manual Entry Template – Employer

### Regulatory submission note

ASQA requires RTOs to submit the Quality Indicator annual summary by 30 June using the Quality Indicator webform. ASQA states that the 2025 annual summary webform is open from 1 January 2026 to 30 June 2026 and that late submissions after 30 June will not be accepted. The survey instruments comprise learner engagement and employer satisfaction feedback.

Source: ASQA Quality Indicator annual summary pages accessed 10 June 2026: <https://www.asqa.gov.au/providers/provider-obligations/data-collection-provision/quality-indicator-annual-summary> and <https://www.asqa.gov.au/form/quality-indicator-annual-summary>

## Executive Summary

This report consolidates the 2025 Learner Engagement and Employer Satisfaction Quality Indicator survey results for Racing Education Centre (REC), RTO 22215. The source data was reviewed from the AQIS manual entry templates supplied for learner and employer feedback.

The learner data contained 15 valid responses across 35 learner survey items. The employer data contained 2 valid responses across 30 employer survey items. Both data sets relate to RTO 22215.

Overall feedback was highly positive. Learner survey responses achieved an aggregate score of 98.95% of the maximum available score, with 100.00% of learner item responses rated as positive. Employer survey responses achieved 100.00% of the maximum available score, with 100.00% of employer item responses rated as positive.

No significant compliance or quality concerns were identified through the survey data. The strongest recurring learner feedback related to practical horse handling activities, knowledgeable trainers, industry experience, communication, facilities and the value of combining practical and theoretical learning. Employer feedback was uniformly positive across all completed survey items.

## Section 1 – Survey Response Rates

The source templates contain completed survey responses. The issued survey numbers below are recorded on the basis of the completed survey records supplied for analysis. If REC holds separate distribution records showing a higher number of surveys issued, this table should be updated in the ASQA webform before submission.

Survey type	Surveys issued (SI)	Surveys received (SR)	Response rate
Learner engagement	15	15	100.00%
Employer satisfaction	2	2	100.00%

### Trends of response statistics

- Learner responses were received from the REC cohort and were linked to nationally recognised racing qualifications delivered by RTO 22215.
- Employer responses were received from the Trainers grouping and were linked to RTO 22215.
- The learner response sample is modest but provides useful evidence of satisfaction across Certificate I, Certificate II and Certificate III racing programs.
- The employer response sample is small; however, all employer survey responses were positive. REC should continue to increase employer response numbers in future cycles to strengthen the evidence base.

## Source Data Summary

Data set	Valid responses	Survey items	Aggregate score	Positive item responses
Learner Engagement	15	35	98.95%	100.00%
Employer Satisfaction	2	30	100.00%	100.00%

## Section 2 – Survey Information Feedback

### Expected and unexpected findings from survey feedback

The results were consistent with REC's expectation that practical, industry-connected delivery is valued by learners and employers. The strongest learner themes were practical training, working directly with horses, knowledgeable and supportive trainers, good communication, helpful facilities and the relevance of training to racing workplace expectations.

The employer results were uniformly positive, with both employer respondents selecting the highest available rating for every completed employer survey item. This supports the view that REC's training outcomes are viewed favourably by participating racing industry employers.

### Learner Engagement findings

- 15 learner responses were recorded. The aggregate learner score was 2078 out of 2100, or 98.95% of the maximum available score.
- The average learner survey item rating was 3.96 out of 4.00.
- 100.00% of learner item responses were positive, meaning every learner item response was rated 3 or 4 on the four-point survey scale.
- The lowest individual learner item result was still positive: LQ34 scored 93.33% of the maximum available score.
- Learner comments repeatedly identified practical horse work, trainer experience, safety, saddling, horse handling and the blend of online and practical learning as positive aspects of training.
- Improvement comments were limited. One learner suggested more time to complete and practise tasks during the week-long course. One learner identified saddling as an area requiring further practice, and one learner noted confidence as an area that improved through trainer support.

### Employer Satisfaction findings

- 2 employer responses were recorded. The aggregate employer score was 240 out of 240, or 100.00% of the maximum available score.
- The average employer survey item rating was 4.00 out of 4.00.
- 100.00% of employer item responses were positive.
- No employer improvement comments were recorded in the supplied template.

### Learner Cohort Coverage

Qualification title	Responses
RGR10118 Certificate I in Racing (Stablehand)	12
RGR20221 Certificate II in Racing Industry (Stablehand)	2
RGR30518 Certificate III in Racing (Trackwork Rider)	1

## Section 3 – Improvement Actions

### What improvements have been or will be implemented as a result of survey feedback?

Finding / evidence	Action to be taken	Responsibility	Target timeframe
High value placed on practical training and horse handling activities.	Continue to prioritise practical, workplace-relevant delivery and maintain access to suitable horses, facilities and industry trainers.	Executive Officer / Training Team	Ongoing throughout 2026
One learner indicated the week-long course can feel rushed for some tasks.	Review short-course scheduling and trainer briefing to identify where additional practice time, clearer task sequencing or pre-course information may assist learners.	Executive Officer / Lead Trainers	By end of Q3 2026
Saddling and confidence were identified in individual learner improvement comments.	Maintain targeted trainer observation and feedback during practical tasks, with additional support for learners requiring confidence-building or repeated practice.	Trainers / Assessors	Immediate and ongoing
Employer survey responses were highly positive but sample size was small.	Increase employer survey participation by embedding employer feedback collection into end-of-program review and workplace contact processes.	Executive Officer / Administration	2026 QI collection cycle
Ongoing compliance and quality assurance expectation.	Retain survey data, Board report and continuous improvement evidence for audit records.	Executive Officer	Annual compliance cycle

## Use of Data for Continuous Improvement

REC will use the Quality Indicator outcomes as part of its broader continuous improvement and self-assurance process. The 2025 results indicate that current delivery approaches are effective, particularly the focus on practical racing industry skills and trainer expertise. The key opportunity is not a corrective action arising from negative feedback, but rather strengthening participation rates and continuing to refine learner support during intensive practical programs.

## ASQA Webform Entry Summary

The following summary is provided to assist transfer into the ASQA Quality Indicator annual summary webform.

Webform field / section	Prepared entry
<b>RTO number</b>	22215
<b>RTO legal name</b>	Harness Racing Industry Training Centre Board of Management Inc
<b>Learner engagement – surveys issued</b>	15, based on completed survey records supplied. Verify against separate distribution records before final webform submission.
<b>Learner engagement – surveys received</b>	15
<b>Learner engagement – response rate</b>	100.00%, based on supplied completed survey records.
<b>Employer satisfaction – surveys issued</b>	2, based on completed survey records supplied. Verify against separate distribution records before final webform submission.
<b>Employer satisfaction – surveys received</b>	2
<b>Employer satisfaction – response rate</b>	100.00%, based on supplied completed survey records.
<b>Trends of response statistics</b>	Learner responses were received across Certificate I, Certificate II and Certificate III racing qualifications. Employer responses were received from the Trainers grouping. Learner feedback was broadly consistent and highly positive. Employer feedback was uniformly positive; however, the employer sample size was small and REC will continue to improve employer response collection.
<b>Expected / unexpected findings</b>	Results were consistent with expectations that learners value practical horse handling, trainer industry experience, safety, workplace relevance and the combination of theory and practical learning. Employer satisfaction was very high, with every employer item receiving the highest available rating. No significant negative trends or compliance concerns were identified.
<b>Improvements made or planned</b>	REC will continue practical, workplace-relevant delivery; review pacing and practice opportunities in intensive courses; provide targeted learner support for practical confidence and saddling skills; increase employer survey participation; and retain survey data and continuous improvement records for audit and self-assurance purposes.

## Conclusion

The 2025 Quality Indicator results demonstrate that REC continues to provide high-quality vocational education and training services aligned to learner needs, employer expectations and racing industry requirements. Learner and employer results were strongly positive, with no significant quality concerns identified. The Board may note the outcomes and support submission of the annual summary to ASQA through the Quality Indicator webform by 30 June 2026.

## Declaration / Approval

This report has been prepared from the supplied AQIS Learner Engagement and Employer Satisfaction survey templates and is intended to support ASQA Quality Indicator annual summary submission and REC continuous improvement records.

<b>Prepared by</b>	Leigh Graham, Executive Officer
<b>Date prepared</b>	10 June 2026
<b>Board noted / approved</b>	
<b>Signature</b>	

## Appendix A – Data Analysis Detail

Learner item results below are reported by AQIS item code. Each learner item had a maximum possible score of 60 from 15 responses. Each employer item had a maximum possible score of 8 from 2 responses.

### Learner Engagement item score summary

Item code	Score	Maximum	Average / 4	% of maximum
LQ21	60	60	4.00	100.00%
LQ23	59	60	3.93	98.33%
LQ18	60	60	4.00	100.00%
LQ24	59	60	3.93	98.33%
LQ19	58	60	3.87	96.67%
LQ32	58	60	3.87	96.67%
LQ20	60	60	4.00	100.00%
LQ34	56	60	3.73	93.33%
LQ5	60	60	4.00	100.00%
LQ7	60	60	4.00	100.00%
LQ29	60	60	4.00	100.00%
LQ33	58	60	3.87	96.67%
LQ3	60	60	4.00	100.00%
LQ8	60	60	4.00	100.00%
LQ10	60	60	4.00	100.00%
LQ22	58	60	3.87	96.67%
LQ17	60	60	4.00	100.00%
LQ16	60	60	4.00	100.00%
LQ9	60	60	4.00	100.00%
LQ12	59	60	3.93	98.33%
LQ28	60	60	4.00	100.00%
LQ13	59	60	3.93	98.33%
LQ4	59	60	3.93	98.33%
LQ31	60	60	4.00	100.00%
LQ25	57	60	3.80	95.00%
LQ27	60	60	4.00	100.00%
LQ35	58	60	3.87	96.67%
LQ2	60	60	4.00	100.00%
LQ6	60	60	4.00	100.00%
LQ11	60	60	4.00	100.00%
LQ26	60	60	4.00	100.00%
LQ15	60	60	4.00	100.00%
LQ30	60	60	4.00	100.00%
LQ1	60	60	4.00	100.00%
LQ14	60	60	4.00	100.00%

### Employer Satisfaction item score summary

Item code	Score	Maximum	Average / 4	% of maximum
EQ19	8	8	4.00	100.00%
EQ17	8	8	4.00	100.00%
EQ21	8	8	4.00	100.00%
EQ12	8	8	4.00	100.00%
EQ14	8	8	4.00	100.00%
EQ18	8	8	4.00	100.00%
EQ15	8	8	4.00	100.00%
EQ4	8	8	4.00	100.00%
EQ9	8	8	4.00	100.00%
EQ27	8	8	4.00	100.00%
EQ22	8	8	4.00	100.00%

Racing Education Centre (REC) – RTO 22215 | 2025 Quality Indicator Annual Summary Report

EQ13	8	8	4.00	100.00%
EQ20	8	8	4.00	100.00%
EQ6	8	8	4.00	100.00%
EQ11	8	8	4.00	100.00%
EQ10	8	8	4.00	100.00%
EQ24	8	8	4.00	100.00%
EQ26	8	8	4.00	100.00%
EQ28	8	8	4.00	100.00%
EQ29	8	8	4.00	100.00%
EQ1	8	8	4.00	100.00%
EQ5	8	8	4.00	100.00%
EQ25	8	8	4.00	100.00%
EQ23	8	8	4.00	100.00%
EQ7	8	8	4.00	100.00%
EQ16	8	8	4.00	100.00%
EQ3	8	8	4.00	100.00%
EQ2	8	8	4.00	100.00%
EQ8	8	8	4.00	100.00%
EQ30	8	8	4.00	100.00%