



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21099	Integrated Training Solutions (Aust) Pty Ltd

1. Survey response rates (2016 Calendar year data)

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	869	525	60.41%
Employer satisfaction	0	0	0

Trends of response statistics:

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

InterCare Training continues to champion the completion of the AQTF survey via our current processes in place and additionally reminding students personally to complete the survey post their work placement event, typically held at the end of their chosen qualification.

Based on our review, the CHC43015 - Certificate IV in Ageing Support course provided a higher response rate in terms of survey completion and training delivery outcomes.

Consistent with previous submissions, the 2017 delivery focus remains the same with general public students and therefore no employer surveys were completed.

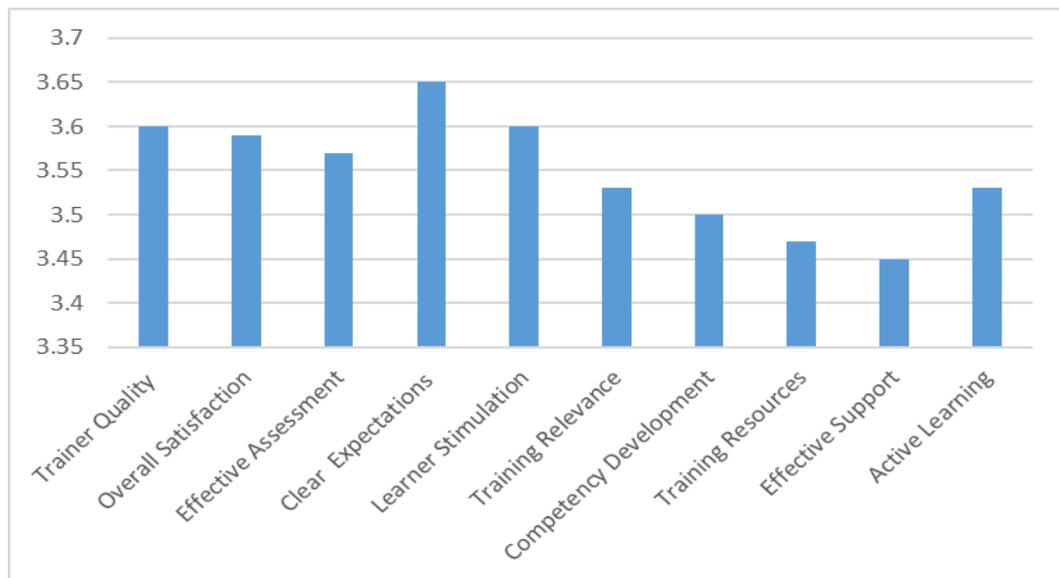
Average Learner feedback for all broad categories was >88% across the AQTF survey which shows a consistent result when compared to last year;

Learner Survey Scale	Learners Average Score (%)
Trainer Quality	90.00%
Overall Satisfaction	89.70%
Effective Assessment	89.37%
Clear Expectations	91.36%
Learner Stimulation	90.06%
Training Relevance	88.29%
Competency Development	87.53%
Training Resources	86.94%
Effective Support	86.40%
Active Learning	88.31%

Student responses show positive results across all areas of survey sections outlined below;

Learner degree of approval/satisfaction by AQTF survey category:

(Note: Highest score possible in graph below is 4).



The strongest statistic received was clear expectations (91%) followed by trainer quality/learner stimulation (90%) thus demonstrating a sound student screening process and trainer/assessor recruitment practices being carried out across the wider business.

This data continues to remain consistent with 2017 data submitted previously.

2. Survey information feedback

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

The results received showed a positive trend and were consistent with the regular reviews of our survey data, typically carried out within our RTO governance meetings.

The connections we maintain with our facility partners continues to show a high level of engagement from an industry perspective with students gaining employment in the community services sector on a regular basis post the completion of their chosen training course.

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

The survey data feedback outlines that InterCare Training has maintained a positive trend in 2017 and remained consistent with previously reported data over the past 3 years.

3. Improvement actions

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

InterCare Training remains committed to running regular VET Monitoring Committee (VMC) meetings internally to further support our commitment and review of Quality Training delivery and implementing positive changes to our program based on a range of feedback mechanisms from; students/industry etc.

Regarding support mechanisms for students, we have continued our focus on this by providing additional dedicated student support officers across the business to better streamline more frequent opportunities for students to access this initiative across our delivery sites.

We will continue to monitor the effectiveness of our student support services in line with our continued commitment to providing a strong student centred approach.

The survey data feedback outlines that InterCare has maintained a positive trend in 2017 and remained consistent with previously reported data over the past 3 years.

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

InterCare Training will continue to monitor this survey data across all areas and identify any opportunities for improvement (where identified) to maintain high quality training and ongoing compliance.

This process is supported via our VET monitoring committee (VMC) and our dedicated continuous improvement log that further supports any improvements and agreed actions/timeframes for implementation into the business.