



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
121531	Selmar Institute of Education Pty Ltd

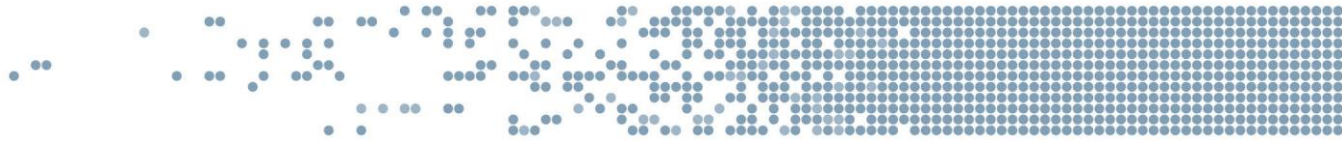
Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	455	355	78.02%
Employer satisfaction	49	48	97.95%

Trends of response statistics:

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

The 2016 response rate for Learner Engagement within Selmar was 78.02% compared to 64% in 2015. The response rate for Employer satisfaction was significantly higher with 97.95% compared to 12% in the previous year.



Section 2 Survey information feedback

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

Overall students acknowledged that Selmar's flexible delivery modes of Campus, Workplace and Off Campus delivery suited their personal study and workplace needs. Students agreed strongly that Selmar's experienced Trainers and Assessors were knowledgeable, supportive and professional. Learners shared that Trainers shared realistic, real life examples and experiences to encourage and motivate them throughout their studies. General feedback from the Early Childhood and Aged Care industry was that Selmar's training programs delivered well trained individuals who were job ready.

Survey feedback disclosed issues and areas for improvement that we were already largely aware of. These tended to fall into the areas of improving student study resources (reduce repetition) and the need to continue to offer customised training programs to existing workers within the Early Childhood, Community and Aged Care sectors.

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

Selmar continues to deliver quality training with outstanding results. Selmar has a 80% completion rate for learners within our Aged Care, Early Childhood and Business qualifications. Feedback received indicates that training provided meets the needs of industry and produces well prepared job ready graduates.

Section 3 Improvement actions

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

Continual improvement and review of Learning and Assessment materials and a more collaborative Industry Consultation process to be implemented by the Operations and Resource Development team.

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

Our National, State, Regional Training Managers along with Trainers and Assessors are taking a more proactive approach to consulting with industries to ensure we are up to date with current industry standards.

Our Quality and Continuous Improvement team guides, monitors and reviews industry feedback into the business to enable us to continuously deliver high quality training and assessment.

The Resource Development Team will oversee the implementation of any improvement actions arising out of validation and moderation activities presented in the Improvement Action Plan section of the Assessment Validation Record and the Assessment Moderation Record (where improvements need to be made to the actual assessment materials as a result of moderation).