



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
121531	Selmar Institute of Education

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1622	1044	64%
Employer satisfaction	495	59	12%

Trends of response statistics:

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

The response rate for Learner Engagement for 2015 was 64% compared to 49% in 2014.

Learner engagement survey results are very pleasing. On average 96% of learners agreed/strongly agreed and 4% of learners disagreed/ disagreed strongly. Highest response rate was from the Certificate III cohort coming in at 60% of all received surveys. We had mixed results with the number of returned surveys from the Certificate IV and Diploma cohorts.

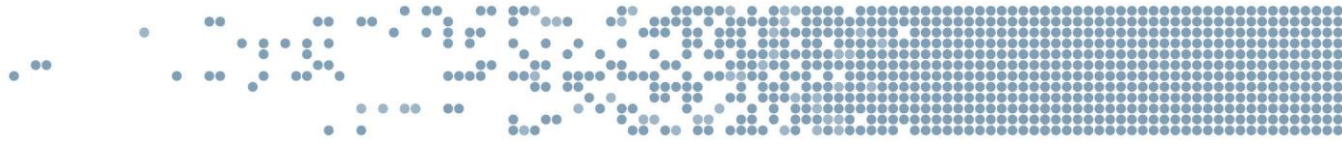
From the responses received 96% of learners agreed/strongly agreed that our trainers had excellent knowledge of the subject content and 94% of learners agreed/strongly agreed that they would recommend Selmar to others.

Of the four main categories covered by the Learner Engagement Surveys, the highest percentage of our students scored in the agree/ strongly agree areas with Trainer Quality rating 96%, Work Readiness scoring 96%, Training Conditions sat at 95% and Learner engagement scores came in at 97% for 2015, which shows a 5% increase from the previous year.

Employer Satisfaction response rates were at 12% for 2015 which is slightly higher than the response rates of 11%



from 2014.



Section 2 Survey information feedback

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

As in the previous two years feedback, 2015 saw approximately 80% of students (particularly campus based students) providing positive feedback in regards to their trainers. Selmar has continued to employ highly trained, engaging and vocationally competent trainers, which was evident in the qualitative data review.

Student comments ranged from how fun the training environment was, to how knowledgeable and passionate our trainers are with examples of real life experiences and examples that trainers bring in from the workplace. Student studying on campus comments also highlighted how our simulation labs and practical placement really helped to make students "job ready", and the flexibility and support of our trainers.

Once again, distance and workplace students indicated they were happy with the flexibility of the study modes that they undertook, which allowed them to work whilst studying, and to be able to apply what they were learning within industry. Many students also commented that their trainers were very accessible and flexible, and that it was great to have their trainer come to them and spend time in one on one to assist with their learning.

Approximately 10% of campus based students commented that they felt the courses they undertook had a good blend of theory and practical; which prepared them well for placement. A small percentage of students also commented on the fact that we find their student placements for them, which added to the positive experience for them.

Once again, students felt the learning environment offered by Selmar was safe and encouraging. Many students commented that the training being delivered was relevant to the industry students were placed in or already worked in. Many students found the resources helpful and informative; which aided in their learning and made their learning journey experience an enriching one.

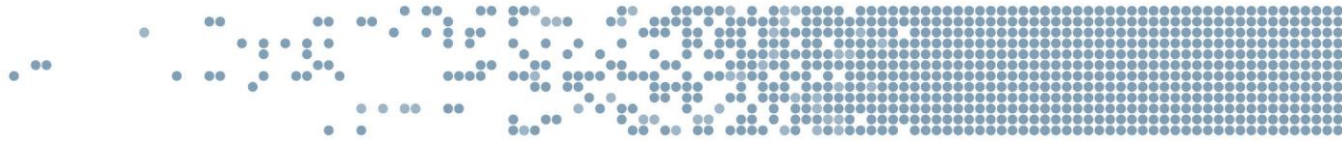
An unexpected comment was that some of our learners felt that some of our training and assessment resources needed review as tasks were a) too repetitive, b) or the learner resources didn't contain what students needed to complete tasks, c) web addresses were not current, d) resources had spelling and grammatical errors. Other comments from students were that Selmar should look into being able to offer students the option to be able to submit assessment tasks online.

A consistent theme with the Employers was the training provided by Selmar reflected current industry practice, prepared employees for the demands of work, the employees gained the skills needed for industry and that Selmar trainers were effective in their teaching and had good knowledge and experience of the industry they were training in and 92% of employers would recommend Selmar to others.

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

Based on the feedback received from learners and employers in 2014 and again in 2015; students are generally happy with the calibre of the trainers we employ and the services that our trainers deliver to the students. The feedback is that trainers are supportive, flexible, friendly and accommodating. Our trainers are knowledgeable in their vocational industries and deliver quality training; whilst making the training as flexible as possible. Our trainers also engage in annual industry placement to ensure their vocational currency is being kept up to date.

Students have found our classes fun and educational and our trainers know their industries, which make the learning relevant and that the skills and knowledge they attain will equip them for industry. Both our campus and



workplace trainers are flexible and provide their learners with the support they need to attain their qualifications.

Section 3 Improvement actions

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

Based on our plan from 2014's QI data we have been continuing to utilise the survey feedback we receive each month from both campus and workplace/distance learners. After each campus class, a feedback summary report is compiled from the raw data and submitted to the trainer and their Regional Manager/Program Manager with the average for Trainer Quality, Work Readiness, Training Conditions and Learner Engagement. The Best aspects and Most in need of improvement feedback is also included in this report which are then filtered to the relevant departmental meetings.

Workplace trainers receive their Summary Feedback Reports mid-year and again at the end of the year to discuss the feedback with their Regional Managers at their one on ones and any actions that needed to be taken are discussed and filtered through. The next level is that these statistics are then provided to the Operations Manager annually for review and strategic planning for the following year.

We also seek feedback from our Industry partners throughout the year.

The Resource Development Department have worked on improving resources and assessments in line with the feedback received from the surveys and as part of our internal course reviews.

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

We will continue with Campus classes still being able to access their surveys via the computers in our computer lab via weblinks created specifically for each class according to their class code. Offsite class surveys will continue to be captured via email deployment. Distance and workplace student feedback is collected via email with trainers following up with their students to ensure they have received the surveys. Workplace surveys for distance/workplace learners continue to be disseminated to learners who are completing each month rather than at set times in the year. This allows for targeted distribution of surveys and the use of Survey Monkey allows for cleaner analysis of the data, tracking of how many surveys have been sent and how many students have responded to their surveys.

We continue to nurture and maintain our strong relationships with our Early Childhood, Aged Care, Community Care based industry clients, and job network agents when we visit them on a regular basis to build on those relationships and collect feedback. We use this feedback as part of our Continuous Improvement Framework to listen to the needs of the industries we are affiliated with and make any required changes to training and assessment practices. As part of Industry Consultation Plan, we are working to expand our industry consultation into specialist areas in retail, hospitality and the business sectors to better inform our practices and tailor our training to industry needs.

In line with the SRTTO standards, we have modified our assessment validation practices, which include the participation of industry in some validation sessions. This allows us to systematically involve industry in some of the validation sessions. The validation schedules are included into the Quality and Compliance Calendar, so their progression can be monitored to ensure validations are progressing as planned throughout this year and as per our 5 year validation cycle document.