



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21132	Stirling Institute of Australia Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	490	277	56.53
Employer satisfaction	2	2	100

Trends of response statistics:

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

After students' response rates improved last year they have slightly dropped for this year (drop of 16.5%):

Student response rate -

For 2014 was 23.24 %

For 2015 was 20 %

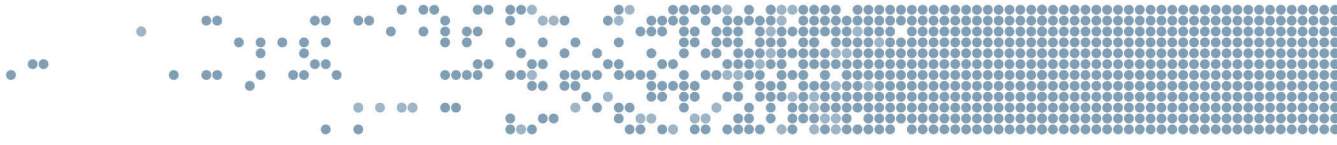
For 2016 was 42.22 %

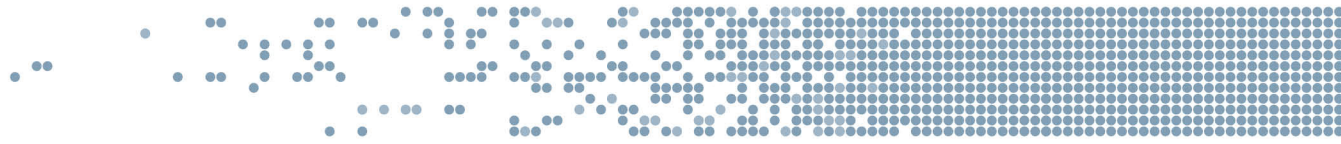
For 2017 was 22%

For 2018 was 73%

For 2019 was 56.53%

Compared to the previous year's collection, SIA experienced a decrease of 16.5% in the response rate; from 73% to 56.53%. This is not an alarming indicator however, SIA will continue to implement a two-strategy approach by providing students with online as well as paper-based formats. In 2018, 220 surveys were received. In 2019, 277 surveys were received. We also increased the number of surveys issued in 2019.





Section 2 Survey information feedback

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

Expected findings:

Stirling Institute of Australia (SIA) has four values; Team, Diversity, Accountability and Integrity. It was expected that these values were passed onto students and reflected in SIA procedures and way of doing. From the 35 questions present in the surveys, the highest scores were received in the following;

LQ2 I identified ways to build on my current knowledge and skills (average of 4.65)

LQ11 Training organisation staff respected my background and needs (average of 4.59)

LQ16 I learned to work with people (average of 4.55)

LQ34 Trainers encouraged learners to ask questions (average of 4.59)

LQ35 Trainers made it clear right from the start what they expected from me (average of 4.52).

These have also increased from previous years' collection demonstrating that SIA values are still strong and well implemented/followed.

We have reviewed our procedures in relation to onboarding new trainers (tougher screening was introduced with the creation of interview questions) and requirements around professional developments and currency for trainers and assessors. This has resulted in a more beneficial impact on the students' learning where support and guidance toward students were encouraged and expected from all trainers working at Stirling. As an expected result, SIA has received positive responses regarding LQ24 The training organisation had a range of services to support learners with an average score of 4.28.

The average score for LQ21 Training facilities and materials were in good condition, was 4.24 and this was expected after the validation and industry consultations done on majority of our qualifications and their learning materials.

Unexpected findings:

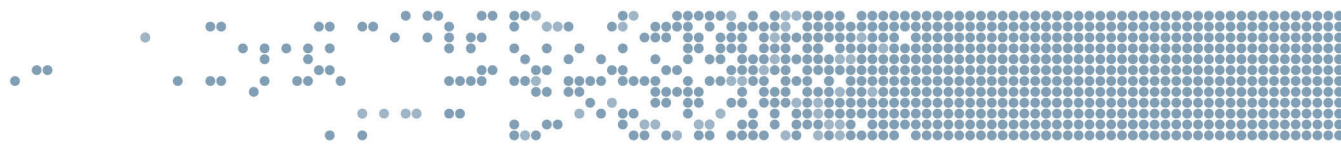
Different from previous years (2017 and 2018) the feedback received from the students indicated a slightly decreased level of satisfaction regarding the availability of extra supporting materials and resources. This was unexpected in consideration of the actions implemented by SIA towards the end of 2018 and in 2019 in purchasing new resources.

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

When comparing the overall feedback of the received surveys with previous years, it is evident that Stirling Institute of Australia has listened and improved on those areas that were previously identified as not meeting the expectations. From the open question responses, it is noticed that the general satisfaction of participants is positive and it seems that the level of satisfaction is higher than in previous years. Vast majority of comments/compliments are related to the positive experience, the support received and trainers.

From the responses received regarding LQ8, I looked for my own resources to help me learn (4.03) it seems that some learners are expressing the desire of having more resources available to support them in their learning.

Section 3 Improvement actions



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

Overall SIA received an average of above 4.2 in the quality indicators and only three areas have received a slightly lower score (from 4.1 to 3.8). Even if this is still an acceptable response from learners, SIA is striving for continuous improvement and the corrective actions put in place are mainly relevant to the review and monitor of existing as well as newly ceated learning resources. A review of existing forms for this purpose has been completed and relevant staff members have been informed and trained on the use of these forms.

Regarding the necessity of finding additional resources in order to support students' learning, SIA has decided to create additional learning resources to support students. This will be done by adding these to the existing resources and make them available to trainers and students.

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

1. A review will be conducted quarterly to ensure resources are of high standards. All the forms will be collated and analysed to determine suitability of resources.
 2. When validating units of competency SIA will ensure to create extra resources and make them available via Dropbox to both students and trainers. Communication strategies will be reviewed to ensure trainers will be consulted in relation to delivery and learning materials available to students (trainer feedback forms)
 3. An ongoing analysis will be conducted on completed student feedback forms for individual units. These forms are available to students on the last page of their assessment kits.
 4. SIA will continue to monitor continuous improvements by;
 - analysing student formal surveys, generally conducted in week 5 and 15 as well as at completion of the course
 - trainer meetings
 - management meetings
- Any identified action will be discussed and recorded onto the continuous improvement register.