



# 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	200	181	90.50%
Employer satisfaction	1	1	100%

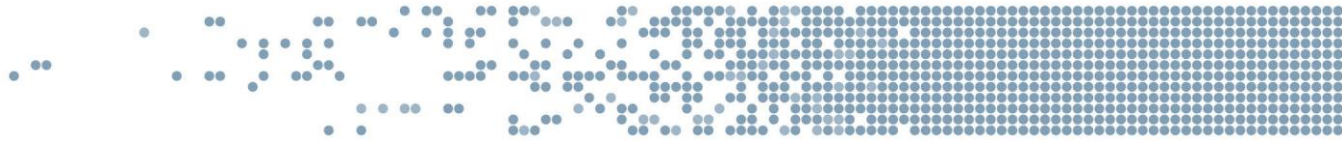
#### Trends of response statistics:

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

#### 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%  
For 2020 was 51.90%  
For 2021 was 90.50%

Compared to the previous year's collection, SIA experienced an increase of 38.6% in the students response rate.



## Section 2 Survey information feedback

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

#### Expected findings:

From the 35 questions present in the surveys, the highest scores were received in the following;

For LQ3 "Trainers had an excellent knowledge of the subject content" SIA received an average response of 4.67; for LQ35 "I approached trainers if I needed help" the average was 4.64; and for LQ1 "Trainers encouraged learners to ask questions" SIA received an average of 4.72.

SIA believe that these very positive responses are mainly related to the reviewed processes in relation of onboarding new trainers, (tougher screening was introduced with the creation of interview questions) and requirements around professional development and currency for trainers and assessors. In addition to this, SIA implemented an ongoing monitoring system for trainers by observing them during delivery sessions to ensure high standards are maintained and consistency across the various trainers and deliveries of SIA qualifications. 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 SIA.

#### Unexpected findings:

LQ31 "The training organisation had a range of services to support learners" received an average score of 4.31 very similar to last year average score of 4.30.

LQ33 "I pushed myself to understand things I found confusing" received an average score of 4.28 and when comparing this data to previous year average there was a decrease of 0.31%.

SIA believe that these two results (although positive) reflect the situation experienced by students during the numerous lockdowns in the State of Victoria during COVID 19. LQ31 was expected to be higher compared to previous years as SIA implemented additional support services for students including the Wellbeing Team to support the wellbeing of students in general; appointed a Training Coordinator to support students and create intervention strategies, whenever these are required.

Similarly for LQ33, the slight decrease is considered to be a direct consequence of the general apathy of the students being in lockdowns and attending virtual classes without having the social and motivating aspect of face-to-face classes.

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

SIA received an average response rate of 4.50. This is a very positive outcome and 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 clear that the general satisfaction of participants is positive, and it seems



that the level of satisfaction is higher than in previous years (there was an increase of 0.13% from last year - average score was 4.37% compared to this year average score of 4.50%). Vast majority of comments/compliments are related to the positive experience, the support received from trainers.

In addition to the quality indicators, SIA has also analysed the internal Week 15 Surveys. SIA received a total of 145 responses and the results confirm and are in line with the responses received from the quality indicator surveys.

### Section 3 Improvement actions

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

1. We have developed a range of services for students including Wellbeing Team and appointed a new position within the company to support students "Training Coordinator".
2. Our work placement coordinators have introduced an additional class visit to ensure additional support is allocated in the preparation of the workplace where appropriate.
3. We introduced counselling services for all students run by an external organisation at the beginning of COVID-19 and will continue to provide counselling services to students at no cost to the student.

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

1. 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. This will inform validation and focus will be given to feedback that will be related to clarity of resources.
  2. 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
  3. SIA will evaluate and review the new student support services recently implemented to determine their effectiveness and/or understand if there are areas of improvement.
- Any identified action will be discussed and recorded onto the continuous improvement register.