



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22503	SEDA Group Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	1067	113	11%
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)

Certificate III level courses provided a higher response rate than HLTAID003 Provide first aid, Certificate II and Diploma level courses.

The 2017 student response rate of 11% was lower than previous years, most likely due to the chosen time of distributing surveys. Employer response rate continues to maintain its successful response rate of 100%.



Section 2 Survey information feedback

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

We expected that students wanted more practical training and assessment, less assessment repetition and clearer expectations. Each year SEDA Group reviews curriculum to improve quality and relevance to industry.

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

Our Learner Engagement Questionnaire highest performing areas were:

Competency Development - 82%

Overall Satisfaction - 82%

Our Learner Engagement Questionnaire lowest performing area was:

Learning Stimulation - 79%

Our Employer Questionnaire highest performing areas were:

Trainer Quality - 100%

Training Resources - 100%

Our Employer Satisfaction Questionnaire lowest performing areas were:

Effect Assessment - 88%

Effective Support - 88%

Overall SEDA Group is performing quite well and delivering its agreed services to both learners and employers at a level above average. There are always opportunities for improvement, and this survey provides good baseline data from which to develop strategies for improvement.

Section 3 Improvement actions

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

For 2018, majority of course curriculum has been reviewed and developed with industry to ensure students are trained and assessed inline with industry's expectations. Cluster Feedback Surveys have been implemented to survey students, trainers/assessors and industry throughout our courses. This feedback is used to improve SEDA Group's curriculum and improve student and trainers/assessors experiences.

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

Part of SEDA Group's Quality Focus and Continuous Improvement processes is to regularly review, report,



implement and monitor continuous improvement activities across the organisation. In 2018, SEDA Group will be completing the following initiatives to monitor effectiveness of implemented strategies as part of this quality indicator feedback:

- Cluster Feedback Survey: Feedback is gained from students, trainers/assessors and industry on training and assessment practices.
- Admissions Evaluations: Feedback is gained from students on pre-enrolment and enrolment processes.
- Student/Trainer/Employer course surveys: Feedback is gained from trainers/assessors, students and employers on their overall experience in their course, including but not limited to training and assessment, support services, trainer and assessor satisfaction.
- Validation and Quality Review of Assessment Judgements activities: Reviews of assessment practices, industry relevance and quality of training and assessment will be completed to improve curriculum for future courses and provide feedback to assessors.
- Internal Audits: Student centered approach internal audits are conducted to regularly review, report, implement and monitor continuous improvement activities.