



# 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	1,694	304	18%
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)

Short courses in HLTAI001 and HLTAID003 provided a lower response rate than Certificate IV and Diploma level courses.

The 2018 student response rate of 18% was higher than 2017 which was 11%. 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 expectation – This is feedback is similar to the feedback from 2017. SEDA Group has implemented a more efficient Cluster Feedback Survey process for students and trainers to provide feedback on curriculum. This feedback is reviewed during the curriculum development process to improve quality and have increased engagement during training and assessment.

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

All areas in the Learner Engagement Questionnaire had an average score of 81% except for Learning Stimulation and Training Relevance areas which were 80%.

Our highest performing areas at 100% for the Employer Questionnaire were Effective Assessment and Training Resources. The lowest performing area was Training Relevance at 79%.

Overall SEDA Group is performing quite well and delivering it's 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 2019, majority of course curriculum has been reviewed and developed with industry to ensure students are trained and assessed in line with industry's expectations. The Cluster Feedback Survey and Area of Study Survey process has been reviewed and a more efficient process for completing the surveys is in place. This feedback is used to improve SEDA Group's curriculum and improve student and trainers/assessors experiences.

For 2019, student leaders have been selected for each program to provide feedback to SEDA Group on a range of topics throughout the duration of their course. This feedback is taken into consideration by program managers and implemented where possible to improve student 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 2019, SEDA Group will be completing the following initiatives to monitor effectiveness of implemented strategies as part of this quality indicator feedback:



- Cluster Feedback Survey and Area of Study Survey
- Admissions Evaluations
- Student/Trainer/Employer course surveys
- Student Leaders
- Validation and Quality Review of Assessment Judgements activities
- Internal Audits