



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	1,751	829	47%
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 and Diploma level courses provided a higher response rate than short courses in HLTAID003 Provide first aid and HLTAID001 Provide cardiopulmonary resuscitation.

The 2019 student response rate of 47% was higher than 2018 which was 18% and 2017 which was 11%. The employer response rate has continued to maintain a 100% success response rate.



Section 2 Survey information feedback

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

We expected that students would provide feedback on wanting more practical tasks, less assessment repetition and workload. SEDA Group conducts course curriculum reviews each year with feedback from industry, trainers/assessors and students to ensure curriculum is industry relevant, engaging and where possible implement practical based training and assessment activities. 2020 timetable scheduling has been revised to implement more block mode learning rather than undertaking multiple clusters at a time - this has reduced students workload and repetition between assessment tasks.

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

All areas of the Employer Questionnaire and Learner engagement Questionnaire achieved an average score of 80% or above.

The highest performing areas for the Employer Questionnaire was Training Resources and Overall Satisfaction at 100% and the lowest performing area was Training Relevance at 79%.

The highest performing areas of the Learner Engagement Questionnaire were Trainer Quality, Competency Development, Training Resources, Effective Support and Overall Satisfaction at 83%. The lowest performing areas were Learning Stimulation and Active Learning at 81%.

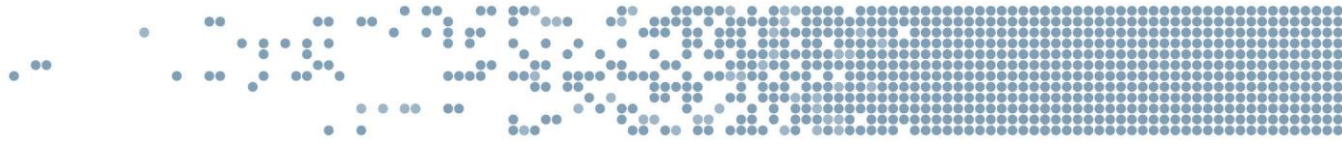
Overall SEDA Group is continuing to provide its agreed services to both students and employers at a high level to achieve ongoing satisfaction. SEDA Group is always looking for the opportunity for improvement and these surveys provide data from which to assist in developing improvement strategies.

Section 3 Improvement actions

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

All course curriculum for 2020 has been reviewed and developed with industry to ensure students are trained and assessed in line with current industry's expectations.

SEDA Group has re-engineered its Diploma Program based on feedback gathered from a range of industry partners, trainers/assessors and students. The Sports Industry Program (formally Diploma Program) allows students to complete a double diploma which is more aligned to industry expectations, student interests and career outcomes.



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

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