



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

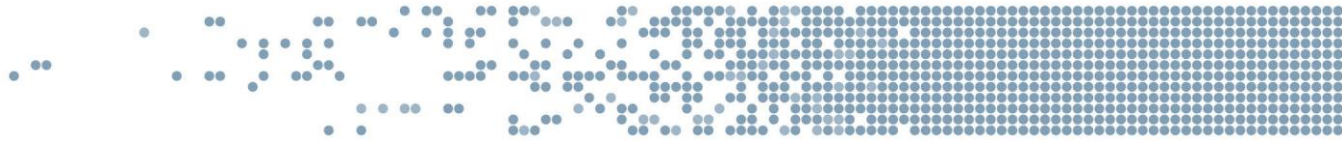
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	2085	634	30%
Employer satisfaction	1	1	100%

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 rates compared to short courses in HLTAID003 Provide first aid and HLTAID001 Provide cardiopulmonary resuscitation.

The 2020 student response rate of 30% was lower than the 2019 student response rate of 47%. The 2019 response rate was higher than 2018 which was 18%. The employer response rate has continued to maintain a 100% success response rate. A potential reason for 2020 response rates being lower than 2019 could be due to additional surveys being administered due to Covid-19.



Section 2 Survey information feedback

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

We expected to see that students would want more practical tasks and better suited learning resources for remote learning, this was due to students not being able to engage in normal practical tasks due to Covid-19 restrictions. 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

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

All areas of the Learner Engagement Questionnaire achieved an average score of 83% or above

The highest performing area of the Learner Engagement Questionnaire was Overall Satisfaction at 87% and the lowest performing area was Active Learning at 83%.

All areas of the Employer Questionnaire achieved an average score of 81% or above.

The highest performing area of the Employer Questionnaire was Training Resources at 100% and the lowest performing area was Effective Assessment at 81%.

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 and learning resources for 2021 has been reviewed and developed with industry to ensure students are trained and assessed in line with current industry's expectations and allow for increased engagement during training and assessment activities. SEDA Group has updated its Diploma dual program in 2021 offering which is now the Sport and Business Program. This program is aligned to specific industry partners where students study in a practical environment, and learn from industry experts, coaches, and elite athletes.

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
- Quality Reviews