

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	758	1875	40.42
Employer satisfaction	1	1	100

Trends of response statistics:

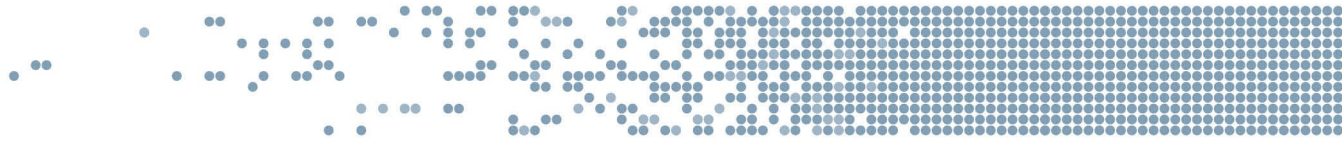
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Learners who undertook a Certificate II or Certificate III level qualification had a higher response rate than learners who undertook a Diploma level qualification. On review of the overall response rate across all scales, Learners undertaking a Certificate II or Certificate III qualifications also provided the highest score with this averaging 85%. Whilst students undertaking the Diploma level qualifications averaged 74%.

Across the national learner population the majority of learners were within the 15-19 years of age group with 65% of all learners male. In Western Australia the percentage of female students was higher than in other states.

On average learners recorded a high response score for Training resources which was around 84% nationally; with a slightly lower score for learners in the Northern Territory of 71%.

Overall the survey response rate was low across all learner cohorts, although it was up 10% from 2020 data. However, like 2020 the response rate was effected by the COVID-19 pandemic with state based restrictions and



lockdowns. This was most noticeable in our Diploma learners in Victoria who experienced the most severe restrictions which impacted on engagement levels with a required shift from a principally face to face delivery model to a blended model with a strong online focus during restrictions.



Section 2 Survey information feedback

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

Expected findings from the learner survey feedback were that learners valued the more applied and practical aspects of the training i.e. hands-on practical tasks. They also valued trainers' willingness to help and provide support, the experience of the trainers, learning through teamwork, the facilities, the opportunity to learn more about the sport and recreation industry and coaching as well as training being provided by industry experts.

Unexpected findings from the survey feedback were that some learners felt there were too many theory assessments which were somewhat unexpected given the more applied and practical nature of our programs. Some learners indicated a preference for assessment tasks to be more customised to the sport and for there to be more interactive theory. Whilst others suggested they would like improvements made to online learning and further structure provided within the running of community based clinics. Guest speakers were seen of value with some learners indicating they would like the opportunity to have access to more guest speakers from industry.

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

The survey findings confirm that overall our learners value our more applied delivery model which is underpinned by our SEDA values and connection with our breadth of industry partners. Within the programs there is also an opportunity to make an impact in the community through engaging programs and initiatives from our Certificate level qualifications to our Diplomas within the Sport and Business arena.

A strong focus of SEDA is to continue to engage with industry to enhance program curriculum and deliverables to ensure that there are quality outcomes for our learners to support vocational outcomes which are informed by industry partners and key stakeholders.

Section 3 Improvement actions

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

We envisage with the establishment of SEDA College NT this year that there will be greater support and training resources for learners in 2022 than there was through the previous host school model.

As part of our quality and continuous improvement outcomes we will continue to review our program design and our curriculum and assessments based on learner, trainer and industry feedback. This will be supported by our ongoing upgrade to our online learning resources to make them more engaging and where possible industry led. In line with this we have commenced rolling out bespoke and industry led resources within our Diploma programs and have also included more practically based tasks.

In line with our program design review, we have already implemented changes to our program design in our courses offered in Western Australia based on feedback received from trainers and industry which have been well received.



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

We will continue to engage with pre validation of our assessment tools prior to implementation and post validation activities including a quality review of samples of assessment judgements nationally as part of our quality and continuous improvement practices.

We will continue to provide opportunities for both trainer and learner feedback to support our review of our teaching, learning and assessment resources.

To strengthen and further formalise our academic governance we will be implementing an Education and Quality Committee. This committee will endeavour to promote goals of excellence and accountability in the education programs delivered nationally, ensure quality assurance processes, develop, review and recommend academic and student related policies and procedures, as well as provide ongoing monitoring of the performance of our academic areas to assist with quality management and continuous improvement practices.

We will also be implementing a process improvement in the manner in which we distribute the Learner Engagement Questionnaire to learners. This will include making the link to the questionnaire accessible via the Learning Management System which will be supported by the capacity for prompts and a pop up on the dashboard with the aim of achieving a much higher response rate for 2022.