



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22503	SEDA Group

#### Section 1 Survey response rates

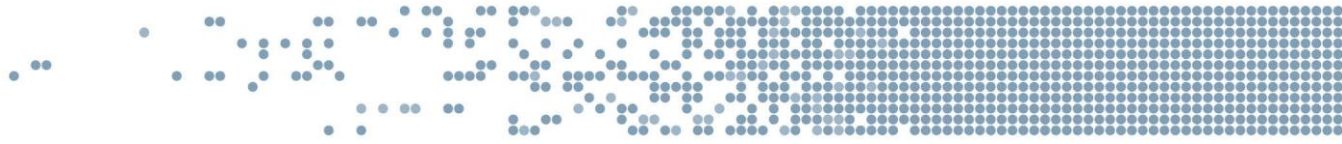
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1467	690	47
Employer satisfaction	1	1	100

#### Trends of response statistics:

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

Generally, students in Certificate II and Certificate III level qualifications provided higher response rates than students in Diploma level qualifications.

In 2022, the student response rate of 47%, is higher than 2021, which was 40%.



## Section 2 Survey information feedback

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

Feedback from the learner surveys showed that students appreciate the balance of practical and applied components of SEDA's training program, in particular the hands-on tasks and applied learning opportunities gained through exposure to our sports partners. This learner feedback is very much aligned with the SEDA model as a provider of a hands-on education who partner with elite industry organisations across Australia.

Learners also recognised the opportunity to gain direct knowledge of the sports and recreation industry through their trainers, due to their ability and willingness to share real life experiences and anecdotes. This feedback is supportive of SEDA's strong connections to industry across all levels of the organisation.

Learner feedback included comments indicating that some students would like less classroom days, and others indicated a preference for more flexibility within the program delivery. Whilst this feedback was not expected, it has been taken into account as discussed in Section 3 of this report.

Learner feedback highlighted a high level of student support that was readily provided by classroom trainers. This feedback correlates with SEDA's 'Primary Trainer' model where students generally have one trainer for the duration of their course facilitating a supportive learning environment.

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

With satisfaction rates ranging from 78% to 81% SEDA's performance across each of the key performance areas is positive.

Specific feedback shows the combination of theory and practical learning, hands-on experiences, and real-world relevance were highly valued by the students. The trainers and teachers were praised for their expertise and ability to make learning enjoyable. The presence of industry experts, workshops, and work integrated learning opportunities added value to the overall training experience. The professional environment provided by partnering with sporting clubs was also seen as a positive aspect.

This feedback correlates with the highest performing areas of the Learner Questionnaire which was Competency Development, Effective Assessment, Training Resources and Trainer Quality. Each of these key performance areas scored a satisfaction rate of 80% - 81%.



### Section 3 Improvement actions

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

Taking into account the feedback we received on classroom attendance requirements and more opportunities for flexible learning (see Section 2), SEDA has developed a blended learning model that combines three days of in-class face to face instruction, one day of virtual classroom sessions led by a trainer, and self-directed learning. This model ensures that students benefit from direct guidance from trainers during the three days of face-to-face learning. They also have the flexibility to engage in self-learning at their own pace, activating their active learning skills, and accessing trainers' assistance whenever they encounter challenges during their learning journey. Due to SEDA's annual intake, this program will be rolled out to Diploma Program students commencing in 2024.

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

The effectiveness of these actions may be monitored through the collection and analysis of student and trainer feedback as well as monitoring student engagement and results. For example:

- SEDA student surveys
- Quality Indicator Learner Surveys
- Trainer Feedback
- Student progress monitoring
- Student engagement markers