

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22581	Victorian Education and Training Group Pty Ltd

Section 1 Survey response rates

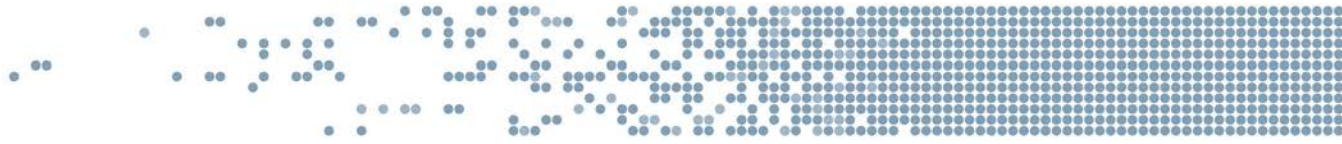
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	96	32	33.3%
Employer satisfaction	8	3	37.5%

Trends of response statistics:

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

The student of CHC50113 Diploma of Early Childhood Education and Care showed high response rate and Diploma of Building and construction showed low response rate.

The student satisfaction percentage has increased as compared to previous years.



Section 2 Survey information feedback

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

The students has shown positive response about the improved training quality. VETG has successfully prepared student ready for work specially in early childhood education and care.

The Building and construction courses are new at VETG and current cohort has shown confidence on the training and assessment staff and resources.

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

It is evident from the survey that the change in management has impacted positively on the students. The students are becoming more satisfied than before. The attendance rate and completion rate has gone up.

Section 3 Improvement actions

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

VETG has taken following corrective actions:

1. VETG has recruited qualified and experience trainers and assessors.
2. VETG has successfully implemented the monitoring attendance policy to increase the student satisfaction.
3. VETG has updated the policy to take regular feedbacks from student about the Trainers/Assessors, Training Material, Brokering services to increase the student satisfaction by identifying problems systematically.
4. VETG has developed a quality control committee to maintain the quality of the training and assessment.

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

VETG Quality control committee will regularly conduct meetings with the relevant staff members to see the effectiveness of the above actions.