

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21868	Phillips Training Services Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	154	42	27%
Employer satisfaction	5	0	0

Trends of response statistics:

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

For the 2017 Calendar Year, the survey was conducted electronically therefore the response rate is considerably lower than in previous years when the survey was completed by students using paper-based forms and data was entered manually by RTO staff. The change to digital delivery was implemented in order to allow for easier administration and more effective analysis of survey data.

The students surveyed for these indicators were selected by this organisation in accordance with national guidelines. For 2017, the indicators are based on a survey of 154 students, or the majority of completions in the 2017 calendar year. Of the 154 email invitations sent, 42 responses were received, indicating a 27% response rate. Of those 42, 13 completed only the multiple choice section and 29 continued to the second page and completed the short answer and statistical questions. Complete data therefore was only received from 18% of total possible respondents, which although seemingly low, represents an increase from the 2016 response of 14.46% from 242 recipients. To improve this response rate for the 2018 year, the RTO will schedule the emailed survey invitations at the end of each quarter to capture this information when it is likely to be fresher in the minds of completed students and at a time when email accounts are more likely to still be active.



Students of the following cohorts provided the highest response rates:

HLT33115 13%

CHC33115 17%

CHC43415 44%



Section 2 Survey information feedback

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

Overwhelmingly the majority of students either Agreed or Strongly Agreed that the Training Organisation has performed well and this is verified by the text responses of page 2 of the survey. There was one student however who did Disagree or Strongly Disagree with some of the multiple choice questions.

Analysis of this data demonstrates that learner satisfaction scores continue to be very high, ranging from 88.37% (Agree or Strongly Agree) up to 100%. This is a significant increase on the previous year's results where the lowest satisfaction rating was 82.3% and highest was 100%.

The lower end figures indicate some students are not aware of trainer expectations or course requirements, or felt they had not had enough opportunity to work with people. This finding correlated with staff knowledge regarding a particular course and a known issue. This issue was managed as effectively as possible at the time. For several of the questions (quality indicators), there was 100% satisfaction which is extremely encouraging for the RTO, although it needs to be noted that the sample is still relatively small.

Most surprising was feedback on the quality of the primary location, while most of the remaining feedback was expected.

As the RTO does not offer traineeships or apprenticeships at this time, the Employer Survey was not used in this evaluation, however there are plans to use it for 2018 (see later section).

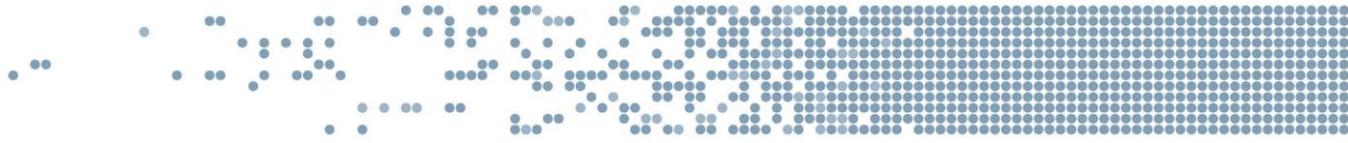
What does the survey feedback tell you about your organisation's performance?

The survey feedback tells us that the actual student experiences are close to what the RTO management and staff expected. This is a good outcome for the RTO as it means that our behaviours are correlating well with satisfactory or above average performance in a consistent manner.

Staff have also again reported consistently positive verbal feedback directly from employer representatives suggesting a very high satisfaction rating with the training services and student outcomes. This is predominantly based on feedback about Phillips Institute students' placement performance and subsequently high employment rates, which is 100% within three months for some courses. In 2018 organisations continue to contact the RTO directly to request that we send completed students who may be suitable for them to employ. This leads us to believe the training provided by Phillips Institute is closely aligned with industry expectations.

To improve response rates, the completion of the employer surveys is to be delegated to placement assessors and supervisors in 2018. As these staff have an existing relationship with the placement staff, they are better placed to ensure the collection of this important data in a more formalised way so that consistent analysis can be made.

RTO management are pleased with the overwhelmingly positive feedback for 2017 that has been collected through these surveys as well as through verbal reports to staff, written testimonials and reviews on social media such as Facebook and Google. This feedback refers to the quality and/or quantity of learning resource materials, training support provided to students, and the high quality of trainer knowledge and facilitation practice.



Section 3 Improvement actions

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

The RTO has acted quickly in cases of dissatisfaction with some issues, ensuring that adverse outcomes are averted as rapidly as possible. The results of this survey are used for continuous improvement including ongoing reviews of trainer and assessor knowledge and skill, and particularly updating and improvements to the training and assessment materials and resources. Improvements to the RTO's primary delivery location are scheduled to occur later in 2018, including repainting of the interior.

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

In 2017, modifications were made according to the feedback received in 2016, such as discontinued use of some specific resource materials, deployment of additional assessment checklists and streamlining of assessment processes. Strong positive feedback appears to confirm these improvements have contributed to increased learner satisfaction. In 2018 to date the RTO continues to monitor these practices and looks forward to the results of the 2018 survey to measure the effectiveness of these improvements.