



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
6127	Century Group Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	16139	15822	98%
Employer satisfaction	2	2	100

#### Trends of response statistics:

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

We survey all students on completion of their course and received a very pleasing overall response rate of 98%.

We are delighted with this result and feel that it is a true indication that our students feel strongly enough about their journey with us to take the time to provide us with feedback.

What else is pleasing is that this great response extended across all of our student cohorts and is an indication to us that across our entire business our students are very pleased with their experience training with us.



## Section 2 Survey information feedback

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

We provide flexible, tailor made learning and assessment programs and knew we were improving but were still overwhelmed to hear that our students were so satisfied with our services.

We know that the overall rating of 93% which is an increase of 12% reflects our consistent focus on innovation and continuous improvement plus our tailored and innovative approach which is absolutely focussed on our students achieving their learning goals.

The feedback confirms that our students have fun and really enjoy their training experience. This was particularly evident in the high rating and increases in the areas of Trainer Relevance (94% up from 77%) and Learning Stimulation (95% up from 80%)

Also, as we are absolutely committed to delivering a fabulous service to our clients we undertake ongoing development of our resources and our brilliant trainers. This has been acknowledged also with high results. Training Resources (96% up from 82%) and Trainer Quality (93% up from 82%).

Another aspect we worked on in 2015 is our improved enrolment process for our students and the very positive feedback confirms that the changes have been effective with our learners now obtaining clearer information about all aspects of the programs and Clear Expectations receiving a wonderful 96%.

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

Within our programs we strive to deliver our clients an experience worth talking about. One that is fun, supported by great trainers and achieves brilliant results. We are very pleased that the feedback from our students confirms that they feel we are achieving this.

The overall satisfaction shows our innovation and improvement initiatives are having a positive effect across all areas. The high level of satisfaction from our learners confirms that we really do help them to achieve brilliant results and that they believe in us as much as we believe in them.

From these results our students have confirmed that we have great staff, engaging and customised training and assessment delivery and provide an innovative and success orientated environment.

Overall, we are very excited and proud of our performance and even more proud of our students achievements.

## Section 3 Improvement actions

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

One of our goals is to provide a memorable training experience. As part of this we are absolutely committed to continually innovating and improving our training and assessment services and providing a service second to none. In response to our learners' feedback, we have made enhancements to our training and assessment methods and material across all areas.

We also constantly listening to our trainers feedback and in turn provide them with support and professional development opportunities. This enables them to continue to grow their skills and enhance the learning experience



for our students.

Another area of improvement has been a streamlined method of assessment submission. This provides our students a more efficient method to submit their assessments and receive relevant feedback from trainers regarding how they are tracking. We feel that this heightens the level of engagement and has been very well received so far.

We also care about what our employers say and have directly addressed their feedback one on one by further contextualising new and current resources for their specific workplace and continue to monitor this on an on going basis.

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

We have a well established processes for collecting, collating and analysing learner, trainer and employer feedback at the end of each course. This is shown in the high feedback response rates we are achieving.

To ensure our enhancements are working, when these surveys are submitted we analyse the results and immediately address any feedback as required. This provides us with continual access to information on how our students, employers and trainers are finding changes we are implementing. It also enables us to see what effect these changes are having on all other areas.

We see continuous improvement to be extremely important and ensure that all actions which are implemented are monitored for effectiveness and success.

We are absolutely committed to delivering a great training product and to do this we will always work closely with our learners, trainers and employers to ensure we provide flexible, tailor made learning and assessment programs that are fun, delivered by great trainers and supported by customised resources to achieve brilliant results.