Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tbody>
<tr>
<td>22179</td>
<td>Northea Pty Ltd</td>
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1. Survey response rates

<table>
<thead>
<tr>
<th></th>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates = SR *100 / SI</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>525</td>
<td>107</td>
<td>20.38%</td>
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<tr>
<td>Employer satisfaction</td>
<td>Unknown</td>
<td>12</td>
<td>Unknown</td>
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</tbody>
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Trends of response statistics:
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

2014 Learner cohort high response rates:
- *A high number of ‘no response’ may have distorted these figures*

Q38 Qualification enrolled in: Certificate III = 86 students
Q39 Broad field of training – Agriculture, environmental and related studies = 85 students
Q44 Gender: Male = 74 students
Q55 Age: 25-34 years old = 19; 35-44 years old = 18; 45-54 years old = 25, = 62
Q43 Did you get any recognition of prior learning? No = 93%

2014 Learner cohort low response rates:
Q38 Qualification enrolled in: Certificate IV = 5 students
Q39 Broad field of training – Other qualification or training = 2 students, Do not know = 3 students
Q44 Gender: Female = 29 students
Q55 Age: 15-19 years old = 5; 20–24 years old = 10; 55-64 years old = 12, 65 or over = 3
Q46 Aboriginal origin = 2 students
Q43 Did you get any recognition of prior learning? Yes = 7%
Learner cohort comparison to previous years, based on available data:

2013 – 197 Responses received:
Q38 Qualification enrolled in: Certificate III = 118 students, Certificate IV = 46, Diploma = 1, Do not know = 6
Q44 Gender: Male = 135 students, Female = 56 students
Q55 Age: 15-19 years old = 24; 20-24 years old = 23; 25-34 years old = 43, 35-44 years old = 48, 45-54 = 33, 55-64 = 14, 65 or over = 2

2012 – 582 Responses received:
Q38 Qualification enrolled in: Certificate III = 261 students, Certificate IV = 272, Diploma = 30
Q44 Gender: Male = 444 students, Female = 124 students
Q55 Age: 15-19 years old = 18; 20-24 years old = 66; 25-34 years old = 100, 35-44 years old = 136, 45-54 = 145, 55-64 = 70, 65 or over = 14

Learners
NorthEd International College received a response from 107 students. Highest responses were recorded for the following:

The highest satisfaction level (agree or strongly agree) for 2014 were:
63.5% I developed the knowledge expected from this training
62.3% I set high standards for myself in this training
60.0% Training organisation staff respected my background and needs
60.4% Trainers had an excellent knowledge of the subject content
66.7% Trainers explained things clearly
60.4% I learned to plan and manage my work
61.3% Trainers encouraged learners to ask questions

*The most notable difference between these responses was the marked decrease in positive responses from 2013 where 90% or above were recorded for the following:
99.0% Trainers encouraged learners to ask questions
98.9% Trainers made the subject as interesting as possible
98.5% I would recommend the training organisation to others
98.5% Training organisation staff respected my background needs

Some feedback from Learners to the question ‘What were the BEST ASPECTS of the training?’ included the following:
- “That they came to you, on the job and met the needs that workers require.”
- “I found all of it great.”
- “Broadening my knowledge and responsibilities.”
- “Learn’t [sic] that you didn’t necessarily have to use chemical to remove pests.”
Some feedback from learners to the question ‘What aspects of the training were MOST IN NEED OF IMPROVEMENT?’, included the following:

- “OHS.”
- “Diagram of male in safety chapter. Women sprayers don’t have a ‘scrotal area’.”
- “Maybe another day to help fully understand and gain more knowledge.”
- “Make the content more suitable and appropriate for my industry – horse breeding.”
- “Probably a little too much horticulture content for dairy farmers.”
- “Tailoring the modules more [sic] relevant to dairy farming.”
- “More specific for the industry we are working in.”
- “OHS should be delivered by the trainer.”
- “Less writing.”

Employer Survey

The current format of the AQTF employer survey questionnaire does not allow for identifying specific employer/industry cohort and does not have the same demographic questions as learner survey. Highest responses were recorded for the following:

**63 % of Employers strongly agreed to the following:**

- Trainers had good knowledge and experience in the industry (63.6%)
- Trainers were able to relate materials to the workplace (63.6%)
- We would recommend the training to others (63.6%)
- The training organisation gave appropriate recognition of existing knowledge and skills (63.6%)
- The training had a good mix of theory and practice (63.6%)
- We would recommend the training organisation to others (63.3%)
- The training organisation was flexible enough to meet our needs (63.3%)

**63 – 72 % of Employers agreed to the following:**

- Assessment was at an appropriate standard (63.6%)
- The training has helped our employees work with people (72.7%)
- Our employees gained the knowledge they needed from this training (72.7%)

Some feedback from employers to the question ‘What were the BEST ASPECTS of the training?’, included the following:

- “Very satisfied with all aspects of training.”
- “Gaining formal certification for our staff that formalises their skills in our industry.”
- “Very flexible to our needs and structured units around activity that was being undertaken at the time.”

Some feedback from employers to the question ‘What aspects of the training were MOST IN NEED OF IMPROVEMENT?’, included the following:

- “I was disappointed to learn that the funding (Tool Allowance) was pulled from the students – maybe both the employers and employee should’ve had a small decrease each. This was a great incentive for students.”
2. Survey information feedback

<table>
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<th>What were the expected or unexpected findings from the survey feedback?</th>
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<td>The most notable difference between responses was the marked decrease in positive responses of around 63% for some questions in 2014, down from 2013, where 90% or above were recorded for some questions.</td>
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<td>Rewriting of a large amount of learner guides and assessments has resulted in far fewer complaints about the order of assessments and how the materials flow. There are still complaints about the amount of written assessment which suggests that many of our assessments should be based on practical demonstration where relevant.</td>
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<td>The other factor worthy of note (expected or otherwise) was the small number of surveys gathered in proportion to the amount of training delivery. This was partly due to staff turnover, moving to a new campus and change of computer system. Quite a few internal phone surveys were conducted in the lead up to NorthEd’s re-registration audit in October however, as described below:</td>
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**Learner Surveys Conducted August - September 2014**

NorthEd issued 60 Student Surveys, 10 surveys were handed to students and the remaining 50 students were contacted by phone. A total of 39 students took part in the survey. The majority were domestic students and 4 were international. The student survey is normally generated separately for Domestic and International but given there were only 6 students in 2014 they were compiled together.

The highest satisfaction levels

100%  When contacting NorthEd staff have been courteous, helpful and supportive
100%  The information given to me by the education agent was helpful (Int. students)
100%  The trainers had good knowledge of the subject and were professional
94.3%  The trainers responded to questions in a positive manner
94.3%  The trainer was prepared for training

**Positive feedback received from the students**

- “The trainers were there ready and early, very organised and hands on very easy to relate to.”
- “I learnt a lot from the trainer.”
- “One of the best informative courses I have done.”
- “Been working on the land for approx 30yrs but learnt a lot through the trainer, was like a top up of information.”
Employer Surveys Conducted August - September 2014
NorthEd issued 40 Employer Surveys by email and by contacting employers by phone. A total of 12 Employers took part in the survey.

The highest satisfaction levels

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<th>Percentage</th>
<th>Description</th>
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<tr>
<td>100%</td>
<td>Business Development staff represented the services they were providing in an accurate manner</td>
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<tr>
<td>90.9%</td>
<td>Consulted on the type of training that would take place with your staff e.g. on the job off the job</td>
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<tr>
<td>81.8%</td>
<td>The trainers acted professionally</td>
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<tr>
<td>81.87%</td>
<td>The trainers were able to answer my questions</td>
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Positive feedback received from the employees

- Employers indicated that staff were able to use the skills developed in the workplace and agreed that they could see an improvement in the services and productivity.
- “Starting to see improvements better skills on machinery.”
- “Staff already had a lot of the skills but it has been good to go over the stuff again to recognise the skills they have.”
- “Doing a good job the trainers know their stuff.”

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

The survey indicate that while learners and employers continued to be satisfied with the training environment and our responsiveness to the needs of the workplace, it is apparent from some of the comments, that the selection of units is not being targeted accurately enough to the needs of the group - such as those noted above relating to the dairy and horse breeding industry.
3. Improvement actions

<table>
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<tr>
<th>What preventive or corrective actions have you implemented in response to the feedback?</th>
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<tr>
<td>2015 has seen the beginning of an intensive program of Validation of training and resources used for assessment. Many improvements have been made to our templates and observation checklists. Results of our validation activities will continue to inform our decisions about assessment methods and the tools we use.</td>
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<tr>
<td>More staff in the QA department and a new position of Trainer Co-Ordinator will ensure better communication between trainers and management.</td>
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<tr>
<td>There have already been a number of projects identified by the QA department as priority areas for this year such as marketing and pre-training review which should help us to better understand the profile and the needs of each new cohort, this information will then inform our Training and Assessment Strategies.</td>
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<tr>
<th>How will/do you monitor the effectiveness of these actions?</th>
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<tr>
<td>The QA Department will monitor the effectiveness of these actions through far more emphasis on the collection and analysis of survey data; through our validation calendar and minutes of these meetings; the OFI register and through the minutes of our Operations and Senior Management Team meetings.</td>
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