

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40686	EZY PEZY AUSTRALIA PTY LTD

Section 1 Survey response rates

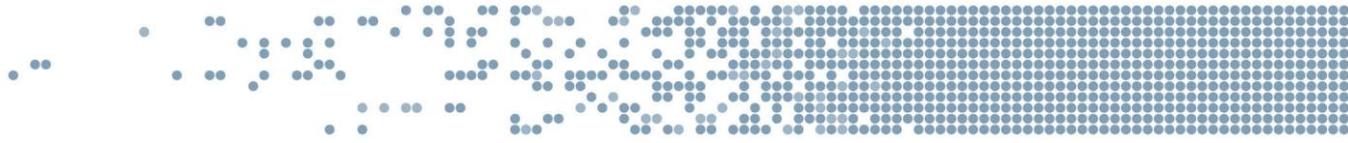
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	65	38	58%
Employer satisfaction	5	1	20%

Trends of response statistics:

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

Food Processing students provided a high response rate and online students provided a low response rates to the questionnaires. We had a low response rates from majority employers. 1 Customer Service employer responded to Questionnaire.

RTO only started operating in 2015 so we do not have 2014 data to compare with.



Section 2 Survey information feedback

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

Expected findings were classroom based student's gave a higher reponse rate than online students. Majority of the students were overall pleases with training methods and resources. Unexpected findings were some student's had difficulty communicating with trainers and a particular trainer's accent was difficult for students to understand.

We expected a better response rate from Employers on feedback of training provided, but received a low response.

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

The feedback indicates that overall our students and employer are happy with the way we deliver our training and the resources we have provided were helpful to students in their learning of the courses.

Section 3 Improvement actions

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

Preventive action for feedback on Trainers was Trainers were re-inductive on their training styles and going over each Trainer's session plan and how they were delivering training. RTO representatives have also sat in on some training sessions to provide further feedback and understanding of key areas student's may have had communication issues with Trainers.

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

We frequently monitor and observe training from our Trainers and ensure students and trainers are able to come back to us on feedback or improvement in how our courses are delivered.