



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
122208	Job Training Institute Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	771	710	92.09
Employer satisfaction	11	8	72.73

Trends of response statistics:

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

Most of our responses are from Certificate III level, followed by Certificate IV and Diploma

These are mainly from the Community Services/ Health sector which are the sectors we mainly focus on.

Most of our respondents were female, which aligns with our student cohort.

Most of our students responses are aged between 25-34, followed by 35-44, then 45-54. Again this aligns with the demographics of our student base.

Most respondents have English as a second language.

The overall responses from students were positive.

In 2015 we had similar amount of responses from students as the ones received in 2014.

As for employers we do not undertake work based training and therefore the survey questions are not relevant to work place facilities which we deal with.



Section 2 Survey information feedback

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

Expected findings:

1. We are doing well in the areas of Trainer quality, effective assessment, clear expectations, training relevance and competency development. Overall our training resources and active learning are good and there is effective support for our learners. Our learners have indicated an overall 81% satisfaction with the services we are providing which is higher than 2014(79%).
2. We are a very flexible institution and try to accommodate our students as much as possible. This was repeated over and over again by our students in these responses.
3. We are all about quality delivery of training. Our students responses attest to this fact.

Unexpected findings:

1. We seem to be at par with RTOs in our sector, whereas we have always aspired to be ahead of the pack in quality delivery.
2. Our Trainer quality stands at 83% which is same as the average of other RTOs at 83%. This needs to be improved. When we drill down to individual comments on the report, most students are very happy and appreciative of their trainer support and knowledge. So we will need to investigate further why our score is not reflective of what the students are actually saying. Many students have commended their teachers by name, which is quite good to know that our trainers are having a positive impact on the students.
3. Some trainers were giving students extra handouts which JTI management have not been aware of. Training Manager has looked into this to ensure consistency in resources being supplied by JTI trainers.
4. We have high expectations our students, however the high standard of expectations are not properly communicated with the students. Our trainers will give students clear instructions regarding training and workplace expectations through orientation program and extra student support.
5. We have to continue improving on our communication strategies between students, host work placement facilities, trainers and staff. many students mentioned need to improve on our communication strategies.
6. More training on JTI administration staff to ensure they are client focused.

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

Overall we are providing quality training programs and meeting both industry and student needs. Many of our students are appreciative of flexible schedule, days and delivery modes (blended Learning) which enable them to study and work at the same time or look after their families.

Students are very happy with combination of theory and practicals as well as work placement for this prepares them well for their careers.

Students are happy with the fact that they get one on one support from their trainers. This has enhanced self confidence in those that are struggling.

Students appreciate availability of resources, equipment and supportive staff at JTI. They also mention, any time



they had issues, they received quick responses from JTI staff.

We need to improve on communication with our students and staff. This has been an ongoing process and we still have work to do.

Section 3 Improvement actions

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

Most of the items raised in previous reports have been attended to and overall the student feedback is very positive.

1. Some assessments for Diploma of Early Childhood Education and Care were revised after the 2014 feedback and they are continuously being reviewed.
2. Most of the qualifications in our scope were superseded in 2015 and all superseded qualifications have been replaced by the new training package. Currently we are in the process of transitioning to ensure all students who enrolled in superseded qualifications are completed in a timely manner. We are in the process of submitting an application to ANMAC for the new Diploma of Nursing (HLT54115) accreditation to replace HLT51612. All current Diploma of Nursing students (HLT51612) have been sent superseded qualification statement.
3. We are in the process of reassessing the content of resources for the other qualifications and updating to reflect current industry practice.
4. We did not have any responses from people of the Aboriginal and Torres Island background. We need to improve our means of communication to this group of people so that we can have some studying with us.
5. We are not attracting many school leavers. This is an area that needs attention. Our courses would suit well young people that have finished year 12 and are exploring going into health and community services.
6. In all most all sections, we are getting a lower rating in our Diploma qualifications. This needs to be looked into. Is it that we are not recruiting the right group of students for Diploma courses? Why are our trainers for Diploma getting a low score from the students as compared to other courses?
7. We got feedback from our students to improve on our lab space and equipment. We have expanded our laboratory this year and have added equipment to enhance learning at JTI.
8. Students suggested assistance with job search and writing resumes after their study. This is an area JTI needs to look at for future.
9. There is a suggestion for need of more simulation/practical classes. We may need to revise our training plans to have specific times for theory training and times for simulations. If this is clearly articulated in the training plan, then there is no chance of students not getting all the simulations covered.
10. Looking at the benchmark report, we have some work to do to ensure our training remains of a good quality and is above the Industry standard. One area to start with is retraining of our administration staff which seems to have affected the experience of some of our students.

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

1. These findings will be discussed in Managers Meetings this year and reviewed on a regular basis.
2. We will continue to monitor students reviews on a regular basis to ensure we are not receiving the same



complaints over and over again.

3. From student feedback, it is obvious that good trainers are equivalent to happy students who will enjoy their learning. Our Training department is working hard to ensure we get quality and experienced trainers in all our courses.

4. Staff training has been our focus in the past two years and this we will continue in the future. We want our staff to understand our students are the reason we go to work every day and need all the support they require to achieve their future outcomes. This year we have had a number of training sessions on our products, teamwork, cultural diversity and customer service. Staff training is a key part of our Business Plan.

4. During our regular managers meetings, we discuss quality improvements to ensure quality outcomes for our students. We develop action plans after every meeting and these have to be completed before the next meeting.