

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	1285	1285	100
Employer satisfaction	30	20	67

Trends of response statistics:

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

37.4% of our respondents were from Certificate III courses. 23.6% were from Certificate IV courses, and 36.4% were from Diploma courses. In the previous year, our respondents from Certificate III were 35%, from Certificate IV were 30.6%, and from Diploma were 28.4%. Most of our students are in Certificate III and IV hence we should ensure we have enough resources to train these courses.

84.2% of our respondents were female and 15.8% were men.

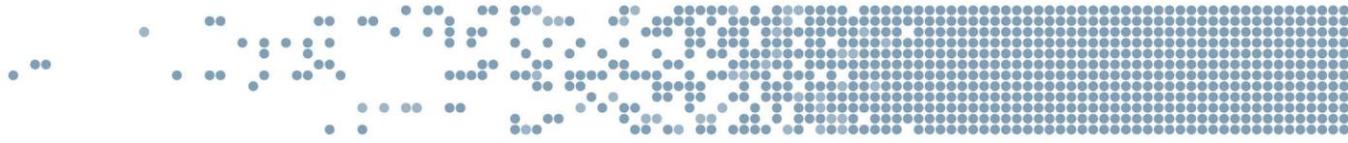
12.4% of our respondents were aged 20-24, 37.8% were aged 25-34, 31.3% were aged 35-44, 11.8% were aged 45-54. This data has remained more or less the same as the previous year's data.

Employer data received in 2016 were from work placement hosts but the questions in the QI survey is not relevant to them so we can't rely on the data received.

In 2015, we had 771 responses and in 2016, we had 1285 responses, an increase of 40%.

81.4% of our students speak another language other than English hence we hold English classes for our students.

Our data indicated that we had only 1 student from the Aboriginal background. From May 2017, we have been



advertising in our area to encourage more students from Aboriginal Community to take up courses.

Students who are not Australians were only 10% of our respondents, this means most of our students are domestic. As from 2017 we have more of International students and this data will change in future. While dealing with International students, we have to invest heavily in student support since these students are new in Australia and they need guidance and support in every area, for example student counselling.

We had only 1.8% of our respondents who have said they have certain type of Disability. The Training Manager ensures that support is available to any student living with a Disability that needs assistance.

2017 data versus 2016 data

Overall satisfaction this year is 79.6 and last year was 80.9 which means we dropped down by 1.3%

Trainer Quality this year is 81.8 and last year was 83.1, a drop of 1.3%

Effective Assessment this year is 79.5 and last year was 80.7, a drop of 1.2%

Clear Expectations this year is 78.2 and last year was 79.1, a drop of 0.9%

Training Relevance this year is 80.3 and last year was 81.1, a drop of 0.8%

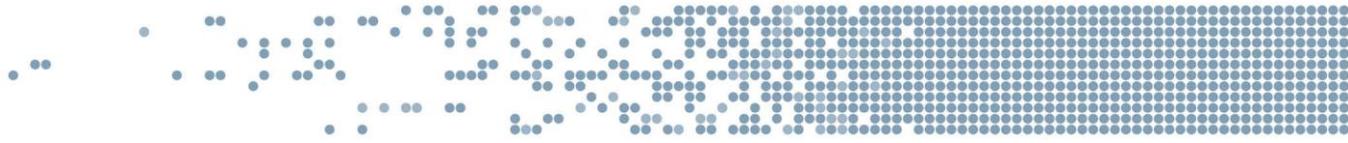
Competency Development this year is 80.5 and last year was 81.4, a drop of by 0.9%

Training Resources this year is 76.8 and last year was 78.2, a drop of 1.4%

Effective Support this year is 79.2 and last year was 80.6, a drop of 1.4%

Active Learning this year is 78.2 and last year was 78.7, a drop of 0.5%

This is a very worrying trend whereby all our ratings seem to have gone down.



Section 2 Survey information feedback

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

Expected findings:

Some of the things our students appreciated included:

1. Combination of theoretical and practical knowledge for the students.
2. JTI's ability to organise placements for all students
3. Combination of online and face to face which gives our students flexibility and choice.
4. Availability of lots of resources for training including simulation laboratory and spaces, videos, online classes through BlackBoard and WizIQ, free refreshments among others.
5. Availability of good and experienced trainers that communicated well with the students
6. Use of different methodologies for training such as group discussions, simulations, videos, classroom lectures, case studies, one on one with the trainers, work placement among others.
7. Having a great family environment for the students and many of them have indicated they found JTI staff and trainers approachable and helpful in the course of their study.
8. The staff are very friendly, very kind, easy to approach, good set out of assessments which are easy to follow, approachable trainers with good attitude and flexibility.
9. Availability of evening and Saturday classes.
10. Small class sizes enabling our students to settle in and interact well with one another and the trainers.

Unexpected findings:

Looking at individual comments from the students, majority of them seem to be very happy with the quality of training, support of their trainers, flexibility at JTI, availability of resources, use of different methodologies for training among other great comments.

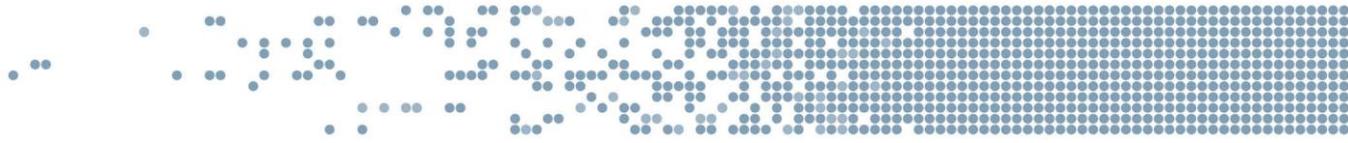
But the ratings given show that we performed poorly across all the areas and overall satisfaction dropped down by 1.3%. This is quite surprising that the comments of the students don't seem to match with the ratings that they have given and yet these surveys are done outside JTI and so JTI has no influence on students' comments.

This is very concerning as our overall performance across all areas has gone down.

We need to closely monitor our training and service delivery to ensure the students are getting value at JTI.

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

1. JTI trainers are very helpful and supportive to our students and a lot of students appreciated that the trainers go beyond the call of duty to assist them complete their studies.
2. JTI is offering quality training and students appreciate this.
3. JTI is able to bring confidence to students who have been out of school for a very long time due to our great staff, small classes, and good training methodologies that encourage students to participate in the classes and



workplacement.

4. We needed to improve on the way our work placement was being organised.
5. Improvement is required with the Administration Staff
6. Students suggested it will be good to be assisted with job recruitment after completing the course.

Section 3 Improvement actions

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

1. We have been exploring different support systems especially for our online students. We have implemented a news forum which enables students and trainers to interact and support one another.
2. We have started english classes to support non english speaking students.
3. We are encouraging all the trainers to maintain their industry currency and do their professional development on regular basis so that training is conducted by trainers who are current and relevant in the industry.
4. Some students suggested assistance with job placements and JTI has been organising Employer Days where employers come and explain industry requirements for students and do recruitment from completing students.
5. We got feedback on questions which were not properly worded, questions repeated, and very big workplacement books. This is continuously being addressed during validation sessions and action taken to improve the resources.

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

These issues are discussed during Managers' meetings and actions taken.

Many areas of concern related to 2016 and actions have been implemented in 2017. For example, work placement is currently working flawlessly well, lab resources have been updated, staff training has been taken place as this is a continuous process, online student support has started as well as English and Computer classes to support students. We will continue to monitor students' feedback as this case gives us an idea of where we need to improve.