



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22101	Fire Industry Training

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	40	34	85%
Employer satisfaction	40	2	5%

#### Trends of response statistics:

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

For the learner results and employer results. Training Quality received significantly higher results than other categories, which correlates with last year's results. Our Learner Engagement received the lowest score.



## Section 2 Survey information feedback

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

We anticipated strong results in Training Quality, due to our investment in materials and facilitators.

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

The results indicate that we are providing a high quality of training, and positive training conditions. However, we could improve on renewal of our resources to help facilitate learner engagement. We should focus on improving our Work Readiness to help reach our learner and employer expectations.

## Section 3 Improvement actions

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

We have created a process for the constant revision and renewal of our written resources to ensure their relativity to the industry expectations and requirements.

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

We will be proactive in monitoring when resources are updated, seek relevance from the industry, as well as strive for feedback from students and employers.