Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
</tr>
</thead>
<tbody>
<tr>
<td>40526</td>
<td>Executive Security Training Pty Ltd Trading As Sherwood Institute of Australia</td>
</tr>
</tbody>
</table>

## Section 1  Survey response rates

<table>
<thead>
<tr>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates = SR *100 / SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>653</td>
<td>427</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>32</td>
<td>12</td>
</tr>
</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)

Learner Satisfaction Survey: -
Sherwood Institute of Australia have moved from using a mix of online and paper based surveys to offering only paper based surveys to learners.
There has been an increase in student’s returning the survey back to Sherwood Institute of Australia.

Employer Satisfaction Survey: -
Employers find it hard to return the surveys. The main concern being that the survey form is not industry specific and it’s too long.
Although the number to employer’s initially interested in the finalising the survey had increased. But the response rate of employers is not as good in comparison to the last calendar year.
Section 2  Survey information feedback

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

Student satisfaction in relation to the Trainers and Assessors has increased significantly. Student response rate in relation to the Learner Satisfaction Survey has increased as well.

Expected Findings: -
Learners are happy with the practical demonstration and activities included in our courses. Trainer Satisfaction is very high as many learners have left comments for the trainers on page 2 of the survey.

Unexpected findings: -
There are suggestions in some surveys to simplify some questions in some particular course assessments.

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

We feel that our organisation is performing reasonably well based on the outcomes of the Learner questionnaire feedback and the Employer questionnaire feedback.

Section 3  Improvement actions

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

Improvement Actions: -
Following improvement actions are scheduled based on the Learners and Employers questionnaire feedback
# Senior management meeting to discuss the findings of the survey.
# Trainers to be advised about the positive outcomes from the Learner Satisfaction Survey.
# Assessment materials to be validated according to the "validation schedule" and the validation report must be checked by end of the calendar year 2016 to see in what areas we have improved
# More emphasis to be put on getting the employer satisfaction survey results back to Sherwood Institute of Australia

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

Sherwood Institute of Australia will monitor the effectiveness of these actions by the following methods: -
# As discussed above - the assessment validation report must be checked by end of the calendar year 2016 to see in what areas we have improved.
# A half yearly check on the Employer and Learner satisfaction surveys for the year 2016 to see trends and improvements.
# The trend to be discussed in the trainer meetings and senior management meetings to guide in further improvement actions.