



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40526	Executive Security Training Pty Ltd Trading As Sherwood Institute of Australia

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	724	372	51.38%
Employer satisfaction	38	11	28.94%

Trends of response statistics:

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

Response rates for learner engagement survey is 14% more lower than the year 2015, however the students were engaged in two other course related surveys as well. Student co- hort completing Certificate III in Security Operations in Queensland was the most prominent group to return the surveys back. The second best student cohort in returning the student surveys was the co-hort doing certificate IV level qualifications like Certificate IV in Building and Construction.

The Response rate for the employer satisfaction Survey has decreased almost 9%. The highest rate of employer feedback is from the field of building and construction where the learner was directly employed in small construction related businesses and was working while enrolled in the course.



Section 2 Survey information feedback

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

Expected findings

Both the employer and the learner surveys has positive feedback and satisfaction in regards to Trainer and assessors and overall satisfaction of the training. This is consistent with the previous years. Trainers and Assessors received immense number of positive comment on the page 2 of the learner survey.

Unexpected findings: -

Received feedback to simplify assessment methods in certificate IV level qualifications.

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

74.71 % of students agree or strongly agree that their trainer and assessors have excellent industry and training knowledge

73.79% of students will recommend Sherwood Institute to others and this is feedback is only possible when the learners are happy and satisfied with all aspects

Sherwood institute of Australia will adjust the validation and moderation schedule to include more of the certificate IV level qualifications and their units of competency to be moderated earlier then expected.

Section 3 Improvement actions

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

The following improvement action as schedule bases on the learner and employers questionnaire feedback analysis the feedback analysis is discussed during the senior management meeting in 2017 and actions are implemented based on the survey analysis

The validation scheduled to be adjusted in 2017 to cover more unit of competencies from certificate IV level
New strategies to be implemented to increase the number of feedback received from employers.

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

Through ongoing engagement with trainers and assessors and learner.

A half yearly check for employer and learner satisfaction surveys for the year 2017 to see trends and improvements.

Continuous improvement of assessment resources by adhering to the validation schedule

Monitor trends in the course related survey feedback and discuss these trainer at stakeholder meeting to improve further