

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
5553	Karingal St Laurence Limited

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	250	213	85.2%
Employer satisfaction	6	6	100.00%

Trends of response statistics:

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

During 2019, learner questionnaires were provided to learners across all genU Training sites, including campuses in the Barwon, West Metropolitan Melbourne, East Metropolitan Melbourne, Central Victorian and the Great South Coast. Learners completing surveys were predominantly from Community Service focussed qualifications, with the majority completing either a Certificate III in Individual Support, Certificate IV in Disability or Certificate IV in Mental Health. Complementing this were the responses from Foundation Skills learners completing a range of Certificate I qualifications designed for learners with a disability in preparation for work or further education.

In comparison to the previous year, the numbers of surveys issued to learners showed a decline in numbers, however the percentage of completed surveys increased. The RTO is fully committed to the collection of learner feedback via both formal and informal processes, so to complement the AQTF Learner Questionnaire there is a commitment to meeting with all learner cohorts via face-to-face sessions where group feedback is sought with a particular focus on collection of continuous improvement suggestions. This mechanism has been highly effective and has resulted in improvements being made to business operations. The learner questionnaire continues to support this feedback by providing both a formal platform and an anonymous opportunity for comment and rating of



specific training aspects.

Of the survey respondents, more than 80% were female, a slight increase on the previous year. Respondents identifying with having a disability measured at 18% and respondents with a language other than English measured at 14%. genU Training has seen an increase in participation in the under-35 age bracket, with 29% of respondents in this category. This is a pleasing response to a targeted marketing campaign focussed on attracting a younger cohort to community services careers, particularly in the disability sector.

As an RTO embedded within one of the largest disability service providers in the state of Victoria, genU Training's most sought after qualification is the Certificate IV in Disability. The demand for this qualification continues to increase across all regions in direct response to the number of the jobs being created in this sector in direct alignment to the growth of the National Disability Insurance Scheme (NDIS).

genU Training continues to seek feedback from employers via the formal Employer Satisfaction survey alongside regularly scheduled industry meetings with providers of community service programs across all qualification areas. This consultation has led to an improved focus on preparation of graduates for work, with a focus on embedding more industry expectation information into the three placement preparation sessions each learner attends prior to placement. During these sessions industry leaders guest speak to groups, allowing for question and answer opportunities where speakers provide insights into the requirements of workers in their sector.



Section 2 Survey information feedback

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

The survey results for 2019 showed a positive trend with all questions registering an 'agree' or 'strongly agree' rating of over 89%. The overall average satisfaction rate of 85% sees a constant result from the previous year which is pleasing. Learners providing an 'agree' or 'strongly agree' response for the question 'Overall, I am satisfied with the training' reached 95%.

genU Training, as a branch of leading Community Services organisation, genU, has a strong commitment to the organisation's values so it is not surprising that the areas where genU Training received the highest average rating were reflective of these values and the high level of importance the learners place on feeling comfortable and confident in their training environment. Questions reflecting the learner experience regarding flexibility, approachability, respect for individuals and their needs and diversity all provided high average satisfaction rates in 2019, with each registering results of 95% or above.

During 2019, the focus across all genU Training sites was on providing clear explanations and expectations for learners. There was a significant focus on ensuring learners were provided specific information regarding the learning and assessment requirements, the amount of work and standards, with an increase in the subsequent results for questions reflecting these aspects. For example, the learner satisfaction for the question "I usually had a clear idea of what was expected of me" rated at 97% satisfaction which was an increase on the previous year.

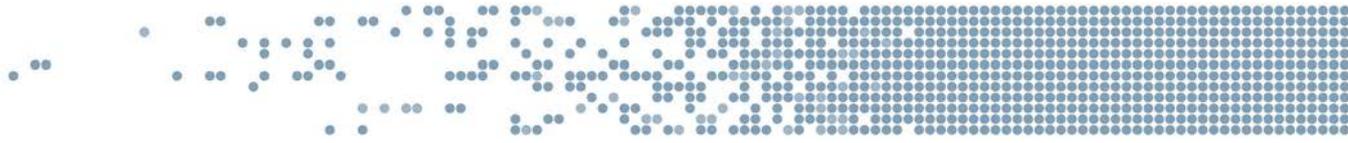
A focus on increasing opportunities for learners to practice skills in simulated environments that reflect workplace conditions registered a satisfaction rate of 93%. genU Training has invested in equipment and environments that allow hands-on practice, with a newly built training hub at the Highton campus providing skills practice environments with hoists and aides allowing learners to simulate skills prior to their placement experience.

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

The consistency in the results from the previous verifies that genU Training is successfully providing a quality training experience for learners across all qualifications, from Foundation courses, through to Certificate IV level. This feedback, along with verbal feedback collected from learner groups by the Learner Experience team indicates that learners are attracted to the RTO because of the reputation of the organisation. As the RTO embedded within a prominent Victorian provider of disability services, learners are inspired by the opportunity to learn from a leader in the sector.

98% of learners indicated their satisfaction in being able to 'Set high standards for myself in this training'. This is reflective of the focus given to the Pre-Training Review process, where Course Coordinators invest in individually guiding prospective learners to the most suitable course that will meet their continued learning and employment outcomes. Many learners embark upon a course with the desire to change the direction of their life and fully embrace the opportunity to set a high standard which ultimately prepares them for the next step of either a higher level qualification or employment.

The data collected from the AQTF Learner Questionnaire, national and state data and direct learner feedback during the previous year, forms the basis for the areas of focus, leading to improvement plans created to address any deficit areas. The key focus areas for the year continued to be based upon the preparation of learners for employment through improving readiness for placement. An increased number of genU Training graduates have



gained employment with their placement provider, with many key partners reliant upon the flow of placement learners into their operations to fulfil their workforce development needs through the recruitment of graduates directly into vacancies.

A second focus has been the refinement of many of the assessment tools being utilised across qualification areas, particularly for the Certificate IV in Mental Health qualification. The survey feedback indicates that this project has had a positive effect with 98% of respondents indicating that they were satisfied that 'The way they were assessed was a fair test of my skills and knowledge' and 95% indicating that they were satisfied that 'Assessments were based upon realistic activities'.

This data provides the confirmation that genU Training's commitment to upholding an environment where learner feedback forms the basis for continuous improvement activities is imperative to future success.

Section 3 Improvement actions

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

In response to this feedback, the following are some examples of actions that have been implemented:

1. Introduction of the genU Training Online LMS to enable learners to access supplementary learning and their assessment tools to complement their in-class learning. Trials of this platform during 2019 and subsequent enrolment of all new learner cohorts into this system has allowed learners to supplement their knowledge through further research activities and created ease in assessment completion and submission.
 2. Additional resources added to enhance the centralised placement system - genU Training is committed to supporting learners to gain the most value from their placement by providing focussed preparation sessions for all learners prior to the commencement of placement activities. In addition genU Training has invested in a digital platform to allow for a more streamlined approach to the application for placement and subsequent allocation to host organisations.
 3. Update of particular learning and assessments tools in response to feedback, with the addition of video elements to allow learners to fully understand concepts and develop knowledge through industry current material.
 4. Increased focus on connecting with industry partners has allowed both the genU Training design team and genU Training Trainers and Placement Coordinators to develop a broader understanding of industry requirements and the subsequent development of industry preparation sessions embedded into the placement preparation process for genU Training learners.
 5. Implementation of the genU Training Change Champions team which is made up of representatives from all functional areas of the RTO. This group of training professionals meets monthly to discuss suggestions for changes to improve the operations of genU Training with a particular focus on the processes that affect the learner.
- genU Training will also implement new digital collection methods for surveys. With COVID-19 affecting face-to-face opportunities and the pivot to virtual delivery, the Quality Assurance team are working to embed a digital survey to ensure learners are provided the opportunity to respond utilising this method. This initiative will allow a broader based feedback source, which will, in turn, allow more intricate monitoring of anonymous feedback.



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

All collected feedback is analysed by the Learner Experience and Engagement Manager and reported to the genU Training Management team each month. The Learner Experience team collaborates with the Quality Assurance team to ensure all recommendations for improvement are analysed and actions planned and implemented. In conjunction with this process there is also a organisation wide portal that allows all team members to lodge continuous improvement requests for alterations and improvements. All requests are triaged by the Quality Assurance team and either actioned or presented to the genU Training Continuous Improvement Committee for consideration.

The effectiveness of changes made is monitored via the face-to-face feedback sessions with learner cohorts where specific feedback is sought to determine if the alteration has achieved the desired outcome. This feedback, coupled with feedback sought from trainers and other stakeholders creates a true cycle of continuous improvement, in which layers of improvements are achieved for all course areas over time.