



# 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	1020	212	21%
Employer satisfaction	8	8	100%

#### Trends of response statistics:

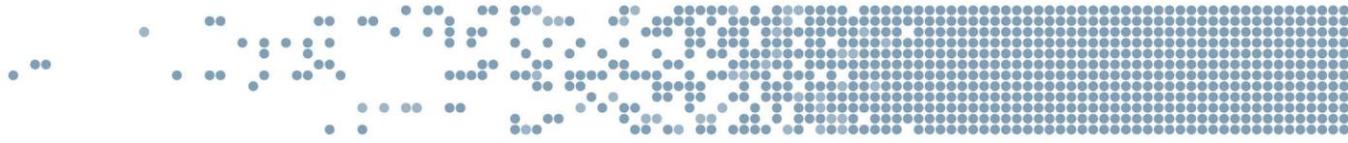
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

During 2020, Learner Questionnaires were provided to learners across all genU Training accredited course areas, with the addition of subject completers undertaking accredited units of competency.

In contrast to previous years, all surveys were completed electronically, with a digital survey option provided to learners. The catalyst for this change in survey collection was, in part, due to the move to a Virtual Training Room model of delivery, brought about by the need to pivot operations in response to the global pandemic.

In comparison to the previous year, the number of surveys completed remained steady, however the number of surveys provided saw an increase due to the digital option being provided to all learners, as opposed to the paper-based survey traditionally provided within the classroom setting. This, in turn, has reduced the percentage response rate somewhat. In addition, the disruptions created to practical placements during COVID lockdowns resulted in delays to the completion of qualifications for many learners who will receive their invitation to complete the survey during 2021 rather than during 2020.

genU Training does, however, continue its commitment to meeting with all learner cohorts undertaking qualifications via face-to-face sessions where group feedback is sought, with a particular focus on collection of continuous



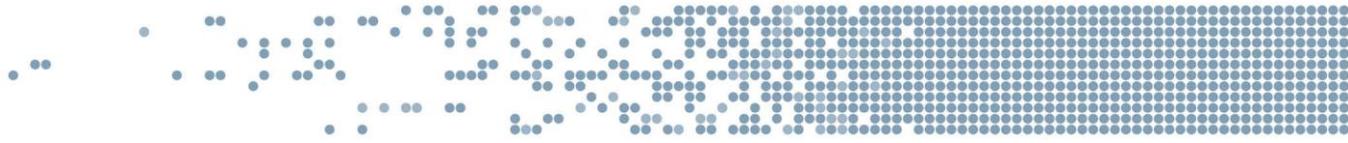
improvement suggestions. This mechanism has allowed 125 separate groups, with approximately one thousand learners, to provide feedback to the RTO, which is overlaid with the survey data to provide a robust indication of satisfaction and any areas requiring improvement.

Of the survey respondents, the majority were completers of qualifications within the Community Services sector, such as Certificate IV in Disability or Certificate IV in Mental Health. This sector continues to have an increasing demand for workforce pipeline, with graduates securing employment opportunities rapidly.

The respondent demographics saw a shift in a number of measures, most significantly the increase in the number of male learners and an increase in those identifying as having a disability to 25% of the total cohort numbers.

genU Training continues to regularly connect with employers via placement partnership negotiations with Community Services organisations. This has enabled a robust industry consultation process inclusive of both formal survey responses and more targeted sector information being collected to inform RTO decision making.

genU Training is committed to providing learners with exposure to industry, to learn first-hand from industry partners. Community Services organisations regularly attend classes as guest presenters, providing information about roles and responsibilities for the future workforce.



## Section 2 Survey information feedback

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

The survey results for 2020 showed a positive trend, with all questions registering a rate of 88% or above for responses indicating either 'agree' or 'strongly agree'.

The overall satisfaction rate average for all questions was 96% which is a significant lift upon the rate of 85% for the previous year, while the response to the 'Overall, I am satisfied with the training' reached 97%, which is also an increase on the 95% achieved the previous year.

This result is pleasantly surprising, considering the disruptions experienced during the 2020 year due to COVID.

During 2020 the RTO moved the delivery of all training products to a virtual delivery model in response to the numerous lockdowns experienced during this time. This allowed all learners to continue their studies, in real-time via Zoom video conferencing sessions led by trainers, who adjusted their delivery to meet these new conditions, utilising break-out rooms, interactive quizzes and themed days to maintain the engagement of their cohorts.

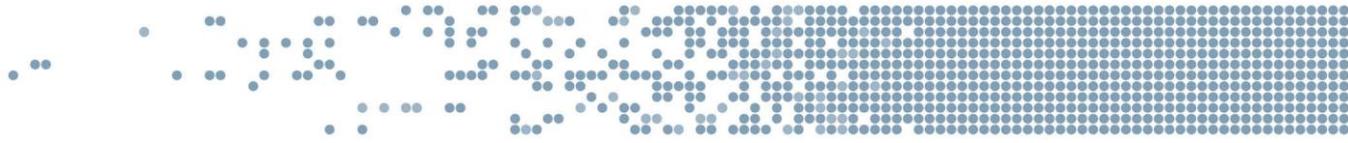
The highlight of the data collected from the AQTF Learner Questionnaire during 2020 was the endorsement of the trainers. The highest number of 'strongly agree' responses were provided for the question 'Trainers had an excellent knowledge of the subject content', leading to an overall satisfaction rate of 99%. This is testament to the commitment made by the RTO to attract highly skilled professionals to lead the delivery in the training room and, in particular, the responsiveness by the training teams to adjust their training style to accommodate virtual delivery via video conference whilst maintaining the quality of the delivery. Further indicators, such as the rating for 'Trainers explained things clearly' at 97% and 'Trainers made the subject as interesting as possible' at 98% further support the measure of the efforts made by the RTO, despite the circumstances enforced by lockdowns and restrictions and the ensuing challenges for both learners and trainers to maintain the momentum of learning.

The level of support provided was also recognised by the learners, with satisfaction rating at 94% for the question regarding 'The training organisation had a range of services to support learners'. The support mechanisms are always at the forefront for the RTO, but became even more pertinent during this time, with trainers offering significant opportunities for learners to connect individually and gather the support they needed, along with technical support for learners using digital learning platforms for the first time provided by the wider RTO support teams.

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

95% of the survey respondents indicate that they would 'Recommend the training organisation to others' which provides a strong indication of the RTO's overall performance. The consistency in the results from year to year verifies that genU Training is successfully providing a quality training experience for learners across all training products, from Foundation courses, through to Certificate IV level.

As in previous years, the genU Training commitment to the overarching organisational values is strongly apparent in the results. The question that asks the learner if the 'Training organisation staff respected my background and needs' had one of the highest 'strongly agree' results. The commitment to understanding the learner and providing the individual with the best guidance and support is exemplified by the addition of the Customer Enquiry Team during 2020. This team form a dedicated first point of contact for prospective learners, offering excellence in customer service and provision of information, allowing the prospective learner the opportunity to find the right



training product to meet their needs.

As a branch of a leading Community Services organisation, genU, the RTO is heavily focussed on providing individuals with the opportunity to build their skills in readiness for working in the sector, particularly in support roles for people with disability, mental health or who are ageing. 97% of the survey respondents indicate that they were satisfied that the 'Training focused on the relevant skills' while the same percentage were satisfied that they had 'Developed the skills expected from this training'. Pleasingly, 96% indicated that 'The training prepared me well for work', which is exemplified by the number of learners gaining employment upon graduation from their qualification, particularly in the areas of disability support.

## Section 3 Improvement actions

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

The data collected via the AQTF Learner Questionnaire, coupled with data provided by both national and state based collection agencies is overlaid with the direct learner feedback to form the basis of the areas focussed upon for continuous improvement.

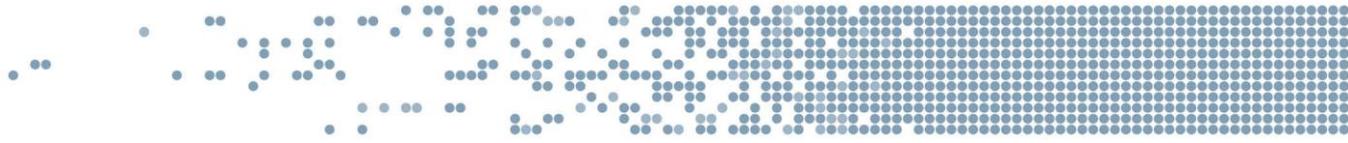
The key focus areas for the year were:

1. The refinement of the LMS to allow learners to access both their learning materials and assessment tools, with multiple options for completion of assessments made available to learners across all course areas.
2. The inclusion of more lived-experience and industry guest speakers within the training delivery to allow for further understanding of industry sectors and the importance of knowledge and skill through the eyes of the client.
3. Adding resource links to the LMS to allow learners to seek further knowledge via a broader range of research options.
4. Addition of the Customer Enquiry team to ensure all prospective learners are provided a consistent and supported experience upon their first interaction with genU Training.
5. Launch of an improved genU Training website to ensure comprehensive, transparent information for all prospective learners and easy mechanisms for commencing applications for courses of interest.

### 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. 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.