



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
51769	Betterlink Business Consultancy and Training Services Group

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	40	24	60
Employer satisfaction	5	2	40

Trends of response statistics:

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

2014 had a low return rate for all students. The courses with the largest percentage of returns were short courses leading to a Statement of Attainment rather than full qualifications (14). It is believed that this is due to the forms being completed face to face during the course rather than sent to clients at the completion of their course. As most of our training is recognition of prior learning and coaching in the workplace for gap training as required there are few opportunities face to face to complete a number of feedback forms at one time. Following up with individual students for the return of the form is time consuming. Despite low numbers of formal surveys being returned, the RTO received a lot of informal feedback from employers and students through emails, phone calls and face to face discussions. This informal feedback was taken into account when reviewing practices and processes.

Only two employer surveys were returned. This is in line with last year.



Section 2 Survey information feedback

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

Employer Surveys indicated that employers are happy with the workplace visits being done by the RTO and appreciate the flexibility that the RTO provide in recognising prior skills and knowledge. This was an expected result. The returned learner surveys did show good support for the quality of the RTO trainers with 60% of the returned surveys making positive free text comments on the availability and supportiveness of the trainers. Whilst the RTO expects good feedback about each trainer's performance, the overwhelming support from learners for the trainers was unexpected.

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

Overall the RTO performed well in 2014 despite smaller student numbers (60 students in total for the year received a qualification). The RTO is meeting both learner and employer expectations. Clarification of expectations of learners, which was an issue identified in 2013 is no longer an issue. The returned surveys have improved in this area and learners felt that expectations of what was expected from them were clear.

As we work mainly with existing workers who are up-skilling, meeting the expectations of both Employers and Learners is particularly important to our business model. Our fee for service students who are using our Assisted Recognition model to obtain qualifications in their industry are happy with the current service and no areas of improvement have been identified for this cohort by the learners. We had no Employer surveys returned for the private fee for service cohort.

Section 3 Improvement actions

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

No corrective actions were identified as a result of the surveys. However informal feedback received during 2014 indicated that learners would like access to online learning to support their workplace visits and face to face coaching. An online learning system has now been put in place and is used as part of an overall blended approach to learning in order to better meet learner needs.

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

By monitoring the use of the online learning system and ensuring that the resources is well utilised and that all students have access to this system as relevant. Returned feedback forms and anecdotal feedback will also be monitored to ensure that the high level of trainer availability, quality facilitation, and face to face service does not decline now that online learning has been added to the blended approach. This will be closely monitored at 3 monthly intervals by the Directors of the business.