



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21859	Workplace Training Strategies Pty Ltd as Trustee for the Workplace Training Strategies Business Trust

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	336	324	96
Employer satisfaction	67	61	91

Trends of response statistics:

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

The trends of response statistics for the 1 Jan 2019 to 31 Dec 2019 period are as follow:

WTS Cohorts consist of

1. 69% of Females (224 female students) & 31% of Males (100 males students)
2. Student Age Group - 38% of them (123 students) is in the age group 15-19, 22% (72 students) in the age group of 20-24, 15% (49 students) in the age group of 25-34, 10% (34 students) in the age group of 35-44, 9% (28 students) in the age group 45-54 and 6% (18 students) in the age group 55-64.
3. 98% (318 students) are non Aboriginal or Torres Strait Islander Origin. 2% (6 students) of WTS are Aboriginal or Torres Strait Islander origin.
4. 271 of the students do speak a language other than English at home and 53 of the other students don't speak a language other than English.
5. 320 of WTS students are Permanent resident or citizen of Australia and 4 of the student are neither Permanent



resident nor citizen of Australia.

6. 261 of the students do not have disability, impairment or longer term condition. 63 of the students do have a disability, impairment or long term condition.

7. 191 of the students are non Apprenticeship nor Traineeship. 133 of the students are Apprenticeship or Traineeship.

8. 308 students did not get any Recognition through Prior Learning towards their training such as subject exemptions, course credits or advanced standing. 16 students did get Recognition through Prior Learning towards their training such as subject exemptions, course credits or advanced standing.

9. 94% (306 students) of the student are being trained in food, hospitality and personal service, 5% (16 students) of the student are being trained in management and commerce and 1% (2 students) are being trained in other.

10. Qualification - 60% (196 students) of the students are being enrolled in the Cert III , 25% (80 students) of the students are being enrolled in Cert II, 10% (31 students) of the students are being enrolled in Cert IV, 2% (8 students) are being enrolled in Diploma, 1% (3 students) students are being enrolled in Certificate I and 2% (6 students) are being enrolled in other qualifications or training or do not know categories.

The overall of the Learner Engagement survey for 2019 indicated that

1.70% of the students strongly agree and 27% of the student agree that WTS has provided learner engagement to facilitate active learning.

2. 75% of the students strongly agree and 25% of the students agree that WTS provides training conditions such as effective support and training resources.

3. 77% of the students strongly agree and 23% of the students agree that WTS provides quality training, in providing clear expectations, effective assessment, learning stimulation, and quality trainer.

4. 80% of the students strongly agree and 19% of the students agree that WTS get the ready for work.

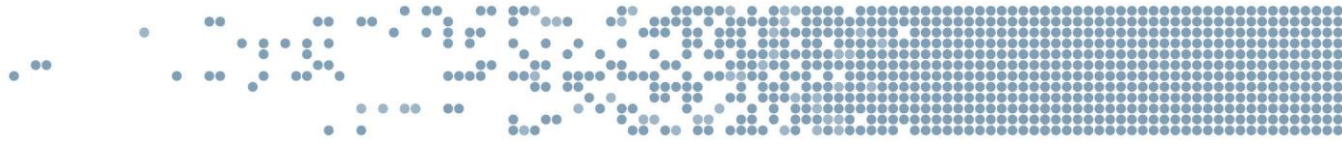
The overall of the Employer Satisfaction survey for 2019 indicated that

1. 80% of the employers strongly agree and 19% of the employers agree that WTS has good training conditions in it's training such as training resources and effective support given to the Apprentices / Trainees.

2. 85% of the employers strongly agree and 15% of the employers agree that WTS provide quality training in providing effective assessment and quality trainers.

3. 71% of the employers strongly agree and 27% of the employers agree that WTS provide work readiness for their Apprentices / Trainees.

In comparison to the response rates of 2018, where Learner Engagement Survey response rate was 83.71 % and Employer satisfaction rate was at 82% , 2019 has a better response rate where the Learner Engagement Survey response rate was 96% and the Employer Satisfaction rate was at 91%.



Section 2 Survey information feedback

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

1) Learners:

1a) Best Aspects: Continuing last year's trend, majority of our learners have provided positive feedback. Learners mostly enjoy hands-on learning, learning new things that relevant to their work, customer service and other real work place activities. Our trainers have consistently received positive feedback about their subject knowledge and positive learner engagement approach during their sessions. The opportunity for Face to Face group based learning within a workplace context and environment is of great benefit to the learners. Some learners have indicated they feel empowered, engaged and confident with in the real life job skills and knowledge gained at their workplace. They find the theory lessons were extremely useful and helpful along with great workbook and case study in the workbook. The monthly face to face training was fantastic. This aligns with WTS's goal of delivering training programs and underpins with our philosophy of what we want our learners and employers to achieve.

1b) Needs improvements: Feedback is centred around the workbook needing improvement and learners report too many questions that are repetitive or too much writing. WTS has launch the in-house assessment material for the streamlined FBP training package. The assessment tools will include more practical hands on` activities and reduce lengthy writing tasks.

2) Employers:

2a) Best Aspects: Majority of the employers have reported satisfaction with the training. They have highlighted effective communication with WTS, training being relevant to the workplace, trainer competencies, role play activities, staff engagement and their employees (learners) able to learn offsite where required are few best aspects.

2b) Needs for Improvement: Feedback is consistent with that of learners' and indicates repetitive content in resource and assessment material.

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

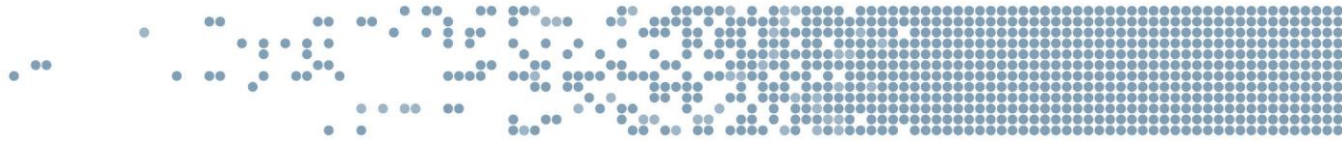
The Learner and Employer survey feedback overall indicated to WTS performance are in the Agree and Strongly Agree domain.

In the Learner Survey the percentile of Learners agreed that WTS had great

1. Learner Engagement - 27 % Agree and 70% Strongly agree WTS has great learner engagement.
2. Training conditions - 24.5% Agree and 75.1 % strongly agree WTS has great training conditions.
3. Training Quality - 22.5% agree and 76.9% strongly agree WTS has provided quality training to them.
4. Work Readiness - 19.4% agree and 79.7% strongly agree WTS has provided the training to them has assisted them with work readiness.

In the Employer Survey the percentile of Employers agreed that WTS had great

1. Training conditions - 18.6% agree and 79.8 % strongly agree that WTS has great training conditions.
2. Training quality - 14.9% agree and 84.8% strongly agree that WTS training



3. Work Readiness - 26.8 agree and 71.4 strongly agreed that WTS training program assisted their employee to be work readiness.

Section 3 Improvement actions

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

- 1) Conducting regular pre and post assessment validation of our assessment practices. Our aim would also be at making both our learning and assessment practices engaging and effective.
- 2) To encourage learner and employer to use the automated AQTF learner and employer surveys via Student Management Systems (SMS) aXcelerate.

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

We keep communication and reminding the learner and employer to use the automated AQTF learner and employer survey. Continuously review our learning and assessment practices. Conducting periodic Internal Audit are being conducted to assess RTO performance against regulatory and contractual obligations. Lastly, WTS's Continuous Improvement System is in place to monitor and inform required actions and responsibilities set within realistic timelines.