

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: RTO 3829 - Gippsland Group Training Ltd T/A Apprenticeships Group Australia (AGA)

TELEPHONE contact name and number: Stephen Lewis 0430 205 403 **DATE:** 26/06/2019

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	365	10
Total number of surveys received	21	7
Response rate (per cent)	6%	70%

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

AGA have a Continuous improvement process and register to ensure items identified for improvement are acted upon.

The General Manager Training, Development & Risk undertakes an initial review of the quality indicator. Students had received 2 surveys (NCVER Student outcome survey and AQF Learner Survey) and as these were voluntary, they completed one of them. The following is the analysis of the data of the student surveys completed on SVTS:-

1. Proportion of VET students were satisfied with training provided by AGA - 84.8 %
2. Proportion of VET students who achieved their main reason for training by AGA - 74.1%
3. Proportion of VET students who recommend AGA - 75 %
4. 82.7% of students reported that they were satisfied that the training contributed to an improvement in their Generic Skills and Learning Experiences and had an improved employment status after training.

AGA uses this information at the monthly management team meeting and areas identified for improvement are tabled for review and comment. AGA has a Continuous Improvement Group that meets monthly and any items identified are reported through the management group meeting.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

AGA have a Continuous improvement process and register to ensure items identified for improvement are acted upon.

The General Manager Training, Development & Risk undertakes an initial review of the quality indicator. The following is the analysis of the data of the employer surveys :-

1. 72.7% of employers with apprentices or trainees who undertook or completed training with AGA reported an improvement in their job and technical skills.
2. 80% of students enrolled in training through AGA RTO are in fact employed by AGA's Group Training division. Apprentices and trainees reported that they were satisfied that the training contributed to an improvement in their Generic Skills and Learning Experiences and had an improved employment status after training.

AGA uses this information at the monthly management team meeting and areas identified for improvement are tabled for review and comment. AGA has a Continuous Improvement Group that meets monthly and any items identified are reported through the management group meeting.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

Not Applicable

Declaration

I confirm that (RTO Name):

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO) - Mark Knox

Signature of PEO



Date: 26/6/19