

Office of the Training Accreditation Council
Level 9, 20 Walters Drive
Osborne Park, WA 6017
T 08 9441 1910
F 08 9441 1901
E tacqi@des.wa.gov.au

REF: LEARNER AND EMPLOYER SURVEY DATA REPORT (JANUARY – DECEMBER 2014)

To The Compliance Delegate,

Correspondence Training Australasia Pty. Ltd. trading as Training Institute Australasia (TIA) submits the below report for January – December 2014.

RTO NO.	RTO LEGAL NAME
52612	Correspondence Training Australasia Pty. Ltd

SURVEY RESPONSE RATES

SURVEY	Surveys Issued (SI)	Surveys Received (SR)	% Response Rates = SR*100/SI
Learner Engagement	50	41	82%
Employer Satisfaction	50	44	88%

SURVEY INFORMATION FEEDBACK AND IMPROVEMENTS

HOW THE LEARNER ENGAGEMENT DATA HAS BEEN USED TO CONTINUOUSLY IMPROVE THE RTO'S SERVICES

There are a number of key areas of improvement in our organisation based on the feedback from the students:

1. Some students commented that the mix between the theory and practical training leaned too much towards the theory component, so discussions were held with the trainers at the trainers meeting about balancing the two better. Another change we have made, is to emphasise the importance of the practical training and assessment when recruiting new trainers
2. Some students commented that there was quite a bit of repetition with theory assessments, so we have moved to more clustered assessments
3. Some students commented that there was not enough feedback during the assessment process, so trainers have been asked to make sure they let students know how they have progressed, and keep them up to date with progression through the qualification
4. Some students commented that the projects were too time consuming, so we have started to look at the assessment tools during the validation and moderation sessions to see which projects can be slimmed, and which ones need to stay as is. This will be an ongoing process

5. Some students commented on their work load, saying they do not have time to complete assessments during work or at home. We have asked the trainers to assist these students more during the training sessions, and we have also discussed those specific student's concerns with the respective employers

HOW THE EMPLOYER SATISFACTION DATA HAS BEEN USED TO CONTINUOUSLY IMPROVE THE RTO'S SERVICES

There are a number of key areas of improvement in our organisation based on the feedback from the employers:

1. Some employers commented that the training and assessment sessions were scheduled at inconvenient times, so trainers are now required to coordinate these days with supervisors rather than the students themselves
2. Some employers also commented that there was quite a bit of repetition with theory assessments, so we have moved to more clustered assessments
3. The language used in some of the assessment questions for one particular business, was modified to suit the company's typical language so the students were able to better relate their answers to the questions

If you wish to discuss any part of the above report, please feel free to contact us on the numbers below at any time.

Signed for and on behalf of Training Institute Australasia

Dr. Bindu A. Tharakkal

TIAWA Director Bindu@tiawa.com.au +61400420773 or 1300 60 62 67