

QUALITY INDICATOR SUMMARY REPORT

Learner Engagement and Employer Satisfaction surveys for reporting year 2015

RTO Information

NTIS Number 21356
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Survey Response Rates

Survey	Overall population (OP)	Survey Sessions Started (SSS)	Surveys Received (SR)	% Response Rate = SR x 100/ OP (min. req. 50%)
Learner Engagement Survey	2236	484	484	21.65%
Employer Satisfaction Survey	50	30	16	32.00%



A green arrow indicates a scale result with a high number of 'strongly agree' responses.



A red arrow indicates a scale result with a high number of 'strongly disagree' responses.

Learner Engagement Survey

Scale	Count of Agree & strongly agree	Percentage of Agree & strongly agree	Most common response
COMPETENCY DEVELOPMENT	2302	95.52%	Agree
CLEAR EXPECTATIONS	1401	96.82%	Agree
LEARNING STIMULATION	1362	94.06%	Agree
TRAINING RELEVANCE	1344	92.56%	Agree
TRAINING RESOURCES	1367	96.88%	Agree
TRAINING QUALITY	1898	98.5%	Agree
EFFECTIVE SUPPORT	1382	95.77%	Agree
OVERALL SATISFACTION	1346	93.34%	Agree
EFFECTIVE ASSESSMENT	1854	96.21%	Agree
ACTIVE LEARNING	1767	91.51%	Agree

Employer Satisfaction Survey

Scale	Count of Agree & strongly agree	Percentage of Agree & strongly agree	Most common response	
TRAINING RELEVANCE	95	98.96%	Strongly agree	
COMPETENCY DEVELOPMENT	79	98.75%	Strongly agree	
TRAINING QUALITY	46	97.87%	Strongly agree	
OVERALL SATISFACTION	48	100%	Agree	
EFFECTIVE SUPPORT	95	100%	Agree	
EFFECTIVE ASSESSMENT	64	100%	Strongly agree	
TRAINING RESOURCES	47	97.92%	Strongly agree	

Survey context and use

Trends of response statistics:

- Which student/employer cohorts provided high/low response rate
- How did response rates compare with previous years (if applicable)

Whilst there were no discernible trends with regard to specific cohort response rates, the responses received did reflect a good cross section of industries, including Printing & Graphic Arts, Manufacturing, Mining, Transport & Logistics and Retail, Customer & Business Services. Likewise, they represent a diverse array of programs, including universal qualifications in competitive systems & practices, management and leadership etc. The volume of responses, whilst comparable in number to previous years, actually reflect a higher/improved rate when expressed in percentage terms, given the relative decline in enrolment numbers from 2014 to 2015.

Did your RTO try different methods to elicit responses this year? If so, did they make a difference? What seems to work best?

The methods employed were similar to those used in previous years and yielded only slightly better results. Paper based forms have been the preferred vehicle to date for and by the learners, however plans are underway to re-trial electronic push-outs, which have historically been unsuccessful for us.

Were there expected or unexpected findings from the survey feedback?

Generally speaking, the results are consistent with that of previous years, in that they show a continuing trend of gradual improvement year on year. Expressed in percentage terms, the lowest average response to any given question was 75% (the high end of 'agree'), with the majority of responses meeting or exceeding our internal benchmark of 80+% (an average of 'Strongly agree').

Which three scales were valued most highly?

- TRAINING QUALITY
- EFFECTIVE ASSESSMENT
- CLEAR EXPECTATIONS

Which three scales were valued the least?

- ACTIVE LEARNING
- COMPETENCY DEVELOPMENT
- LEARNING STIMULATION

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

Both the statistical data and the feedback gleaned from the survey results indicates that all facets of Spectra's performance is resulting in high levels of satisfaction of both employers and learners. Of particular note is the results pertaining to Spectra's Trainers and the programs themselves, as reflected by the highest results being achieved in the area of 'training quality'. Additionally, Spectra's project based assessment, based on the 70-20-10 philosophy, continues to be well received by learners and employers alike with 'effective assessment' achieving the second highest average score.

What actions have you implemented in response to the feedback, and why?

'Active learning' and 'learning stimulation' have come in at the lower end of results for Spectra (though in themselves have had positive results), so these will be a focal point of our continuous improvement endeavours in the coming months. These relate specifically to motivating learners to take greater responsibility for their own learning, so inspiring and encouraging learners in this regard will be a key success factor going forward.

Have you seen change from previous years? What actions seem to make an impact?

Again, year on year results show an encouraging trend and almost all scales are now meeting or exceeding Spectra's own prescribed benchmarks. It is evident that years of investment in Spectra's in-house design and developed courseware (particularly around project-based assessment methodologies) and a stable, highly capable and ethical training team has Spectra on the right course and continues to set it apart from many of its competitors. Likewise, our capability and performance in terms of affording highly customised solutions to our clients has had an obvious and positive impact of the satisfaction rates being reported.