



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21832	AGB Group Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	300	24	8%
Employer satisfaction			

Trends of response statistics:

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

Response rate is less than previous years. AQTF Learner Questionnaire was delivered to students who completed a full course via email and online system.



Section 2 Survey information feedback

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

Expected a higher rate of return with online delivery, this was not the case
unexpected were comments in relation to tables and chairs and provisions of electrical outlets in classrooms
Expected comments and answers re trainers, AGB has high standards for trainers.

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

continuing to provide relevant high quality training that students are gaining a good mix of theory and practical training. Trainer have excellent knowledge of the subject content and students are satisfied with their training.

Section 3 Improvement actions

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

Change the style of tables and chairs in the classroom.
Changed delivery system to paperbased in order to gain a higher response rate.

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

Continue to gain feedback from current and previous students