



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21832	AGB Group Pty Ltd Trading as AGB Training

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	331	253	76%
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)

There was a good mix of students responding to the survey this year. Licensing students and Domestic Community services students were the most responsive, international students had the lowest response.

2018 response rate was higher than 2017, where online version of survey was used. In 2018 AGB changed back to issuing hard copy survey forms and manual data entry.



## Section 2 Survey information feedback

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

Expected to get good feedback re trainers as AGB put a lot of effort in to ensure a high quality of trainer delivering the courses.

Expected were comments re practical placement that it is difficult to find organisations willing to take students as most have agreements with Tafe or Uni

Unexpected feedback was in the wording in summative assessments, this information has been passed onto resource development department.

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

Overall students were satisfied with their course, trainer and learning gaining a good mix of theory and practical skills and knowlegde. AGB can improve on industry contacts to provide easier access for placement opportunities for students.

## Section 3 Improvement actions

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

AGB has a dedicated student support team that is there to provide customer service to students as well as a dedicated placement officer. AGB ensures that all trainer are kept informed with all relevant information relating to AGB, their class/students, and placement to ensure that the trainer knows the same information as student support.

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

Continue to communicate with students and trainers, ask students to complete course commencement and course completion surveys to ensure that AGb is countinuously monitoring student opinions and needs, and use this information for future improvement.