



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3077	Bendigo Kangan Institute

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	25,026	2,927	11.7%
Employer satisfaction	3,118	152	4.9%

Trends of response statistics:

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

These indicators are based on a survey of 2,927 students. This sample represents 11.7 per cent of this organisation's training delivery in the 2018 calendar year. Students were surveyed for these indicators and were selected by this organisation in accordance with national guidelines'.

A slightly lower number of students participated in our annual learner survey, while overall student population increased in 2018, 2018 therefore had a lower overall response rate (11.7%) when compared to 2017 (13.2%).

Overall student satisfaction has increased 0.7pts to 71.9. Bendigo Kangan Institute experienced positive improvements across most quality indicators, 'All Scales' improved from 71.6 in 2017 to 72.0 in 2018. With improvements seen for 'Active Learning' up 0.9pts to 73.6, 'Effective Assessment' up 1.2pts to 73.0 and 'Training Resources' up 0.5pt to 69.2.



These indicators are based on a survey of 152 employers. This sample represents 4.9 per cent of this organisation's training delivery in the 2018 calendar year. Employers were surveyed for these indicators and were selected by this organisation in accordance with national guidelines'.

The overall employer population remained constant but a slightly larger number of employers participated in the annual survey in 2018 a 4.9% response rate when compared to 2017 132 (4.2%).

Overall employer satisfaction declined 5.3pts to 69.6. Bendigo Kangan Institute experienced negative growth across all quality indicators, 'All Scales' decreased from 74.6 in 2017 to 70.2 in 2018.

Although experiencing a 4.9pts declining on last year, 'Training Quality' achieved the highest satisfaction of all quality indicators at 72.5. While 'Effective Support' was again the lowest rated quality indicator on 67.8. With declines seen for 'Training Relevance' down 3.3pts to 71.3, 'Effective Assessment' down 5pts to 70.3 and 'Training Resources' down 3.6pt to 71.0.



Section 2 Survey information feedback

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

As expected the performance of the teacher/trainer is still the key driver of overall satisfaction with BKI as measured by the Quality Indicator metrics. 'Trainer Quality' within the student survey remained the highest rating criteria with an average score of 74.5 down marginally (0.07pts) on 2017.

Work readiness was flagged as a potential issue by employers with contradicting rating within 'Competency Development' and 'Training Relevance'. The rating for EQ29 "The training prepared our employees for the demands of work" (65.1) was significantly lower than other questions that related to the skills and knowledge gained from the training EQ10 (70.7) and EQ28 (71.0) and the closely related EQ27 "The training prepared employees well for work". (70.6)

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

While issues associated with the vocational relevance (competency development), training resources, out-dated equipment, and (lack of) clear communication are key areas of improvement they are also opportunities for improvement.

Despite a year-on-year improvement of 0.5pt in 2018 following on from the previous increase of 1.0pt in 2017; students continue to express the belief that the facilities and equipment, at some locations and for some courses, need improvement. This metric 'Training Resources' has consistently obtained the lowest satisfaction by students (69.2) since the merger in 2014.

Positive feedback suggests that the classroom atmosphere is a vital part of the engagement of the student with the training. The exposure to other individuals including experienced trainers and the opportunity to work in a supportive practise environment was highly valued by many individuals, with 'Effective Support' up 1.2pts to 73.0.

Students within the trade areas sought faster access to one-on-one training sessions with trainers While a common demand within all trade areas was for more practical work and less theory.

Students have raised feedback from teachers/trainers as an area of vital importance to them. This desire for additional feedback was expressed universally across all areas and was the lowest rated criteria (71.7) within the 'Effective Assessment' metric (72.1).



A slightly larger number of employers (152) participated in the 2018 survey compared to 2017 (132), while the number of possible respondents remained constant, so the overall result was a increase in the response rate (4.9%) over 2017 (4.2%).

Although experiencing a 4.9pts declining on last year, 'Training Quality' achieved the highest satisfaction of all quality indicators at 72.5. While 'Effective Support' was again the lowest rated quality indicator on 67.8 down 4.6pts on 2017. With declines seen for 'Training Relevance' down 3.3pts to 71.3, 'Effective Assessment' down 5pts to 70.3 and 'Training Resources' down 3.6pt to 71.0.

Employers expressed concerns about whether the training reflected current industry practice 70.9. As in previous years employers are seeking a more direct connection between the skills being taught and their (specific) application in the work place environment (i.e. competency development in work situations).

Employers generally considered that Bendigo Kangan Institute could improve our communication with employers except in those areas where the trainer has a high degree of workplace contact.

The Effective Support and Competency Development metrics are consistently the lowest rating areas in the employer survey. These scales focus on communication with employers, program customisation, and ROI through staff development. Our responsiveness to employer feedback (65.9), development of customised programs (66.3) and whether the training helped employees work with people (68.07) were also questioned by employers.

Section 3 Improvement actions

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

Improvement actions currently being undertaken include:

Bendigo Kangan Institute piloted a new commencement survey in 2018 and has again deployed this survey in February 2019.

A second teaching area did pilot a management system for apprentices which provides employer reporting functions.

- Deploy a mid point surveys to improve timely student evaluation and feedback mechanisms.
- Improve evaluation of students to help facilitate better feedback outcomes for students ongoing
- Develop/improve upon online resources, both in terms of content and accessibility
- Continue to build on 'Built-in Quality' process to underpin continuous improvement
- Implement a framework to improve communication between Employers and Bendigo Kangan Institute
- Improve connection with industry to ensure training is relevant and meeting the needs of industry



All teaching areas which include apprenticeships and traineeships will implement a management system for apprentices which provides employer reporting functions. It is hoped to develop an employer portal for real time progress updates.

In 2019 we implemented a Quality Partner model to work with training staff around areas of compliance and quality assessment practices, including validation and feedback. This work will continue and will hopefully result in better skilled teachers and more satisfied students and employers.

Teachers will be requested as part of their currency maintenance to engage directly with industry to seek feedback on our students performance and to gather information about current industry needs.

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

We would seek to see an improvement in scores against employer communication and learner resources in next year's result.

In 2018 we launched our commencement surveys and have a mid point survey ready to deploy in May of 2019. The aim is to provide the Institute with timely student evaluation and feedback mechanisms

Internal audits across all teaching areas are conducted to measure performance improvements across a number of metrics.

Employer feedback will be sought mid year to pulse check the levels of satisfaction around competency development.