

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name |
|---------|-----------------------------------|
| 32153 | Momentum Consulting (Qld) Pty Ltd |

Section 1 Survey response rates

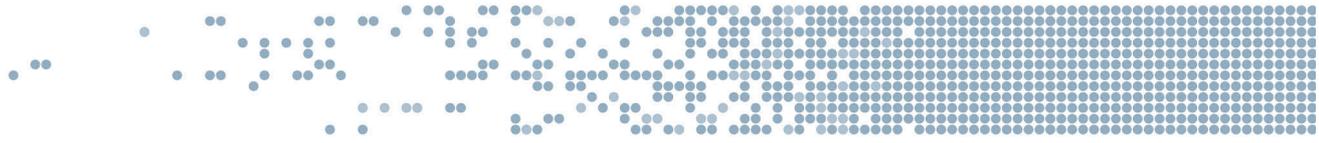
| | Surveys issued (SI) | Surveys received (SR) | % response rates = SR *100 / SI |
|-----------------------|---------------------|-----------------------|------------------------------------|
| Learner engagement | 130 | 35 | 26.9% |
| Employer satisfaction | 2 | 1 | 50% |

Trends of response statistics:

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

There appeared to be a low response rate for SBAT students who we find are unlikely to complete optional tasks

The learner survey response rate declined from last year, due to the above statement.



Section 2 Survey information feedback

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

In general the findings reflected the informal, ad-hoc feedback provided to the RTO staff, particularly to our trainers throughout the duration of the training programs.

This feedback was favourable with regard to our trainers, program structure and resources.

In particular it was felt that our resources and assessment tasks closely reflect real-life practices of the industry.

The feedback regarding trainers was that they were skilled in the areas of delivery and were able to relate the training to the workplace. Most felt that the trainers were approachable and supported the student during the course.

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

The feedback indicates that we have quality programs, delivered by competent trainers. These programs reflect the current industry trends and prepare the learner well for the job roles.

Section 3 Improvement actions

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

The preventative actions include a more structured approach to Continuous Improvement and the gathering of feedback.

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

A summary of surveys are reviewed at a monthly management meeting. The purpose is to review and ensure that all feedback received is communicated back to relevant people within the business and any action needed to be taken is put in place and any training update to process or procedures are introduced and implemented. The implementation process is then reviewed in the next monthly management meeting to ensure follow through.