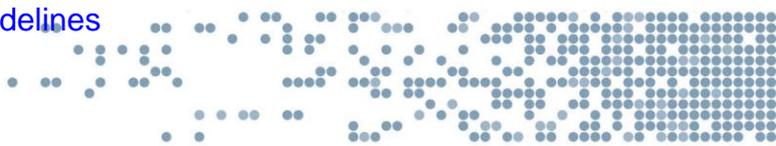


These indicators are based on a survey of 290 students and 27 employers. This sample represents 50 per cent of this organisation's training delivery in the 2015 calendar year. The students (if applicable) and employers surveyed for these indicators were selected by this organisation in accordance with national guidelines



Australian Government
Australian Skills Quality Authority



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
0667	MAX Solutions Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	290	58	20%
Employer satisfaction	27	8	30%

Trends of response statistics:

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

MAX Solutions' largest client cohort is the jobseeker. Jobseekers are encouraged to participate in training to learn skills to enhance their employment opportunities. The second and much smaller cohort consists of trainees and MAX Employment staff completing on the job training.

Learners were invited to complete the surveys using an online survey. of the 290 invitations sent, 10% of addresses bounced, 33% of invitations remained unopened, and 54% emails were opened. Only 36% of those who opened the email opted to respond to the survey.

Of the 222 surveys sent to the jobseeker cohort, 18% were completed; 68 surveys were sent to the on the job training cohort and 25% were completed. Across the board there is very little difference in the completion rate for either cohort.

The bulk of our client base are jobseekers, and therefore do not have employers.

27 invitation were sent to employers of the on the job training cohort. No invitations bounce, 51% remain unopened,



and 49% were read. Only 8 surveys were completed and while the overall response was positive, this amount is too small to use for continual improvement processes.

Response rate compared to previous years: The majority of training provided in 2014 was actually non-accredited training and in retrospect that data should not have been included in the QI statistics. MAX Solutions made the switch to 100% accredited training in the latter half of 2015 and the statistics in this report reflect accredited training only.

Moving forward, we will be better placed to compare response rates.



Section 2 Survey information feedback

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

The overall rating average is 3.17, which puts the RTO in the upper quadrant for Learner satisfaction. The lowest rating was for question 7 - The training had a good mix of theory and practices. The highest ratings were in the 3.3 - 3.4 area and all reflected high satisfaction with the trainers and their knowledge. Two responses contained very harsh feedback in the best aspects and most need of improvement areas, but both respondents chose to remain anonymous. Unfortunately we were unable to follow up on this feedback to identify the root cause of the complaint and if possible, rectify any issues. It was surprising that in this electronic age, only a small percentage of the cohorts chose to complete the online survey.

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

On the whole the RTO is satisfying the learners. There is and always will be room for improvement for any RTO. All respondents agreed or strongly agreed to question 21 - It was always easy to know the standards expected. 98% of respondents agreed or strongly agreed to question 22 - I usually had a clear idea of what was expected of me. This gives a clear indication that instructions to the learner are clear. The RTO needs to continue to work to get a better balance between the mix of theory and practice.

Section 3 Improvement actions

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

MAX Solutions is continuing to develop training and assessment materials which focus on a hands on learning model. We want to take the focus off text/resource books and put it into real practice.

Most of our learners have access to respond to electronic surveys, so we will continue with this platform. We will add this information to the Trainer's manuals so that they can tell the students to expect an email and that we really do want their feedback.

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

RTO Management and compliance staff will monitor feedback received via learner surveys and verbal feedback about outcomes received from trainers.