



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21887	Skills Base Australia PTY LTD

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	26	26	100
Employer satisfaction	1	1	100

Trends of response statistics:

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

Response is similar to each year. Some students take the time to fill it in thoughtfully but because it is so long some just tick down one side. Younger students seem more enthusiastic about filling it in.



Section 2 Survey information feedback

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

Students like the training and the practical side. They enjoy learning about about food safety and employment oppertunities.

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

Students are gaining knowledge and skills for their roles. The also show an interest in progressing in the industry through the training and organisations pathways.

Section 3 Improvement actions

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

The introduction of guest speakers to explain different roles in the industry. Students taking advantage of tutorials as well as class. The diversity of students in class so they can talk to student who work in different areas and have an idea of what they do.

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

Feedback policy and Corrective action.