



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	23	23	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 practical side and have been receptive of making adjustments due to lockdowns and restrictions.

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

Students are enjoying one on one tutorials and adapting to training adjustments due to restrictions and adjustments

Section 3 Improvement actions

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

Ongoing tutorials and extra help provided for individual students.

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

Feedback policy and Corrective action.