



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4183	WPC Group Ltd

Section 1 Survey response rates

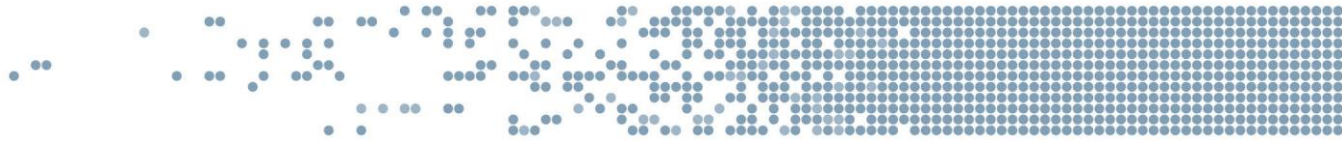
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	75	75	100
Employer satisfaction	65	65	100

Trends of response statistics:

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

Response rates have increased. The process for collection of surveys is face to face, this ensures all surveys issued are completed and returned to the RTO for processing. More employers completed the survey on the same day as the final visit ensuring a more consistent response rate. All surveys are from students in traineeships working in an office/business environment.

Employer satisfaction has increased and this is attributed to the continued support provided to students.



Section 2 Survey information feedback

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

Unexpected outcomes were the comments relating to trainer feedback and time spent with students. Upon analysis, these comments linked to a particular trainer who is no longer with the RTO, because of performance. Nine students felt the training was not at the right level for them and this was unexpected. Except for one student, the others were studying a Cert III Business. Common comments attributed to these learners were that the flexibility of online learning was an enjoyable experience. These comments would indicate the learning was easy for the cohort.

WPC Group has a very satisfied cohort of learners and employers and this is substantiated by an average of over 80% in the AQTF surveys of learners and employers.

Expected findings were the support received by students by trainers. The RTO delivers it's training one, face to face in the workplace. This form of engagement allows for both the trainer and student to discuss particular aspects fo the trainig program as it progresses. Students enjoy the flexibility of training in the workplace and online, as well as learning new skills while in the workplace. . Students benefit from online learning as well as hard copy resources. Most students were provided with both forms of resources and this has been very helpful to the student during their course.

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

Overall satisfaction with the RTO performannce has increased and the students are very aware of what is expected of them during the course of their traineeship. The communication between trainer, student and employer is very good. Face to face one on one delivery is valued by both student and employers and the RTO will continue to provide this form of training to students. There was a small decrease in the

WPC Group play a signifiant role in the development of core skills required by young people entereing the work force for the first time. Students undertaking traineeships, learning and applying skills directly in the workplace are more likely to successfully complete their qualification.

Section 3 Improvement actions

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

Actions taken by WPC Group over the last 12 months have included replacing trainers who have not performed to the level expected and more professional trainers engaged. The RTO is in the process of updating resources to ensure questioning is clear and easy for the student to understand.



A detailed manual will be developed for supervisors of trainees to ensure they have a very clear understanding of what is required when they take on a trainee, including the responsibilities and obligations involved.

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

WPC Group will monitor the actions taken through monitoring of feedback. WPC send a survey out to students when they are halfway through their traineeship and specifically collect information about trainer engagement and satisfaction. Resources are continually being reviewed and updated and where questioning is unclear, updated. Surveys conducted will continue to seek feedback on resources. Continued positive feedback will confirm the changes made are appropriate for the course.

Through industry consultation, the unit selection has changed and increased. Providing more options for unit selection will increase the relevance of the training in relation to the job role

As surveys are gathered from employers, negative feedback will be identified and if appropriate, a discussion will take place with the employer for the purposes of gathering more detailed feedback.