



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21132	Stirling Institute of Australia Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	135	57	42.22 %
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)

Student Response rates has considerably improved since using web based Survey Monkey program. This has increased from the previous years of 2014 and 2015 where the response rate was 23.24% and 20%. However Stirling Institute will strive to have a better response rate for 2017 so that learner feedback helps in further improving the training services Stirling Institute provides to its clients.

Student response rate - For 2014 was 23.24 %

For 2015 was 20 %

For 2016 was 42.22 %

Employer response rate - In 2014 & 2015 Stirling Institute did not deliver any training programs in workplace hence there was no feedback. In 2016 Stirling Institute had SBAT enrolled hence the feedback from one employer was received.



## Section 2 Survey information feedback

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

The surveys finding conducted by Stirling from the proportion of surveys received from VET students indicated the following :- 83.3% indicated a positive perception of teaching and increased learning experiences with development of generic skills.85.3% reporting a positive perception of the assessment process. 80% of students were satisfied with training provided by Stirling Institute

75.7 % of students were satisfied to achieve their main reason for training and 54.3% showed an improved employment status after training.

Stirling Institute was expecting the student survey feedback to be positive as Stirling Institute continuously gather feedback from students during their course of their study. This helps in continuously improving its services it provides to all its clients.

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

There was an increase in Proportion of VET students who were satisfied with training provided by Stirling Institute from 2015 to 2016.The satisfaction was based on the following aspects of training :-

- Amount of time provided to learn new skills - 82%
- Access and support from trainer, The facilities and equipment and core materials & content- 89.3%

Clearly an increase of student satisfaction with assessment process from 2015 and 2016 - 93.3% to 94.1%

77.1% of the students indicated that they would be recommending Stirling Institute and the courses to other students.

## Section 3 Improvement actions

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

In response to feedback received from students enrolled in Hypnotherapy courses students wanted experienced practitioner(s) as mentors whilst they dealt with real life clients. Stirling Institute has implemented and engaged with Industry experts and has made appropriate facilities available to support students with real industry experience in a supportive environments.

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

Stirling Institute monitors the effectiveness of its operations by regularly auditing (Internal Audit) and providing feedback to management of the improvements identified and the course of action. Stirling Institute endeavours to use these monitoring measures in 2017 and beyond to ensure students are provided with quality training and skills and knowledge to be Job ready. Stirling Institute continuously gathers feedback from students during their course of their study by use of satisfaction surveys after workshops on conclusion of week 5 of studies and also at the end of



the course by use of Learner surveys and Employer surveys. This helps in continuously improving its services it provides to all its clients and helps to monitor the effectiveness of these actions in providing quality training which helps students to be job ready.