



# Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

For calendar year 2014

RTO No.	RTO legal name
90680	Bannister Technical

## 1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR * 100 / SI
Learner engagement	625	625	100
Employer satisfaction	15	15	100

### Trends of response statistics:

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

### Learner engagement

Training package	Qualifications Completed or SOA issued for partial completion	Surveys issued	% of students provided with surveys	Surveys completed	% surveys returned
FDF	756	380	51%	380	100%
MSS	430	135	31%	135	100%
HLT/CHC	230 (including short courses)	38	16%	38	100%
TAE	65	46	70%	46	100%
RII	56	19	33%	19	100%
BSB FLM	7 (short course only)	7	100%	7	100%
<b>Total</b>	<b>1544</b>	<b>625</b>	<b>50%</b>	<b>625</b>	<b>100%</b>

## Summary

Full qualifications awarded = 1397

Surveys issued = 625

Surveys completed = 625

## Employer Satisfaction

8 employers had new entrant or existing workers complete qualifications during the survey period. A single employer has been surveyed at multiple sites.

15 were issued with surveys. All were completed

Industry sector	Surveys issued	Surveys completed	% surveys returned
Food Manufacturing	4	4	100%
Aged Care/ Health	6	6	100%
Rll Coal	3	3	100%
TAE	1	1	100%
BSB FLM	0	0	-----
MSS	1	1	100%
<b>Total</b>	<b>15</b>	<b>15</b>	<b>100%</b>

## Summary

Employers with students completing = 8

Surveys issued = 15

Surveys completed = 15

## How did the rates compare with previous years?

**Learners Engagement survey:** For calendar year 2013, 416 Learners surveys were collected. In 2014, 625 have been collected. The number of full qualifications and short courses completed shows a slight increase when compared with 2013 numbers.

**Employer satisfaction survey:** For calendar year 2013, 13 Employers surveys were collected. In 2014, 16 have been collected.

## 2. Survey information feedback

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

#### EXPECTED FINDINGS:

We achieved a high level of satisfaction in the scales of:

- Competency development,
- Training relevance,
- Effective assessment,
- Effective support,
- Trainer Quality

#### UNEXPECTED FINDINGS:

We received some low ratings in the active learning scale.

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

This survey has demonstrated to Bannister Technical that our training and assessment strategies are effective and are resulting in improvements in the workplace for our learners and employers.

This year we have received a greater amount of candid feedback from our learners as we have developed a customised version of the form. While it addresses all the scales, it is shorter for the learner and they have been more forthcoming in their own comments about their training. This is particularly demonstrated by the increase in comments during 2014 from learners in the food processing industry in comparison to few comments we received in 2013.

#### Overall our performance is high across all critical aspects.

This indicates that our training is meeting industry requirements. Candid comments from both learners and employees have shown how the training is benefiting both learner and employer in a greater depth and breadth of knowledge of industry and workplace process and this flows through to increased productivity. This includes:

#### Food processing learner comments:

*'Learning about the process the chicken goes through/ Gaining knowledge of the food processing industry/ Learning more about our company/ Learning reasons why we have to do things.'*

#### HLT/CHC learner comments:

*'Being able to take what we learnt and contribute it to our facility, patients, staff and for myself.'*

#### Competitive Systems and Practices comments:

*'Better view of the bigger picture/ thinking outside the square/ letting people talk about their workplace and our thoughts matter/ Opening my eyes to small changes making a big difference.'*

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

**The low ratings in the active learning scale:** Our trainers and assessors work closely with our clients to integrate their policies and procedures into training. Therefore the low rating in Active Learning LQ34 ( I looked for my own resources to help me learn), is a reflection of this strategy because the time our trainees spend in the training room is limited and we are unable to waste time by sending people out to search for resources.

### Survey summary of key qualifications from Learners Questionnaires:

#### **Community Services and Health care Qualifications:**

Of the 38 learners sampled, 35 learners responded with agreed or strongly agreed with all the statements. Our trainers are Registered Nurses with Aged Care experience, all our clients and learners work in the Aged care sector. Our trainers integrate workplace policies and procedures into the training session. This produces a tangible benefit to our clients, our learners and the residents they care for. This is acknowledged by the amount of return business we have from our clients including Baptist Care Services and Uniting Care.

#### **Underground Coal Mining:**

Our training is meeting needs of our Learners who are working towards their Mine Deputies Qualification- a regulatory requirement for the mining industry. Of the 19 learners sampled, 18 people indicated they either agreed or strongly agreed with all the statements on the survey. Learners also commented that they found benefit in the face to face training, the ease at which they could contact their trainers with any questions.

#### **Training and Assessment short course:**

All responses polled agree or strongly agree especially in the scales of clear expectations and overall satisfaction.

#### **BSB Frontline Management:**

Of the 7 people sampled, all responses were in the strongly agree or agree except for training facilities were in good condition. Training is delivered in the workplace and the training facilities we use are allocated by the employers.

#### **MSS Competitive Systems and Practices:**

135 learners were sampled. All learners agreed or strongly agreed for all questions except for a few learners disagreeing with the course was at the right level of difficulty for me.

#### **Food Processing:**

Of the 380 learners sampled, 127 strongly agreed in all areas. 219 either agreed or strongly agreed. Only 34 respondents ticked disagree or strongly disagree. For the 2014 surveys, there was a far higher number of comments than in 2013. This included comments about the value of training giving a bigger picture of the workplace and the greater understanding of why policies have to be implemented such as food safety and WHS.

### Employers Questionnaires:

#### **Community Services and Health care Qualifications:**

All employers sampled indicated they agreed or strongly agreed to all statements across all four domains: Quality of Training/Work Readiness/Training resources and support/ Administration and Marketing. Managers from these facilities commented:

- *'The trainer had thorough subject knowledge.'*
- *'The students spoke highly of their trainer at the end of training.'*
- *'Admin support was exceptional and the whole process went smoothly.'*
- *'Trainer was approachable & flexible to fit in with work schedule.'*

#### **Underground Coal Mining:**

All companies sampled (R45 Mining, Glencore, Whitehaven Coal) indicated they Agreed or strongly agreed to all statements across all four domains: Quality of Training/Work Readiness/Training resources and support/ Administration and Marketing.

#### **Training and Assessment short course:**

We sampled Tip Top bakeries who agreed and strongly agreed with all comments. We deliver the TAE course in the workplace and have the learners use their workplace policies and training documents. Tip Top bakeries commented on the work readiness of the learners and have undertaken further TAE training with us.

#### **BSB Frontline Management:**

No employers were sampled solely to focus on Frontline Management. The client to whom this BSB short course was delivered is in the Health industry and has been sampled within the CHC/HLT surveys. In Manufacturing, this qualification has been phased out in favour of Competitive Systems and practices as demonstrated in the increase in learners for MSS30312/ 40312 in recent years.

#### **MSS Competitive Systems and Practices:**

We sampled Inghams Chicken Enterprises which has been rolling out Lean philosophy nationwide and they responded strongly agree across all scales. The Lean rollout has provided many tangible benefits resulting in major cost savings.

#### **Food Processing:**

All four companies sampled (Inghams at three sites / Kuisine Company) indicated they agreed or strongly agreed to all statements across all four domains: Quality of Training/Work Readiness/Training resources and support/ Administration and Marketing. Comments on Training quality included:

- *'Trainer was flexible and understand production needs, issues were addressed.'*

Feedback on Work readiness:

- *'Our staff are definitely upskilled and have increased their knowledge & understanding of the Chicken Processing industry. This has helped production to run more effectively and efficiently.'*

Training resources and support:

- *'The trainer is flexible and able to fit in with our production schedule as they change at short notice. It's difficult with shifts to see everyone but you achieve it. We wouldn't be able to run our training department without her support and Bannister Technical.'*

This demonstrates the level to which the Certificate III in Food Processing and other short courses have become cornerstones for the Professional development of Ingham employees. Many Ingham employees have completed multiple courses as part of their 'Training for Life' strategy.

### 3. Improvement actions

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

**Comments from MSS Competitive Systems trainees regarding more online and practising the use of Lean tools.**

As our on line capability grows we could develop a database of Lean tools and other appropriate resources to support our trainees during their training and project development. This would include videos demonstrating the application of Lean tools to support the Learner outside of class hours.

**Low rating from MSS Competitive Systems trainees at the right level of difficulty for me.**

Our trainers have worked in the food industry implementing Lean. They understand learners may need some scaffolding/ support to complete Lean activities and they will continue to provide effective support to learners undertaking MSS Competitive Systems.

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

When monitoring our training and assessment services to reflect the feedback from satisfaction survey , Bannister Technical uses a variety of methods:

1. A systematic review and validation of learning and assessment resources with our trainers and assessors.
2. An industry review by clients and feedback using the AQTF Employer Questionnaire.
3. Consultation with clients by key account managers will continue to ensure their needs are met moving forward.
4. Attendance at key industry conferences and subscription to various professional journals to ensure our service reflects the present demands.