

Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@edumail.vic.gov.au

Subject: Quality Indicators

| RTO details | | | |
|---------------------------|--|--------|--------------|
| RTO trading or legal name | VICSEG New Futures trading as New Futures Training | | |
| RTO number | 21203 | | |
| Contact name | KLAUDIA KRYSZTOFEK | | |
| Telephone | (03) 9383 2711 | Mobile | 0425 805 556 |
| Date | 22/06/2021 | | |

| Summary of Survey Responses | | |
|---------------------------------------|----------|-----------|
| Learner and Employer Responses | Learners | Employers |
| Total number of responses distributed | 176 | 10 |
| Total number of surveys received | 176 | 2 |
| Response rate (per cent) | 100 | 20 |

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

Summary of continuous improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement

The surveys showed a high level of satisfaction of learners from various courses.

Overall, student satisfaction with their courses was very high; in particular students commented on high standard of learning and communicated in an accessible and inclusive style. Trainers were identified to have great knowledge and industry experience.

The Learner Engagement Data along with other feedback forms used internally by our organisation are used for continuous improvement by:

- Actioning these improvements as necessary
- The effectiveness of these actions will be recorded on a Continuous Improvement Register
- Reporting back to students/staff and management on what actions have been taken
- Updating any policies and procedures as required
- Identifying potential improvements

The data was grouped into four domains and scales under each domain. The four domains included:

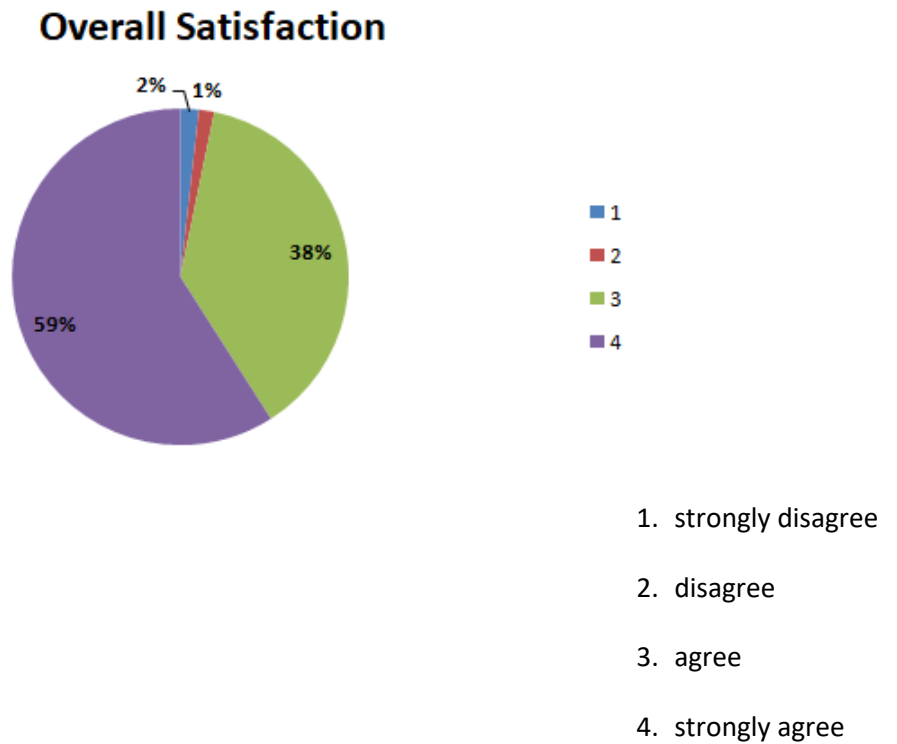
- 1. Training Quality**
- 2. Work Readiness**
- 3. Training Conditions**
- 4. Learner Engagement**

The four scales were weighted on a positive response about the training experience as below:

1. “strongly disagree”
2. “disagree”
3. “agree”
4. “strongly agree”

Overall Training Experience

Overall Training Experience indicated a high level of satisfaction with courses across all domains with 97% rating the quality of their entire experience as **agree** and **strongly agree** categories.



VICSEG New Futures will use this information to continue to ensure a high level is maintained in these areas.

Training Quality (Q1-Q17)

Learners experience in training quality indicated a high level of satisfaction with the score of 100% as **agree** and **strongly agree** categories.

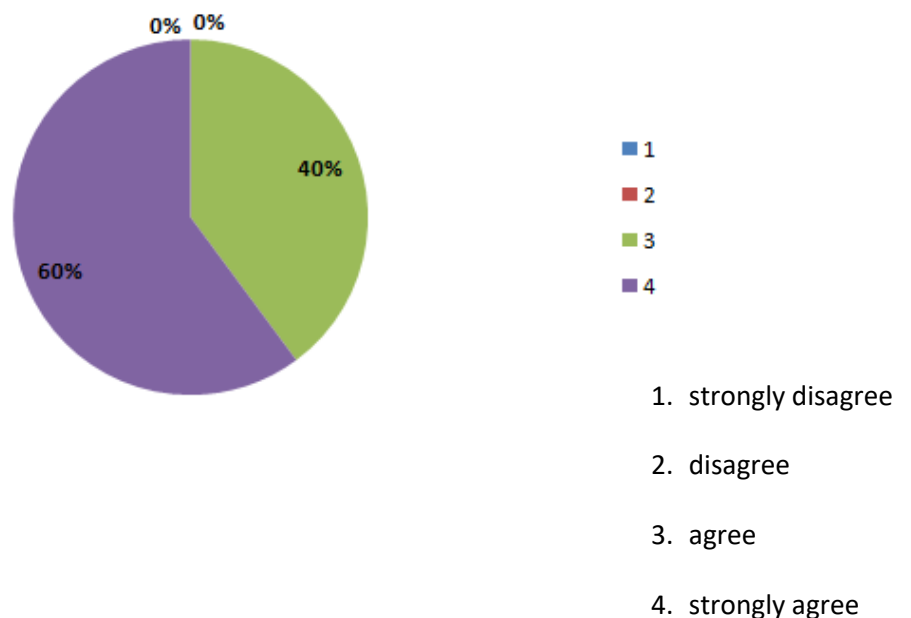
Training Quality



Work Readiness (Q18-Q25)

Learners experience in work readiness also indicated a high level of satisfaction score of 100% as **agree** and **strongly agree** categories. The highest rate at 60% of learners strongly agreed that the training provided work readiness.

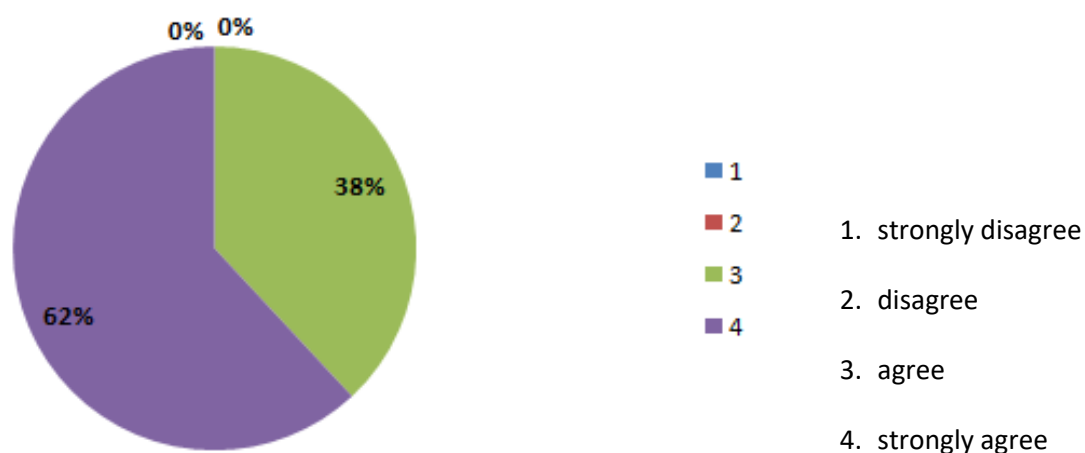
Work Readiness



Training Conditions (Q26-Q31)

Learners experience regarding training conditions also indicated a high level of satisfaction score of 100% as **agree** and **strongly agree** categories. The highest rate at 62% of learners strongly agreed that the training was conducted under good training conditions.

Training Conditions



Learner Engagement (Q32-Q35)

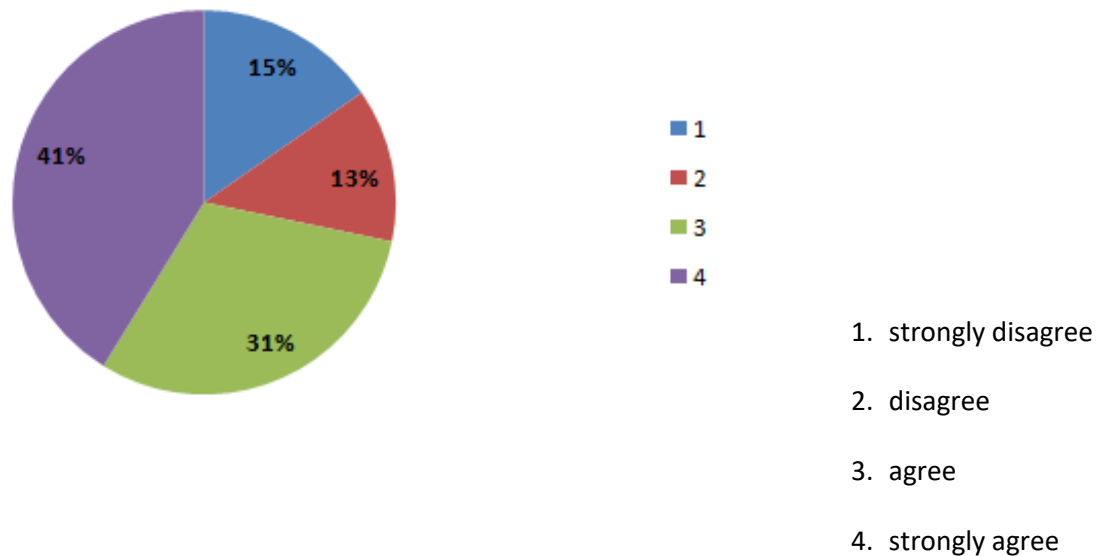
Learners experience regarding learner engagement indicated overall satisfaction with the score of 72% **agree** and **strongly agree** categories. The majority of learners agreed that the training encouraged good learner engagement.

However, 15% registered “strongly disagree” in relation to their own learner engagement. We believe that they represent subjective responses to such statements as: *“I set high standards for myself in this training; I pushed myself to understand things I found confusing; I approached trainers if I needed help; I looked for my own resources to help me learn.”*

Working with cohorts of students whose first language is not English, the language of these subjective statements may have led to a higher than normal level of negative responses.

All in all, students recognised that despite difficulties imposed by migrating to remote learning - as a reflex of the pandemic - they were supported to achieve the best outcomes which is addressed in their statements *“Because of COVID-19 we didn’t come to class that much and I feel that it’s better to learn in person in the classroom with my friends, but we made it. All good!”*

Learner Engagement



The data has been analysed to continue building on the positive responses and address gaps where indicated by looking at lowest response rate.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement

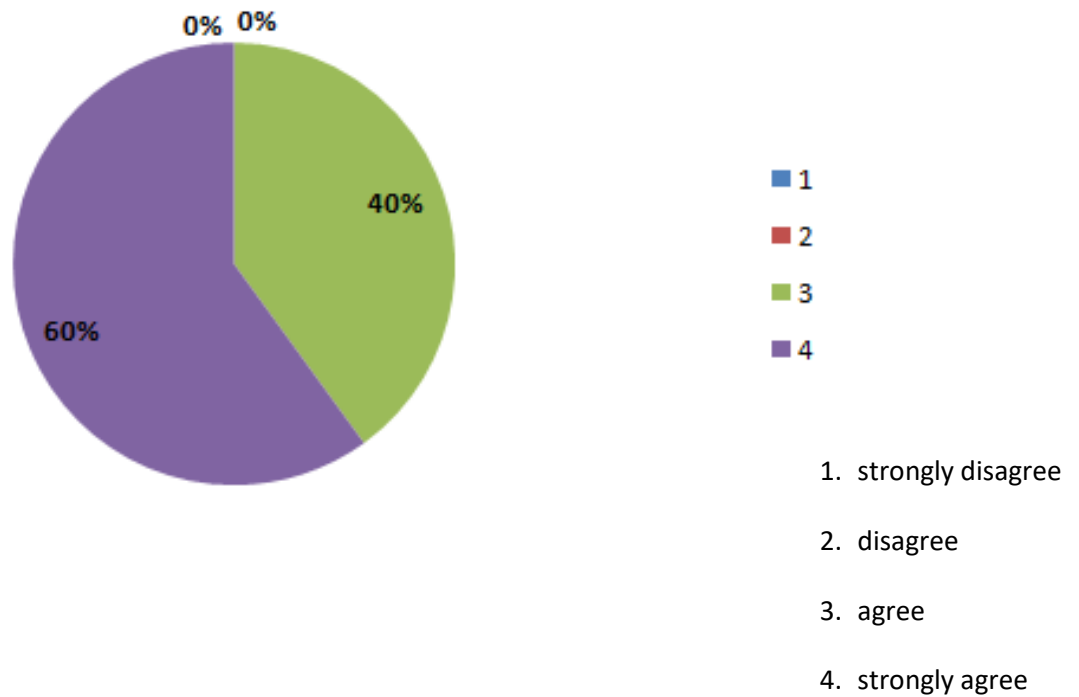
The **employer satisfaction data** along with **learner engagement data** and other feedback forms used internally by our organisation are used for continuous improvement by:

- Actioning these improvements as necessary
- The effectiveness of these actions will be recorded on a Continuous Improvement Register
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The feedback received from our host employers indicates a high level of satisfaction with the standard of our training. In 2020, 100% of the host employers surveyed were very satisfied and agreed that our students were adequately trained and prepared for future employment.

Based on the data collected from within these surveys, and also in conjunction with our ongoing liaison with employers/industry, a number of improvements were made to our training delivery in 2020.

Overall Satisfaction



If you have not reported on both learner engagement and employer satisfaction data, please provide a reason

N/A

Declaration

RTO details

| | |
|----------|----------------------|
| RTO Name | New Futures Training |
|----------|----------------------|

I confirm that the above RTO:

- has collected, analysed and retained quality indicator data
- has acted on data for the continuous improvement of training and assessment and client services
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)

| | |
|-----------|--------------|
| Full name | MAREE RAFTIS |
|-----------|--------------|

| | |
|------|------------|
| Date | 22/06/2021 |
|------|------------|

Signature

Maree Rafter