

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 | The Suzan Johnston Organization (Aust.) Pty Ltd | | |
| RTO number | 0170 | | |
| Contact name | Donna Leigh | | |
| Telephone | 03 9654 0999 | Mobile | |
| Date | 25 June 2021 | | |

| Summary of Survey Responses | | |
|---------------------------------------|----------|-----------|
| Learner and Employer Responses | Learners | Employers |
| Total number of responses distributed | 78 | 45 |
| Total number of surveys received | 39 | 15 |
| Response rate (per cent) | 50% | 33% |

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

Surveys were sent to all graduates who participated in one of our accredited training courses in the 2020 calendar year. Analysis of the data collected is an indication of our students' level of satisfaction with our training services.

Findings for Learning Engagement in 2020 are detailed in the chart below:

| | Satisfaction Rating: % of Students |
|---|---------------------------------------|
| I developed the skills expected from this training | 100% |
| The training focused on relevant skills | 100% |
| The training prepared me well for work | 100% |
| The training had a good mix of theory and practice | 100% |
| Overall, I'm satisfied with the training | 100% |
| I would recommend the training organisation to others | 100% |
| Trainers had an excellent knowledge of the subject content | 100% |
| Training facilities and materials were in good condition | 100% |
| Trainers explained things clearly | 100% |
| The training organisation had a range of services to support learners | 97% |
| Trainers made the subject as interesting as possible | 100% |
| The RTO gave appropriate recognition of existing knowledge & skills | 100% |
| The training was flexible enough to meet my needs | 100% |
| Trainers encouraged learners to ask questions | 100% |

At Suzan Johnston Australia we constantly strive to offer our clients the highest level of training and service possible. Based on the data collected from within our Learner Engagement Surveys, and in conjunction with our ongoing commitment to continuous improvement, following are some of the key areas where improvements were made during 2020:

- In response to Covid-19 restrictions our classes moved from face-to-face delivery to an online, virtual platform (Zoom)
- A wide range of additional learning activities, practical tasks, games and role plays were introduced to reinforce the skills & knowledge, whilst also ensuring students remain energised and engaged during virtual delivery
- Additional student breakout sessions introduced to all virtual delivery (to further support student engagement and interaction)
- Assessment Tools and Training Resources transitioned from paper-based to an online word version
- Virtual learners supplied with a recording of classes (providing additional opportunities for revision and reflection)
- General improvements to the course scheduling and the sequencing of units, ensuring learning is more seamless
- A range of hardware and software purchases made to assist virtual delivery

- An upgrade to internet services (faster and more reliable WIFI services for students)
- The introduction of 'Student Support Days'; providing additional support opportunities for students
- Improvements made to many Assessment Tasks – providing more clarity and less repetition
- Increased cleaning of classrooms, facilities and equipment to ensure we are a COVID safe organisation
- Additional information provided to students on 'How to Avoid Plagiarism'
- Ongoing updates to student information (Enrolment Documentation, Student Handbooks, Training Plans, Student Assessment Instructions etc); to improve the clarity, transparency and readability of this document
- Nomination of a Mental Health First Aid Officer (offering additional support to students)

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

INDUSTRY FEEDBACK FROM PRACTICAL PLACEMENT HOSTS IN 2020

Suzan Johnston Australia students participate in industry-based practical placement with a bank of regular placement hosts/employers.

The feedback received from our host employers indicates an extremely high level of satisfaction with the standard of our training. In 2020 **100% of the host employers** surveyed said that the Suzan Johnston student they hosted for practical placement was adequately trained and prepared for future employment (with many students being offered ongoing employment with their host employer).

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. Ongoing improvements to course delivery across all qualifications include the introduction of additional training workshops and practical exercises/tasks in defined 'Key Competencies and Skills' including:

- A wide range of additional learning activities and practical tasks introduced ensuring that learners have optimum opportunity to develop competency and to meet/exceed industry needs
- Updates to Practical Placement Assessments; providing the employer/host and the student with clearer instructions and directions
- Introduced virtual Practical Placement visits (via zoom) to ensure students were assessed in a timely manner and to ensure the health and safety of our trainers, students and practical placement hosts

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

Declaration

RTO details

RTO Name

The Suzan Johnston Organization (Aust.) Pty Ltd

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

Donna Leigh

Date

25 / 06 / 20 21

Signature

