

# Quality indicator annual summary report

## Student engagement and employer satisfaction surveys

If your RTO took part in the [VET Student Experience Survey \(VETSES\)](#) in the 2021 calendar year you do not need to give us student data. You still need to give us employer data.

If this applies to you, please enter 'VETSES' in all the student engagement question fields, so you can submit the form.

RTO number \*

170

RTO legal name \*

The Suzan Johnston Organization (Aust.) Pty Ltd

### Section 1. Survey response rates

#### Student engagement

Surveys issued (SI) \*

76

Surveys received (SR) \*

49

Percent (%) response rate =  $SR \times 100 / SI$  \*

65

#### Employer satisfaction

Surveys issued (SI) \*

50

Surveys received (SR) \*

20

Percent (%) response rate =  $SR \times 100 / SI$  \*

40

### Trends of response statistics

STUDENT SURVEYS were sent to all graduates from our accredited training courses in 2021. The response rate was 65%

EMPLOYER FEEDBACK was gathered from interviewing our Practical Placement Hosts during 2021. The response rate to these surveys was 40%.

As expected, the response rate from students was higher than from employers (not all students participate in placement etc). Our response rates/percentages in 2021 were similar to previous years.

## Section 2. Survey information feedback

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

#### EXPECTED FINDINGS

Student Satisfaction remained extremely high with 100% of students saying they would recommend Suzan Johnston Australia to others.

Employer Satisfaction also remained extremely high with 80% of Practical Placement Hosts offering paid employment to the student prior to their graduation, and 100% of employers stating that the students were well prepared for future employment.

#### UNEXPECTED FINDINGS

The total number of student responses was considerably less in 2021; this is due to poor student completion rates during this period (with many Early Childhood Education and Care students being unable to complete Practical Placement requirements due to Covid).

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

#### STUDENT FEEDBACK

Analysis of the 2021 data collected indicates that our student cohort were very happy with their Suzan Johnston training experience. Students were particularly happy with the quality of their trainers, training delivery, skills acquired, career outcomes and support services.

Recommendations for improvement: A very small percentage of students thought the training received could have been more flexible, and that the amount of work required was unreasonable. Also a small number of students mentioned that it wasn't always easy to know the standards expected (with assessment tasks).

Findings for Learning Engagement in 2021 include the following:

#### **100% of students were satisfied with the following:**

- I developed the skills expected from this training
- The training focused on relevant skills
- The training prepared me well for work
- Trainers had an excellent knowledge of the subject content
- Trainers explained things clearly
- The training organisation had a range of services to support learners
- Trainers made the subject as interesting as possible
- I would recommend the training to others.
- The RTO gave appropriate recognition of existing knowledge & skills
- Trainers encouraged learners to ask questions

**98% of students were satisfied with the following:**

- The training had a good mix of theory and practice
- Overall, I'm satisfied with the training
- The training used up-to-date equipment, facilities and material

**96% of of students were satisfied with the following:**

- The training was flexible enough to meet my needs

**91% of of students were satisfied with the following:**

- The amount of work I had to do was reasonable
- It was always easy to know the standards expected.

**INDUSTRY FEEDBACK FROM PRACTICAL PLACEMENT HOSTS IN 2021**

The feedback received from our host employers indicates an extremely high level of satisfaction with the standard of our training. In 2021 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).

**EMPLOYMENT OUTCOMES 2021**

Certificate III in Business

80% of graduates were employed within an administration role

Certificate III in Travel

50% of graduates were employed within the travel industry (of which 33% have their own travel business)

Certificate III in Early Childhood Education and Care

88% of graduates were employed within early childhood education roles

Diploma of Early Childhood Education and Care

95% of graduates were employed within early childhood education

Our 2021 employment outcomes were excellent, especially when training and assessment was delivered during a pandemic.

## Section 3. Improvement actions

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

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 2021:

- 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)
- New Assessment Tools and Training Resources introduced across all qualifications
- Introduction of a Learner Management System (LMS)
- General improvements to the course scheduling and the sequencing of units, ensuring learning is more seamless
- Improvements made to Assessments Tasks – providing more clarity and ensuring less repetition
- Updates to Assessment Guidelines – improvements made to instructions to provide students with a clearer idea on expectations and assessment requirements
- Student Enrolment Documentation moved to an online platform (Jotforms) making the enrolment process easier and more accessible for students
- Introduced additional delivery modes across qualifications – offering students more choice in regards to how long and when they study

Based on the data collected from the Industry surveys, and also in conjunction with our ongoing liaison with employers/industry, a number of improvements were made to our training delivery in 2021. 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, directions and clarification
- Additional role plays and activities introduced to the curriculum to assist in the further development students' confidence, communication skills, initiative etc.

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

Suzan Johnston Australia's business operations and training services are continually monitored and updated in response to our regular continuous improvement activities including:

Student feedback

- o Verbal discussions/interviews
- o Various student surveys and feedback forms

#### Employer / Industry feedback

- o Verbal discussions and industry visits – Placement Hosts
- o Online surveys & polls
- o Employment services
- o Consultation with Industry Boards

#### Statistical Feedback

- o Employment outcomes
- o Student completion rates

#### Employee/Trainer Feedback

- o Verbal discussions/interviews
- o Trainer surveys
- o Staff meetings
- o CEO's open-door policy

#### Compliance Checks

- o Internal audits
- o Assessment Validation & Moderation