



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 2022 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

RTO email address *

donna@sj.vic.edu.au

Section 1. Survey response rates

Student engagement

Surveys issued (SI) *

113

Surveys received (SR) *

102

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

90

[Back to top ↑](#)

Employer satisfaction

Surveys issued (SI) *

90

Surveys received (SR) *

53

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

59

Trends of response statistics

STUDENT SURVEYS were sent to all graduates from our accredited training courses in 2022. 90% of students responded.

EMPLOYER FEEDBACK was gathered from interviewing our Practical Placement Hosts during 2022. The majority of our employer responses were gathered from placement hosts from within the Early Childhood Education and Care sector. The response rate to these surveys was 59%.

The response rate is considerably higher than in previous years.

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

EXPECTED FINDINGS

Historically we are always very proud of our performance in regard to Student Satisfaction Surveys, and this year's results are no different. Once again, the feedback we received in 2022 has been overwhelmingly positive. Student satisfaction remains extremely high with **99% of students saying they would recommend Suzan Johnston Australia** to others.

UNEXPECTED FINDINGS

The total number of student and employer responses are considerably higher in 2022 (when compared to previous years). This is due to higher student completion rates (post Covid) and also our ongoing commitment to building stronger and more meaningful relationships with employers and industry partners.

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

STUDENT FEEDBACK in 2022

Analysis of the 2022 data collected indicates that our student cohort were extremely happy with their Suzan Johnston training experience. In particular, the student feedback we have received tells us that our graduates are happy with our:

- Teaching methods
- Course content
- Exceptional employment outcomes
- Highly supportive and flexible learning environment
- Outstanding training team

In 2022, feedback on our trainers has told us that our training team are:

- Extremely supportive, accessible & approachable
- Patient & respectful
- Extremely kind & friendly
- Flexible & encouraging
- Understanding & caring
- Dedicated & passionate professionals
- Highly experienced & knowledgeable
- Engaging, motivating & enthusiastic
- Fabulous!
- Fantastic!

Findings for Learning Engagement in 2022 include the following:

100% students were satisfied with the following:

- I developed the skills expected from this training
- The training focused on relevant skills
- I developed the skills expected from this training
- The training was flexible enough to meet my needs
- The training staff respected my background and needs
- Trainers had an excellent knowledge of the subject content
- The RTO gave appropriate recognition of existing knowledge & skills
- Trainers encouraged learners to ask questions

99% of students were satisfied with the following:

- The training prepared me well for work
- Trainers explained things clearly
- Overall, I'm satisfied with the training
- I would recommend the training organisation to others
- Trainers made the subject as interesting as possible

98% of students were satisfied with the following:

- The training organisation had a range of services to support learners

97% of students were satisfied with the following:

- The training used up-to-date equipment, facilities and material
- The training prepared me well for work

96% of students were satisfied with the following:

- The training had a good mix of theory and practice

INDUSTRY FEEDBACK FROM PRACTICAL PLACEMENT HOSTS IN 2022

The 2022 feedback received from our host employers indicates an extremely high level of satisfaction with the standard of our training.

Employer Satisfaction was also very positive: Fabulous!

87% of employers employed our students during Practical Placement (prior to course completion)

96% of employers stated that the students were well prepared for future employment

94% of employers believed that there was nothing more we could add to our curriculum that would improve our graduate's employability

Feedback from employers included comments like:

"We hired on placement as she is amazing. We feel Suzan Johnston really prepares students and gives them the skills they need. The students from Suzan Johnston are always amazing." (Aarti from Melbourne Juniors)

Improvement Actions:

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 STUDENT SURVEYS, and in conjunction with our ongoing commitment to continuous improvement, following are some of the key areas where improvements were made during 2022:

- A wide range of additional learning activities, practical tasks, and role plays were introduced to reinforce the skills & knowledge, whilst also ensuring students remain energised and engaged during virtual delivery
- New Assessment Tools and Training Resources introduced across all qualifications
- General improvements to the course scheduling and the sequencing of units, ensuring learning is more seamless
- Additional online self-paced delivery modes were introduced offering more flexibility and 'learn from home' study options
- Improvements made to our Learner Management System so students can track their progress more easily
- Improvements made to Assessments Tasks – providing more clarity, ensuring less repetition and reducing the size of assessment tasks
- Additional face-to-face support sessions introduced

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 2022. 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 new 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 of students' confidence, communication skills, initiative etc
- Introduced Traineeship Delivery across all qualifications

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

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

Employer / Industry feedback

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

Statistical Feedback

- Employment outcomes

- Student completion rates

Employee/Trainer Feedback

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

Compliance Checks

- Internal audits
- Assessment Validation & Moderation
- Industry feedback