



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 2023 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 *

0170

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) *

66

Surveys received (SR) *

43

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

65

Employer satisfaction

Surveys issued (SI) *

45

Surveys received (SR) *

40

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

89

Trends of response statistics *

STUDENT SURVEYS were sent to all graduates from our Nationally Recognised Courses in 2023. 65% of our students responded. EMPLOYER FEEDBACK was gathered from interviewing our Practical Placement Hosts during 2023. The majority of our employer responses were from within the Early Childhood Education and Care sector. In 2023, the response rate from employers was extremely high (89%) - an indication of the strength of our connections and relationships with industry/employers.

Maximum 4000 characters, including spaces.

Section 2. Survey information feedback

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

EXPECTED FINDINGS

Established since 1959, Suzan Johnston Australia has been delivering quality training with outstanding employment outcomes for learners for decades.

As expected, the Student and Employer Feedback we received during 2023 has been extremely positive.

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

Employment outcomes remain extremely high with 84% of our student cohort finding employment DURING their course.

UNEXPECTED FINDINGS

Nil

Maximum 4000 characters, including spaces.

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

STUDENT FEEDBACK IN 2023

Analysis of the 2023 data collected indicates that our student cohort was extremely happy with their training experience. Positive feedback included: g:

100% students were satisfied with the following:

- Overall, I'm satisfied with the training
- I would recommend the training organisation to others
- I developed the skills expected from this training
- I received useful feedback on my assessments
- The training organisation had a range of services to support learners
- Trainers had an excellent knowledge of the subject content
- Trainers encouraged learners to ask questions
- Trainers explained things clearly
- The training used up-to-date equipment, facilities and material

98% of students were satisfied with the following:

- The training prepared me well for work
- The RTO gave appropriate recognition of existing knowledge & skills
- The training was flexible enough to meet my needs

95% of students were satisfied with the following:

- The training had a good mix of theory and practice

Additional feedback from 2023 student cohort has included the following:

- "It is a very informative and comprehensive course that boosts confidence, and it's delivered with care and high-quality training".
- "My trainer was absolutely amazing; she was always there to answer any questions and she always made sure I got all the support I needed".
- "Informative, engaging and essential for anyone working in childcare. Providing high-quality education and training that equips students with the skills and knowledge required to thrive in their career."
- "Very friendly, approachable and knowledgeable trainers. Prompt response from the trainers and the office staff too. I love our Zoom classes as it gives me a chance to discuss and ask questions but doesn't require me to travel".
- "The trainers are experts in the field and very holistic in their approach to educating students. They always encouraged us to reach out for topics/concerns that are unclear to us."
- "Trainers were absolutely amazing in the way they supported me throughout my course."
- "Everything is being done perfectly, from the start and to the end of this course."
- "The knowledge I received was great because my trainer was amazing. Very professional, easy to talk to, excellent staff, everyone is friendly. Keep up the amazing work."
- "My trainer was amazing. All admin staff were efficient and amazing too."
- "Change nothing. It's perfect!"
- "My Trainer is a truly outstanding instructor who should be recognised for her ability to teach and also help people along their pathway to learning and competence. I have found her patient and kind. She really made the whole process a great one."
- "Excellent, patient teacher."
- "Communication is great. The people are lovely. Self-paced is a great option. It definitely exceeded my expectations."
- "I was really nervous to start the course because I hadn't studied for a long time. The course exceeded my expectations. I felt so comfortable and teachers and all the staff are always there to help you achieve your goals."

Recommendations for improvement from our students. A small portion of students have told us that course assessments could be improved, with recommendations to:

- remove any repetitive content
- simplify and fix any unclear questions
- reduce the length of assessment tasks

INDUSTRY FEEDBACK FROM PRACTICAL PLACEMENT HOSTS IN 2023

The 2023 feedback received indicates an extremely high level of satisfaction with the quality of our training and the employability of our students, with 100% of employers stating that the students were well-prepared for future employment.

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 students the highest level of training and service possible. Based on the data collected from Student Surveys and our ongoing liaison with employers/industry, we have made some minor improvements to our training services in 2023 including the following:

- Introduced a self-paced, online delivery mode across all qualifications, offering a highly flexible and accessible delivery option
- Additional weekly student support sessions introduced across all qualifications
- A wide range of additional learning activities, practical tasks, video recordings and role plays were introduced to reinforce the skills & knowledge, whilst also ensuring students remain energised and engaged during virtual delivery
- Additional industry experts and guest speakers were introduced across all qualifications
- Assessment Tools and Training Resources updated and improved across all qualifications
- General improvements to the course scheduling and the sequencing of units, ensuring learning is more cohesive
- Improvements made to Assessments Tasks – providing more clarity and ensuring less repetition.
- Ongoing professional development and industry currency immersion experiences for trainers/assessors
- Provided additional guidance to students on our plagiarism policy and how to access and use AI successfully.

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 feedback
- Staff meetings
- CEO's open-door policy
- Compliance Checks
- Internal audits
- Assessment Validation & Moderation