



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22441	DRS Total Quality Management Training Service

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	60	40	67
Employer satisfaction	5	5	100

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

DRS TQM have small number of students as we only focused on up skilling Certificate III to Certificate IV and First Aid training and Skill sets training from 5 employers. The AQTF survey results referred in this report were completed by Certificate IV in Aged Care, First Aid and Medication Management Skill sets training students from 26th July 2014 to 30th May 2015. The 99% of Learner survey response were Agree or strongly agree. There were 4 'Disagree response' for the following questions.

1. I pushed my self to understand things i found confusing.
2. It was always easy to know the Standards expected.
3. The training was at the right level of difficulty for me.

The above responses were from Skill sets training students. We received positive feed back under 'Best Aspects of the training' such as ' We gained lot of knowledge and it was convenient for us to do the course where we worked. we didn't have to travel.' Our all students were over 35 years and working in the industry. 85% students Tick 'Do you speak a Language other than English at home?' No Comments made under 'Most in need of improvement' column.



Employers survey small but very positive. All agree to Strongly agree. No disagree or strongly disagree comments received from employer survey.

Similar survey response we received previous year. This may be due to small number of students we customised and integrate policies and process of each employer to our training. We provide quality training rather than quantity training.



Section 2 Survey information feedback

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

We were expected some comments for improvement but not received.

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

The survey response indicated to us that we are meeting/exceeding employers and learners needs preferences.

Section 3 Improvement actions

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

No specific preventative or corrective actions implemented in response to the feedback but it inspires us to target more workplace training

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

Effectiveness will be monitored via feedback and surveys