



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
7030	Sheila Baxter Training Centre Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	527	386	73%
Employer satisfaction	0	0	0

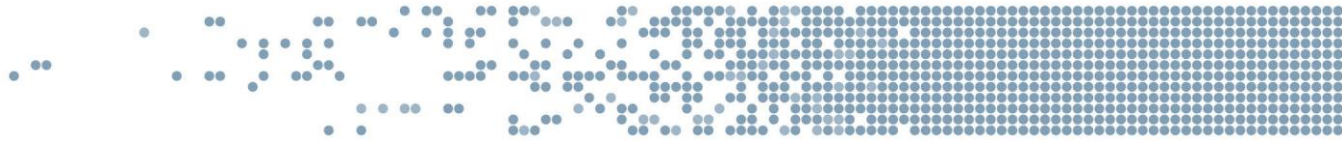
Trends of response statistics:

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

2018 - The response rate was standard from all levels and industry areas of training however it was down on previous years 82% rate however the overall satisfaction rates were overall unchanged except for the Facilities About 87% of students stated that they are satisfied with the development of their skills and knowledge at the institute.

Most students (87%) were satisfied with the Trainers and the range of support services provided by the institute. 87% were willing to recommend the training organisation to others. Students were happy with practical training applied and time to practice their new skills.

It was observed that 67% students were particularly pleased with the Training facilities and materials provided. Assessment methods employed in the course were similarly well-received with an average of 85% of students finding them to be reasonable and were based on realistic activities.



Section 2 Survey information feedback

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

We expected the facilities to be judge harshly due to the changes of training sites over the year.

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

The survey confirms that we are tracking well in providing permanent our permanent locations for classrooms in our new facilities located in 601 Bourke St. Melbourne, currently awaiting CRICOS approval

Section 3 Improvement actions

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

Relocation to permanent site and review of all practical training sites i.e. Automotive, bakery, Beauty, Hair and Engineering during 2019

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

Student retention data and revitalised enrolment no's due to new facility allocation.