



# Quality Indicator annual summary report

## Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21481	KnowledgeSpace Pty Ltd

### 1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	238	200	84%
Employer satisfaction	10	10	100%

#### Trends of response statistics:

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

#### TRAINEES

Overall, the feedback provided by the trainees varied specific to industry. In our retail arm we found that majority of the students rated us high for the assessment and trainers knowledge with many citing that they loved the learning experience and the group sessions we ran for them. In addition, the business services areas scored us even higher with particular emphasis on our custom and tailored units to their workplace added more value not only for the student but also for their business.

#### EMPLOYERS

Based on the findings all our employers scored KnowledgeSpace high for both the deliver of our assessment and the actual resources. Further to this, all mentioned our flexibility and excellent trainers, which was fantastic to hear.

## 2. Survey information feedback

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

The expected results were that both the students and employees were pleased with our customised training to their workplace. Also, the trainers we also rated high for their training and our assessment tasks. The unexpected results were regarding the employer's facilities at some locations were rated too noisy.

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

Overall, the results demonstrate that within the industry we have successfully delivered courses inline with not only the employers requests but also satisfied and left a fantastic impression on the students.

## Improvement actions

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

Based on the feedback, we have introduced a evaluation to be conducted either verbally or online to be sent to the students to ensure that if any facilities are too noisy these can rectified before the next session.

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

This evaluation will be conducted both on a monthly basis and a quarterly, either by phone/email review to ensure that any issues can be addressed immediately.