



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40575	Efficiency Works Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	47	40	85
Employer satisfaction	3	3	100

Trends of response statistics:

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

One student cohort from one client had a less than 70% response rate. Despite numerous follow ups with the coordinator for this site we haven't received back all of the surveys. Despite this issue we still achieved an 85% response rate due to the excellent response rate for all other sites. Our response rates are generally very high so this one anomaly was unfortunate but was out of our control due to the client coordinator's insistence on being involved followed by inactivity.



Section 2 Survey information feedback

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

As with previous years, we have found continued high rates of students that strongly agree or agree that they would recommend our training organisation. Students have also expressed that trainers encouraged learners to ask questions, and that the trainers had an excellent knowledge of the course.

One area that we have noted for improvement is students requested more time allocation for projects where teams are committed to putting in time. Efficiency Works allocates days specifically to work on projects. Students are expected to complete projects on their own time as well as during project days. We have implemented more days for project consultation and completion.

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

We are very pleased with the organisation's performance with high levels of satisfaction with the training materials, trainer knowledge, fairness and appropriateness of the assessment being reported.

Section 3 Improvement actions

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

In response to the request to have more available time for projects, Efficiency Works have implemented more days for project consultation and completion. This has been well received by students.

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

We monitor changes and improvements through staff meetings and continuing surveys as to employer and client satisfaction. We also continually discuss the quality and effectiveness of the training through informal and formal meetings with the employer and the learners.