

QUALITY INDICATOR SUMMARY REPORT

Learner Engagement and Employer Satisfaction surveys for reporting year 2016

RTO Information

NTIS Number 21659
Name Australian Breastfeeding Association
Address 1818-1822 Malvern Road
3145

Survey Response Rates

Survey	Overall population (OP)	Survey Sessions Started (SSS)	Surveys Received (SR)	% Response Rate = SR x 100/ OP (min. req. 50%)
Learner Engagement Survey	198	200	131	66.16%
Employer Satisfaction Survey	92	135	75	81.52%



A green arrow indicates a scale result with a high number of 'strongly agree' responses.










A red arrow indicates a scale result with a high number of 'strongly disagree' responses.

Learner Engagement Survey

Scale	Count of Agree & strongly agree	Percentage of Agree & strongly agree	Most common response	
COMPETENCY DEVELOPMENT	637	96.08%	Agree	
OVERALL SATISFACTION	374	95.17%	Strongly agree	
TRAINING QUALITY	507	97.88%	Strongly agree	
EFFECTIVE ASSESSMENT	450	94.14%	Agree	
ACTIVE LEARNING	492	94.07%	Agree	
LEARNING STIMULATION	365	94.07%	Agree	
TRAINING RELEVANCE	374	94.92%	Strongly agree	
CLEAR EXPECTATIONS	354	89.39%	Agree	
EFFECTIVE SUPPORT	374	95.65%	Strongly agree	
TRAINING RESOURCES	355	93.18%	Agree	

Employer Satisfaction Survey

Scale	Count of Agree & strongly agree	Percentage of Agree & strongly agree	Most common response	
COMPETENCY DEVELOPMENT	367	100%	Strongly agree	
EFFECTIVE SUPPORT	432	98.86%	Strongly agree	
TRAINING RESOURCES	207	99.04%	Strongly agree	
EFFECTIVE ASSESSMENT	288	98.63%	Strongly agree	
TRAINING RELEVANCE	437	100%	Strongly agree	
TRAINING QUALITY	208	98.58%	Strongly agree	
OVERALL SATISFACTION	219	99.1%	Strongly agree	

Survey context and use

Trends of response statistics:

- Which student/employer cohorts provided high/low response rate
- How did response rates compare with previous years (if applicable)

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Did your RTO try different methods to elicit responses this year? If so, did they make a difference? What seems to work best?

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Were there expected or unexpected findings from the survey feedback?

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Which three scales were valued most highly?

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Which three scales were valued the least?

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

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What actions have you implemented in response to the feedback, and why?

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Have you seen change from previous years? What actions seem to make an impact?

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