



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
6855	Transport Driver Training Pty Ltd As Trustee for Roberts Family Trust

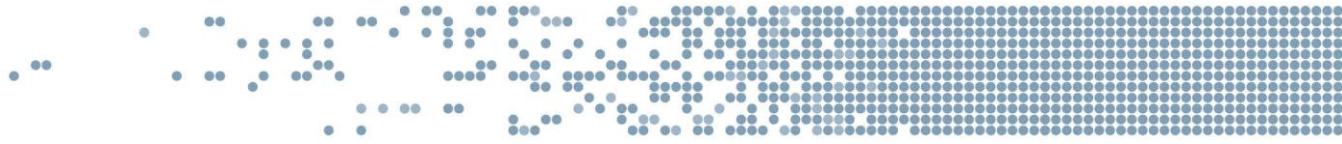
Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	2350	471	20
Employer satisfaction	27	8	30

Trends of response statistics:

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

Response rates show a slight improvement over past years and these have been provided mainly from students completing full certificate courses.



Section 2 Survey information feedback

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

The results were satisfactory and expected due to correlation with verbal feedback received.

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

Feedback from surveys indicate consistent performance and maintenance of a high rate of satisfaction among our student cohort.

Section 3 Improvement actions

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

Quality indicator data has been and will continue to be monitored through our continuous improvement forum and no major corrective actions have been identified. This does not in any way limit our implementation of continuous improvement with regards to our training and assessment strategies and client services.

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

Quality indicator data will continually be monitored and be used as an indicator for continuous improvement purposes and reaction will be based on this data. Implementation of any corrective action will be scheduled accordingly.