



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	6763	6493	96%
Employer satisfaction	165	160	96.7%

Trends of response statistics:

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

STUDENT COHORTS

High response rates

Qualifications / UOC's:

TLILIC2016 Licence to drive heavy rigid vehicle,

TLILIC2015 Licence to drive medium rigid vehicle,

TLILIC3017 Licence to drive a heavy combination vehicle,

TLILIC3018 Licence to drive a multi combination vehicle

TLILIC2001 Licence to operate a forklift truck,

Total received: 5837

Males: 5487

Females: 350



Low response rates

Qualifications / UOC's:

TLIF0009 Apply Chain of responsibility legislation, regulations and workplace procedures

TLILIC0001 Licence to transport dangerous goods by road;

TLILIC2014 Licence to drive a light rigid vehicle;

CPCCWHS1001 - Prepare to work safely in the construction industry and

TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

TLIF0006 Administer a fatigue risk management system

Total received: 352

Males: 334

Females: 18

EMPLOYER COHORTS

Highest response rates were received from employers where the learners were currently employed.

Total received: 96

Low response rates were received from prospective employers.

Total received: 65



Section 2 Survey information feedback

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

The findings were consistent with TDT Training Australia's expectations in terms of Quality of learning resources, student expectations, skills and knowledge of trainers and assessors and student support.

Areas of improvement identified through feedback:

Flexible learning options (LMS)

Videos on licencing process and testimonials of those who have completed the course would be very helpful

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

Survey feedback clearly reflects that the RTO is performing as per expectations in terms of marketing & advertising, enrolment, student support and training and assessment practices. TDT trainers and assessors have relevant industry experience, competency based training skills and knowledge and a fairly good understanding of VET quality framework.

TDTs Training and assessment practices, resources are reviewed by the Industry and are fit for purpose.

Assessment practices are aligned to meet the principles of assessment and rules of evidence ensuring integrity of testamurs and SOA's issued by TDT.

Section 3 Improvement actions

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

The qualitative and quantitative data collected over the past years about learner's engagement has been extremely useful to identify areas of improvement. The data received from learners has been carefully analysed and every effort has been made to implement suggestions for improvements. Some of the CI activities undertaken during the review period are listed below:

Student Support Services:

Students are kept informed about changes to legislation, assessment practices and policies and procedures around complaints and appeals, refunds and student support services offered by TDT Training Australia. Posters, announcement boards and memo's have come handy in enhancing communication with the students with an objective to keep them informed.

Resource library

Based on the learner feedback, the resource library has been updated with new digial resources that students can



benefit from while studying and completing assessment activities. Learner guides are sent out to the students via email with video links that help the students to engage in research and self study prior to attending face to face theory sessions.

Professional Development & Microlearning

All staff members have access to online Professional Development microlearning courses that are recommended by Employers to develop competency based training skills and knowledge and to maintain Industry currency.

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

TDT Training Australia has established a robust risk assessment system to ensure compliance with regulatory framework and to monitor operational and systemic risks proactively.

TDT Training Australia ensures compliance with regulatory standards through:

1. Ongoing self assessment of regulatory compliance and governance practices using ASQA's self assessment tool. TDT also has an internal audit schedule for all its branches for risk assessment and compliance with regulatory obligations.
2. Feedback from stakeholders (Staff, students and Industry) is collected, collated and analysed to identify areas of improvement which are then promptly acted upon.
3. Industry consultation to ensure training and assessment practices are industry informed. Inputs from industry stakeholders are collected, analysed and implemented.

We are committed to provide high quality vocational education to all Australians over the coming years.