



# Quality Indicator annual summary report

## Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
70227	Inspirative Training Pty Ltd

### 1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	79	21	%
Employer satisfaction	6	2	%

#### Trends of response statistics:

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

Vative Academy send surveys to 100% of enrolled students and employers that enrolled in 2017 and have attended session 5 of their training program.

Surveys are sent electronically to all students and employers.

Our response rate was down from 2016, this is due to lesser enrolments than previous years and a portion of students not enrolling until late 2017.

### 2. Survey information feedback

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

The feedback received was expected with overall satisfaction from both learners and employers being quite high.

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

The results from both learner and employer surveys were positive. This is a reflection of the commitment Vative Academy has to deliver quality training and to inspire people, organisations and the community to achieve their greatest potential. Vative Academy

have a focus on high quality training with comprehensive and accurate information, and only employ highly qualified facilitators with extensive experience within their industry.

### 3. Improvement actions

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

All feedback received is considered as per Vative Academy's Improvements and corrective actions policy, where the data is collected, collated and discussed in administration and management meetings.

From the feedback received on our 2016 programs, we have amended our program to include more kinaesthetic activities and learning.

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

Feedback received from learners and employers will continue to be analysed, documented and when applicable translated through Vative Academy's Improvements and corrective actions procedure.

Feedback from our Facilitators on student and employer engagement is also valuable.