

# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3077	Bendigo Kangan Institute

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	18,325	4,023	22%
Employer satisfaction	2,977	111	3.7%

#### Trends of response statistics:

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

#### Student

These indicators are based on a survey of 4,023 students. This sample represents 22 per cent of this organisation's training delivery in the 2019 calendar year. Students were surveyed for these indicators and were selected by this organisation in accordance with national guidelines'.

A significantly higher number of students participated in our annual learner survey from 2018, while overall student population decreased in 2019. Therefore, 2019 had a higher overall response rate (22%) when compared to 2018 (11.7%).

Overall student satisfaction has decreased 1pts to 70.9. Bendigo Kangan Institute experienced marginal negative growth across six of the ten quality indicators with recorded decreased of between 0.1pt - 0.8pt. 'All Scales' decreased slightly on 2018 (72.0) to 71.8.



With improvements seen for 'Active Learning' up 1pts to 74.5, 'Learning Stimulation' up 0.3pts to 70.5 and 'Training Resources' up 0.7pts to 69.9.

It worth noting the overall student satisfaction for Metro 70.1 and Regional 72.6 in 2019, both have decreased since in 2018.

#### Employer

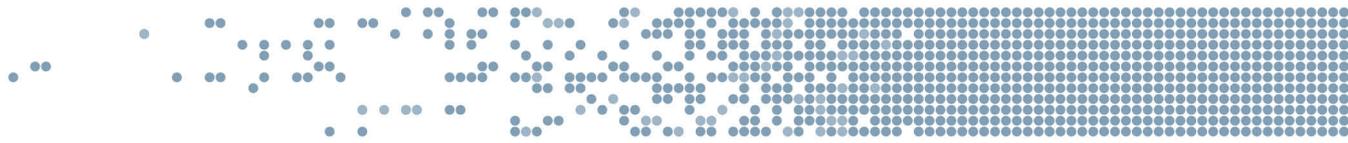
These indicators are based on a survey of 111 employers. This sample represents 3.7 per cent of this organisation's training delivery in the 2019 calendar year. Employers were surveyed for these indicators and were selected by this organisation in accordance with national guidelines'.

BKI employer population has reduced slightly (141 less employers) and a smaller number of employers (111) participated in the annual survey in 2019 a 3.7% response rate when compared to 2018 (152) 4.9%.

Overall employer satisfaction declined 2.1pts to 67.5. Bendigo Kangan Institute experienced negative growth across all quality indicators, 'All Scales' decreased 2.6pts from 70.2 in 2018 to 67.6 in 2019.

Although experiencing a 1.9pts declining on last year, 'Training Quality' achieved the highest satisfaction of all quality indicators at 70.6. 'Effective Assessment' experienced the smallest decrease on 2018, down 0.7pts to 69.6.

'Effective Support' was again the lowest rated metric on 64.6 down 3.2pts on 2018. Large declines in satisfaction were also seen in 'Training Relevance', down 2.9pts to 68.5, and 'Training Resources' down 4.8pts to 66.2.



## Section 2 Survey information feedback

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

#### Student

As expected the performance of the teacher/trainer is still the key driver of overall satisfaction with BKI as measured by the Quality Indicator metrics. 'Trainer Quality' within the student survey is persistently one of the highest rating metrics with an average score of 74.1 down marginally (0.4pts) on 2018. Within 'Training Quality' students rated LQ3 "Trainers had an excellent knowledge of the subject content" was the highest rating question within the survey at 77.4.

'Active Learning' increased 1pt to 74.5 on 2018 and has demonstrated small increases since 2014, within this metric there was significant average variation (11.8). LQ34 "I looked for my own resources to help me learn" was the lowest rating criteria at 69.4; year on year since 2016 this is the lowest criteria suggesting that we need find better ways of assisting our students with their researching skills.

Overall the lowest criteria LQ27 "The training used up-to-date equipment, facilities and materials." has been steadily gaining ground increasing from 66.7 in 2016 to 69.2 in 2019, although equipment, facilities and materials are still a significant issue with many of our students, the improvements attributable to the campus revivification projects; underway since 2017; are being recognised.

#### Employer

Communication and the actioning of feedback and complaints from employers remain the most troublesome area for the Institute and have been decreasing steadily since 2017. 'Effective Support' was the overall lowest rated metric 64.6 down 3.2pts on 2018 and 7.8pts since 2017. Five of the lowest six ratings obtained in the survey were from within this metric. EQ23: "The training organisation acted on feedback from employers" has dropped 4.9pts to 61.0 from 2018, more concerning it has decreased 10.2pts since 2017 suggesting a significant communication issue. Although not the lowest criteria EQ30: "The training organisation clearly explained what was expected from employers" dropped 3.7pts on 2018 and has also decreased significantly 8.8pts between 2019 and 2017.

'Teacher Quality' experienced a decline of 1.9pts on 2018 to 70.6 within this metric there was significant average variation (7.3). "EQ19: Trainers were effective in their teaching" decreased 3.7pts between 2018 and 2019; since a high of 76.2 in 2017 this criteria has dropped 8.7pts to 67.5 indicating employers question the effectiveness of our teachers to pass on relevant skills and knowledge.

Employers also raised their employees' work readiness and soft skills such as working with other people, needed to handle the demands of their work. Within 'Competency Development' the rating for EQ29 "The training prepared our employees for the demands of work" (64.6) was significantly lower than other questions that related to the skills and knowledge gained from the training. Employers highlighted issues with the skills and knowledge gained and how their employees performed at work. EQ10: "Our employees gained the skills they needed from this training" 66.5 down 4.2pts on 2018, down 7.6pts since 2017. EQ28: "Our employees gained the knowledge they needed from this training" 66.9 down 3.1pts on 2018 and down 7.5pts since 2017.



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

### Student

While issues associated with the vocational relevance (competency development), training resources, out-dated equipment, and a lack of clear communication are key areas of improvement they are also opportunities for improvement.

Communication is the most important concern that student have with the Institute. Once again students have raised feedback from teachers/trainers as an area of importance to them. This desire for additional feedback was expressed universally across all areas and was the lowest rated criteria (70.7) within the 'Effective Assessment' metric (71.7).

The classroom atmosphere is a important part of the engagement of the student with the training. Exposure to other individuals including experienced trainers and the opportunity to work in a supportive practise environment was highly valued by many individuals, comments highlight how having a great teacher and a positive relationship with other students influences student opinion and positive outcomes.

Students continue to express the belief that the facilities and equipment; at some locations and for some courses; need improvement. This metric 'Training Resources' has consistently achieved the lowest satisfaction (69.9) since the merger in 2014. It is making small gains, with a year-on-year improvement of 0.7pt in 2019 following on from the previous increase of 1.5pt over the previous two years, a total increase in satisfaction of 2.2pts since 2016.

Students within the trade areas raised time spent waiting to see teachers and sought faster access to one-on-one training sessions with their trainers. A common demand within all trade areas was for more time in workshops and less time spent on theory.

### Employer

A smaller number of employers (111) participated in the 2019 survey compared to 2018 (152), while the number of possible respondents decreased slightly, therefore the overall result was a decrease in the response rate in 2019 (3.7%) compared to 4.95 in 2018.

'Training Quality' experiencing a 1.9pts declining on 2018, it achieved the highest satisfaction of all quality indicators at 70.6. While is can be said that overall employers were reasonably satisfied with this scale, they are concerned about how effective the trainer is in their teaching 67.5pts with this criteria rating 4.5pts lower than the others within this metric.

Employers generally considered that Bendigo Kangan Institute could improvement our communication with employers except in those areas where the trainer has a high degree of workplace contact. The Effective Support and Competency Development metrics are consistently the lowest rating areas within the employer survey. These scales focus on communication with employers, program customisation as well as the skills gained and how those skills are applied in the workplace.



'Effective Support' has been the lowest rated quality indicator for a number of years and 2019 was no different 64.6 down 3.2pts on 2018. 'Competency Development' was down 2.7pts to 66.5. Within these QI metrics, the questions relating to our responsiveness to employer feedback (61.0), the development of customised programs (63.3) and whether the training helped prepare employees for the demands of work (64.6) were questioned by employers and were considerably lower than other criteria.

With significant declines seen for 'Training Relevance' and 'Training Resources', down respectively 2.9pts to 68.5 and 4.8pts to 66.2, these scales focus on ROI through staff development and equipment, facilities and resources. Employers expressed concerns about the effectiveness of the investment 67.2 and whether the training prepared their employees well for work 67.8. As in previous years employers are seeking a more direct connection between the skills being taught and their (specific) application in the work place environment (i.e. competency development in work situations).

### Section 3 Improvement actions

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

Improvement actions currently being undertaken include:

A stakeholder and communication plan to ensure students and employers are kept informed.

Student online newsletters, launch of a 24/7 wellbeing app for students and progression points within the learning management platform and more regular updates to employers.

Develop Student Success Plan - This plan articulates how the student experience underpins delivery of VET training and skills, what the future student support structures will look like for students and staff at BKI. This plan also outlines a 12-month implementation plan with priority initiatives.

The Development and launch of the Education Plan which articulates the Education Quality Framework. The Education Quality Framework purpose is to affirm the commitment the Bendigo Kangan Institute has to the ongoing process of quality improvement to ensure quality outcomes in training and assessment, client services and management systems.

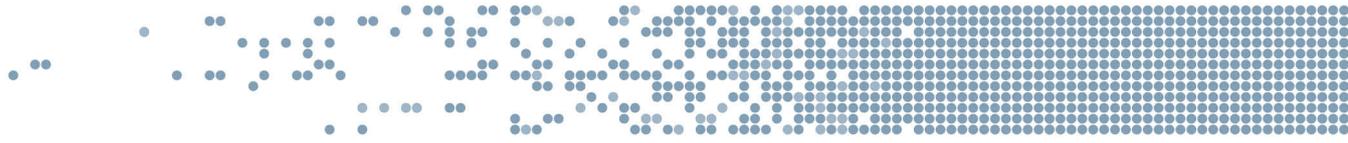
The transfer learning resources for many courses to online learning applications.

The Student Journey Transformation Program (SJTP) includes improvements and transition to the new Student Management System and digital student admissions through online entry, access and managing a student from application to enrolment by using digital Student Record system (dSR), and easier use of apprentice information through Automotive Student Management System (ASMS).

The introduction of a digital training and assessment strategy to centralise management of TAS's for all cohorts across all campuses ensuring greater constincecy and quality of information.

Developed and implemented the centralised Trainer and Assessor Register, which allows more visibility of Trainers and Assessors competencies in addition to the Educator Passport and an annual professional learning program.

Updated Recruitment Policy and Procedure to make sure BKI employs only qualified Trainers and Assessors.



As a part of the strategic asset master plan, BKI management has commissioned a study of student opinions on facilities and shared amenities. Data from previous surveys has been used to create a survey that was administered to past and present students late February 2020. Focus groups will also be used to enhance our understanding of results and to inform the report that will steer the priorities of the asset master plan.

A review of how BKI captures the student voice through student forums and surveys.

- Deploy a mid point surveys to improve timely student evaluation and feedback mechanisms.
- Improve evaluation of students to help facilitate better feedback outcomes for students ongoing
- Develop/improve upon online resources, both in terms of content and accessibility
- Continue to build on 'Built-in Quality' process to underpin continuous improvement
- Implement a framework to improve communication between Employers and Bendigo Kangan Institute
- Improve connection with industry to ensure training is relevant and meeting the needs of industry.

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

Bendigo Kangan Institute monitors and control the effectiveness of preventive and corrective actions through:

- Policies and procedures
- Annual Internal Audits
- Process reviews
- Checklists
- Performance reviews
- Satisfaction surveys
- Staff satisfaction surveys
- Learners feedback
- Staff feedback

We would seek to see an improvement in scores against employer communication and learner resources in next year's result.

In 2020 we have administered several pulse surveys to our student population. The aim is to provide the Institute with timely student evaluation and feedback mechanisms on our resourcing, teaching and communication.

A second teaching area will pilot a management system for apprentices which provides employer reporting functions.

The results of audit and feedback are analysed and opportunities for improvement are discussed by the Senior Leadership Team. The SLT communicates their decisions to all staff as required. The opportunities for improvement Register, incorporates all improvement ideas with assigned accountabilities and followup actions.