



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4141	ACTU Education Inc

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	60	32	53%
Employer satisfaction	14	7	50%

#### 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 for Participants (Learners):

53% of participants surveyed responded with learner feedback. Of these:

- 25% were for TAE40110 Certificate IV in Training and Assessment (Training Skills for Union Educators).
- 28% were for BSB41807 Certificate IV in Unionism and Industrial Relations (Organising Works Program).
- 47% were for BSB41415 Certificate IV in Work Health and Safety (WHS Workshops Course).

Response rates are consistent with enrolment numbers for each qualification.

#### Response Rates for Mentors/Leadership (Employers)

50% of unions surveyed responded with employer feedback .

Of these, 100% were for BSB41807 Certificate IV in Unionism and Industrial Relations (Organising Works Program). They included MUA (NSW), AWU (NSW), TWU (NSW), MEAA (NSW), NSWNMA and AWU (VIC).



#### Statistics for Participant Respondents:

- Qualification and Level - 100% Certificate IV (36% TAA, 14% U&IR, 50% WHS).
- Field of Education - 100% 'Other'.
- Gender - 31% Female, 69% Male (50/50 TAA, 30/70 U&IR, 20/80 WHS).
- Age - 43yrs average age (48yrs TAA, 36yrs U&IR, 46yrs WHS).
- ATSI origin - 4% average (0% TAA, 11% U&IR, 0% WHS).
- Home Language Other than English - 4% average (0% TAA, 11% U&IR, 0% WHS).
- Citizenship - 100%
- Disability Status - 0% average (0% TAA, 0% U&IR, 0% WHS).
- Training Start Year - 100% commenced in 2015.
- Postcode - 63% VIC, 19% NSW, 6% SA/NT, 0% WA, 9% QLD, 3% TAS.

#### Statistics for Mentors/Leadership (Employer Respondents)

- Qualification - 100% Certificate IV (0% TAA, 100% U&IR, 0% WHS).



## Section 2 Survey information feedback

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

Based on the findings of our 2015 Course Review and Evaluation activities, we expected the results of the Quality Indicator Surveys to show a high level of satisfaction amongst our participants and their unions.

On average, 95% of participants responded 'Agree' or 'Strongly Agree' to the Learner Questions.

- 98% Certificate IV in TAA (Training Skills for Union Educators).
- 90% Certificate IV in U&IR (Organising Works).
- 97% Certificate IV in WHS (Workshops Course).

On average, 94% of employers responded 'Agree' or 'Strongly Agree' to the Employer Questions.

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

We believe the feedback confirms that unions (participants, mentors and union leadership) are highly satisfied with the training we provide.

% of 'Agree' or 'Strongly Agree' Responses to Learner Questions:		TAA	U&IR	WHS	Overall
LQ1	I developed the skills expected from this training	100	100	100	100
LQ2	I identified ways to build on my current knowledge and skills	100	100	100	100
LQ3	The training focused on relevant skills	100	89	100	96
LQ4	I developed the knowledge expected from this training	100	100	93	98
LQ5	The training prepared me well for work	100	89	100	96
LQ6	I set high standards for myself in this training	100	100	100	100
LQ7	The training had a good mix of theory and practice	100	89	87	92
LQ8	I looked for my own resources to help me learn	88	100	80	89
LQ9	Overall, I am satisfied with the training	100	100	93	98
LQ10	I would recommend the training organisation to others	100	100	100	100
LQ11	Training organisation staff respected my background and needs	100	100	100	100
LQ12	I pushed myself to understanding things I found confusing	100	100	100	100
Q13	Trainers had an excellent knowledge of the subject content	100	89	93	94
LQ14	I received useful feedback on my assessments	100	89	100	96
LQ15	The way I was assessed was a fair test of my skills & knowledge	100	100	93	98
LQ16	I learned to work with people	100	78	100	93
LQ17	The training was the right level of difficulty for me	100	78	93	90



LQ18	The amount of work I had to do was reasonable	75	78	87	80
LQ19	Assessments were based on realistic activities	100	89	100	96
LQ20	It was always easy to know the standards expected	100	78	100	93
LQ21	Training materials and facilities were in good condition	100	56	100	85
LQ22	I usually had a clear idea of what was expected of me	88	78	87	84
LQ23	Trainers explained things clearly	100	89	100	96
LQ24	The training org had a range of services to support learners	88	100	100	96
LQ25	I learned to plan and manage my work	100	100	100	100
LQ26	The training used up-to-date equipment, facilities & materials	100	67	100	89
LQ27	I approached trainers if I needed help	100	100	100	100
LQ28	Trainers made the subject as interesting as possible	100	100	100	100
LQ29	I would recommend the training to others	100	100	100	100
LQ30	Appropriate recognition of existing skills & knowledge was given	100	89	93	94
LQ31	Training resources were available when I needed them	100	89	100	96
LQ32	I was given enough material to keep up my interest	100	89	100	96
LQ33	The training was flexible enough to meet my needs	100	89	93	94
LQ34	Trainers encouraged learners to ask questions	100	100	100	100
LQ35	Trainers made it clear from the start what they expected of me	100	89	93	94

% of 'Agree' or 'Strongly Agree' Responses to Employer Questions:

EQ1	Trainers were effective in their teaching	100
EQ2	Trainers had good knowledge and experience of the industry	86
EQ3	Trainers were able to relate materials to the workplace	100
EQ4	Overall, we are satisfied with the training	100
EQ5	We would recommend the training to others	100
EQ6	Assessments were based on realistic activities	100
EQ7	Appropriate recognition of existing knowledge & skills was given	100
EQ8	Assessment was at an appropriate standard	100
EQ9	The training focused on relevant skills	100
EQ10	The training prepared employees well for work	100
EQ11	The training had a good mix of theory and practice	86
EQ12	We would recommend the training organisation to others	100
EQ13	The training was an effective investment	100
EQ14	The training reflected current practice	100
EQ15	The training was effectively integrated into our organisation	71
EQ16	Our employees gained the skills they needed from this training	86
EQ17	The training has helped our employees work with people	86



EQ18	Training helped employees to build on current knowledge & skills	100
EQ19	Employees gained the knowledge they needed from this training	86
EQ20	The training prepared our employees for the demands of work	86
EQ21	The training used up-to-date equipment, facilities and materials	100
EQ22	The training resources were appropriate for learner needs	86
EQ23	Training resources and equipment were in good condition	86
EQ24	The training organisation acted on feedback from employers	100
EQ25	The training organisation developed customised programs	100
EQ26	The assessment was a fair test of employees skills & knowledge	86
EQ27	The training organisation was flexible enough to meet our needs	86
EQ28	The organisation dealt satisfactorily with any issues or complaints	100
EQ29	The organisation gave good support for workplace training & assessment	100
EQ30	The organisation clearly explained what was expected from employers	100

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LQ BEST ASPECTS Comments from Participants: Certificate IV in TAA.

- Learning the concepts, and the language and the frameworks. It was very well structured.
- Adult education theories and different training techniques and activities.
- It was fantastic. The trainer was very approachable.
- The best part was the facilitators (Chris, Keryn & Madeleine), and I loved the interactive nature of it.
- The course was hard going, but I learnt so much from it.
- The 'Spiral Model' - I haven't been exposed to this framework before.
- The quality of the Learner Guide information was great.
- MOMTRAP and the concepts of active learning and over-learning to help participants participate more.

LQ BEST ASPECTS Comments from Participants: Certificate IV in U&IR (Organising Works).

- I really liked recruiting around safety as a course.
- The parts on planning and workplace structures and actions were fantastic.
- Campaigning was a great residential.
- The trainers.
- The program was very good.
- The trainers took into account everyone's different experiences and skills.
- The extra skills I learned. It was all good.
- Listening to other people and talking to diverse cultures.





LQ BEST ASPECTS Comments from Participants: Certificate IV in WHS.

- Overall I was very satisfied and happy with what I did.
- The trainers took into account where we came from in terms of knowledge.
- I feel I learnt what I set out to learn. Which is as much as anyone can ask. It was good.
- I was challenged enough. I would happily do it again.
- We were given enough time so no one felt too much under pressure.
- It's a good course. You can tell the trainers know their stuff. I'm happy with it.
- I really enjoyed being with people I wouldn't necessarily get to talk to. Some of the conversations were highlights. It's great we were encouraged to talk like that.
- I found it an extremely useful exercise. The materials provided were very clear and easy to follow.
- The assessment comments and feedback were very helpful, and much appreciated.
- I enjoyed the course and take away more knowledge of OHS that makes me a better union organiser.
- I now have a much more developed understanding of the role of OHS in the workplace, and a better understanding of the Act, Regulations and Australian Standards.
- The course gave me practical ways WHS can be implemented and utilised within my own workplace.
- It was a lot of knowledge, well explained.
- A great course, it opened my eyes to how important OHS is within the workplace. Not everything should focus on industrial issues. Chris is a great educator and explains the information brilliantly.
- I found the course to be challenging at times, but overall it was quite comprehensive and informative. It's broadened my outlook on safety in the workplace as a HSR and given me more skills and knowledge to improve the workplace for all employees.

EQ BEST ASPECTS Comments from Mentors/Leadership: Certificate IV in U&IR (Organising Works).

- I have always been a big supporter of the one on one communication frameworks.
- It was relevant.
- I thought it was well rounded.
- All was good.
- The program is gold. I would encourage every union to do it.

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LQ NEEDS IMPROVEMENT Comments from Participants: Certificate IV in TAA (TSUE).

- Nothing.
- I walked away quite happy.
- I wouldn't improve it.
- I think we needed more time to complete some of the case studies.
- It was all pretty good.
- Nothing.
- There was a bit too much crammed into the first part of the course.



LQ NEEDS IMPROVEMENT Comments from Participants: Certificate IV in U&IR (Organising Works).

- It puts too much pressure on you due to work building up back at the office.
- I would have liked more time on History and Values. Power and Diversity could have been shorter.
- Nothing. It was all good.
- It was all new to me so it was very interesting. I wouldn't change anything.
- It's a lot of work. Sometimes I felt a bit stressed.
- We could have spent more time on recruiting around safety.

LQ NEEDS IMPROVEMENT Comments from Participants: Certificate IV in WHS.

- Nothing.
- Maybe more discussion.
- Sometimes I felt I could have done with a bit more working time.
- Nothing!
- Getting everything done was sometimes a challenge.
- Nothing, I was very happy with this course.
- The assessment on WHS Systems needs to be made clearer to understand. It was too complicated.
- There were no apparent gaps and it worked well with our small group.

EQ NEEDS IMPROVEMENT Comments from Mentors/Leadership: Certificate IV in U&IR (Organising Works).

- Nothing could be improved.
- No complaints, I have nothing to say.
- Can't think of anything.
- Nothing I can think of, it's all great.
- The person I was mentoring struggled a bit. The trainer and the ACTU did all they could to help.

## Section 3 Improvement actions

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

1. For all programs we are amending the participant information and induction process to better prepare both participants and unions, particularly in regards to the amount of work involved for participants to achieve their qualifications.
2. For Certificate IV in WHS, the assessment on WHS Systems is being reviewed and improved for greater clarity.
3. For Certificate IV in U&IR, we have reviewed the entire program (concurrent with ACTU obtaining ownership of the qualification as an accredited course) and have increased the workplace-based learning component. Our aim is to encourage greater involvement of mentors/unions and provide more opportunities for participants to practice and develop their competence in real life contexts, better prepare them for the demands of their work and more effectively integrate their learning into their work and union.



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

As per our strategies for consulting with unions regarding training and assessment, our educators and leadership liaise regularly with mentors and union representatives to gain feedback on the suitability of course content, resources and assessment.

Mentors report on how their participant/s are progressing through the qualification.

Educators and leadership meet regularly to evaluate and recommend improvements.

Agreed improvement actions are discussed at annual Course Review Meetings.