



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40778	PIEF RTO Services

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	35	7	20%
Employer satisfaction	15	7	47%

Trends of response statistics:

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

Learners that completed short courses (single unit of competency) with PIEF had the lowest response rate. Employers of individual learners (not cohorts) did not respond.

The response rate from learners was 7.5% higher than the previous year, even though less questionnaires were issued.

The response rate for employers was lower than the previous year, even though there were more questionnaires issued. Organisations in the Personal Injury Management sector have been incredibly busy during COVID with an increase in mental injury claims and this may have contributed to the low response rate.



Section 2 Survey information feedback

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

1 learner strongly disagreed that the training was at the right level of difficulty. There were no comments to provide more information as to whether the course was too easy or too hard for this learner, or how it compared to their expectations. This was unexpected as the Subject Matter Experts PIEF uses when developing and reviewing learning content and assessment tools all currently work in industry.

2 learners stated they did not receive useful feedback on their assessments. This was also unexpected as providing adequate and appropriate feedback is a topic regularly discussed and explored in assessors' meetings.

Expected results included learners agreeing that trainers had an excellent knowledge of the subject content and that assessments were based on realistic activities. It is really pleasing to see that the effort PIEF's Learning Design and training/assessment teams go to is having a positive impact on the learner experience.

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

Over-all the results were pleasing, showing PIEF is providing training that is tailored to the PIM sector and pitched at the right level for the learners that enrol with us. The regular and deliberate involvement of Subject Matter Experts in the development and maintenance of PIEF's training and assessment materials is worth it.

Last year PIEF launched an online Resource Library to provide learners with access to additional industry specific videos, interviews, articles and research. This is something we committed to doing last year and we have met this commitment to our learners and member organisations.

The survey feedback also illustrates that there is still room for improvement.

Section 3 Improvement actions

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

Increase the level of professional development we provide to our assessors to ensure learners are given the appropriate type and amount of feedback. This will be done at quarterly assessor meetings as well as professional development activities the trainers/assessors attend.

Continue to identify and connect with appropriate SME's in PIEF's member organisations.

Look at other ways we can provide information to potential learners, prior to enrolment regarding the level of the qualification (and associated learning content and assessment tasks).

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

Implementation of a "mini questionnaire" implemented after each Skill Pod (cluster) to capture