



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3821	National Food Institute

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	423	210	49.6%
Employer satisfaction	20	13	65%

Trends of response statistics:

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

Course completions in 2020 were down on 2019 completions with a number of programs pushed out with us not being able to access workplaces for training.

Learner Engagement Response rates were up 24.6% from 2019 responses. Providing paperbased surveys to our SBAT cohort allowed for us to get a greater response rate with 77% of the responses coming from that cohort. Again it shows that email delivery of the survey for our Mature Workplace based cohort is not an effective method.



Section 2 Survey information feedback

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

Expected

The survey findings conducted by National Food Institute from the proportion of surveys received from students indicated the following;

94.8% were overall satisfied with the training

92% of students responded positively that the training had a good mix of theory and practice

96.4% thought that The training focused on relevant skills.

95.15% felt that our trainers had an excellent knowledge of the subject content

National Food Institute works very closely with industry and tailors programs to specific workplaces and the needs of learners and employers. This ensures that the training we provide is relevant and industry specific to maximise learners future job opportunities.

Unexpected - Nothing unexpected

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

The positive survey results shows that National Food Institute is continuing to provide excellent workplace training that is learner, employer and industry focused that is relevant and current. Training was considered beneficial as students felt it consolidated what they do in the workplace. Employers expressed they were very happy with how relevant the training was to their workplace. It was also strongly expressed that our Trainers were considered very supportive and knowledgeable and made learning interesting, with a good mix of theory and practice.

Section 3 Improvement actions

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

Overall our survey results were positive; there was feedback from students and employers that the aspects that were MOST IN NEED OF IMPROVEMENT were around assessment workbooks with some mentioning that they would like easier to complete workbooks. With a number of our SBAT cohort needing a scribe to assist them with their assessments, we are looking to move a number of our programs to a blended classroom-style delivery with assessments that can be conducted online.

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

We will continue to undertake internal surveys with students at stages in their training to monitor their satisfaction. Any negative responses in these will enable us to take action promptly rather than waiting to review the responses at the end of training.