

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
2010	AMA Training Service

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	1223	402	32.87%
Employer satisfaction	19	19	100%

Trends of response statistics:

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

LE:

First aid, CPR and Therapy Assist short course students were surveyed by printed copies at the end of their practical training, yielding close to 100% of response rates from these 3 cohorts

For students who received and completed the survey on digital platforms, the highest response rate is from the Diploma of Practice Management, at 31.25% and the lowest response rate is from Certificate IV in Disability, at 0.62%.

The overall response rate for LE is 32.87%. When compared to the data from 2019, the total surveys issued increased from 800 to 1223, 52.9%; total surveys received increased from 269 to 402, 49.4%, maintaining a similar response rate to last year.

ES:

19 surveys were issued via our online platform and all employers completed the survey with their feedback. All



employers agreed that our trainees meet their requirements, criteria and preferences; where 52.63% strongly agree and 47.37% agree. In addition, all 19 employers agreed they would recommend our traineeship services to their colleagues and other providers in the industry. Evidently illustrating the training and trainee quality in the eye of employers.

When compared to 2019, the total surveys issued is consistent but yields a much higher response rate (8/20 for 2019).



Section 2 Survey information feedback

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

Expected -

Out of the 24 constructive feedback received, 8 were in relation to the connectivity issue of AMA's online delivery platform at the beginning of the COVID phase. AMA was aware of the shortcomings these initial choices brought and swift actions were taken upon receiving student and trainer feedback by switching from Zoom to AdobeConnect, and requesting our IT Team's help in monitoring connectivity issues.

Based on the sample selected (81 digital surveys), the best rated aspect of our service was the professionalism and expertise of AMA trainers. This is also anticipated as AMA employs highly competent trainers who all have years of industry experience, also constantly monitoring their credentials and currency to ensure only qualified trainers step into training rooms.

Unexpected -

12.5% of the feedback provided on our shortcomings are regarding our student service team and their communication with learners. This was not expected as AMA deeply values the learning experience and have employed a team of dedicated student service officers to help our learners with any training related enquiries they may have.

We increased the size of the Student Support Team to 5 full time staff members, dedicated specifically to assisting students and employers in their training programs. It is a model that is now imbedded in the way we work. Roles and responsibilities are clear, mitigating confusion as to who needs to do what.

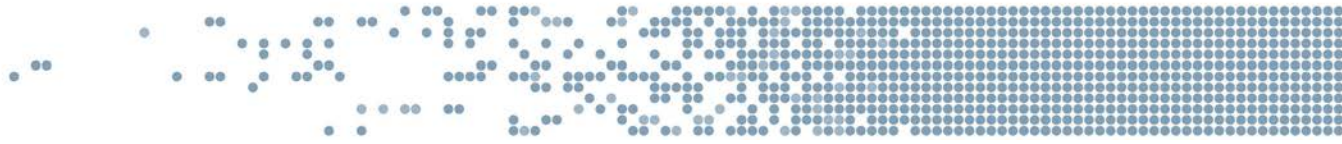
What does the survey feedback tell you about your organisation's performance?

The survey feedback indicates that AMA is providing quality training services to learners and most of the learners and employers are happy with their experiences. Out of 302 hardcopies issued, only 4 surveys responded with criticism and construction feedback, conclusively illustrating the training quality AMA offered on site/in person.

Surveys conducted on digital platforms also reflected promising results with some potential opportunities for improvement, these 81 surveys were also sampled to analyse in greater depth and an average agreeance of 94.4% with the question was achieved.

Section 3 Improvement actions

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



To address the user friendly issue, we have switched our LMS & SMS to aXcelerate, from JobReady and Moodle respectively, as aXcelerate is one of the most commonly used and successful platforms and can effectively reduce the potential confusion caused for our learners by merging two platforms into one.

To address the connectivity issue, AMA has switched to AdobeConnect as our online delivery platform, and with a recent introduction of Microsoft Teams, we are monitoring the situation and are willing to switch again to Microsoft Teams if necessary for better student learning experiences.

To address our assessment load issue, we have conducted validation sessions to review some of our busiest courses to make sure the assessment tools are sufficient, current and not over assessing, this was conducted on top of our routine validation schedule.

To provide better student service and better enhance their learning ability, we have expanded our SSO team which now consists of 5 full time employees. Each member is responsible for their own student groups so student enquires can be responded to promptly in a knowledgeable fashion.

To provide better training and ascertain our operation is always compliant to all relevant regulations, we have expanded our compliance team, which now consists of two full time employees and two part-time employees, to constantly monitor data integrity and all training related activities and always seek opportunities for improvements.

AMA(WA) has also formed a compliance committee across all Business Units, above the RTO itself, to assist in monitoring its over-all compliance against all relevant regulations. There is discussion of peer reviews and audits across the Business Units to ensure open transparency for Board Members.

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

We will be conducting and reviewing our learner and employer surveys more frequently, planning to solicit their feedback and have them reviewed on a quarterly basis. This would allow us to monitor the effectiveness of our actions and identify any potential improvement spontaneously.

More surveys will be conducted on digital platforms to enable better analysis of feedback solicited.

We also expect an increase in survey responses in 2021 so we have an even more reliable sample pool to evaluate our performance.

The compliance team of the RTO unit and the compliance committee of the entire organisation will also conduct scheduled and ad hoc internal auditing and performance reviews to make sure we fulfil our potential to bring the best quality service to our students and employers.