



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
32108	Ascent Training Solutions Pty Ltd

Section 1 Survey response rates

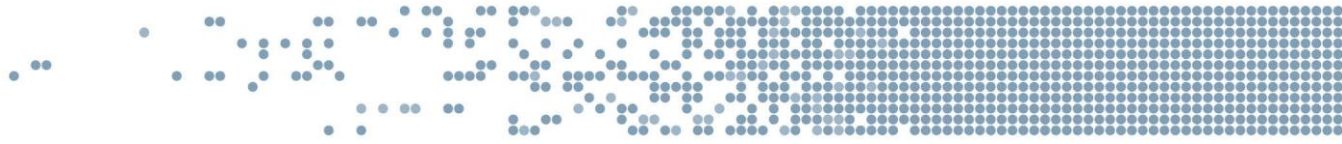
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1766	368	20%
Employer satisfaction	46	7	15%

Trends of response statistics:

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

Employers provided the lowest response rates. Still disappointing result but Ascent understands that amount of paperwork to be completed by business operators and such surveys may be more of a distraction in some cases.

Learners are much more responsive as a result of the surveys being handed to them face to face with their trainer. Ascent does not mandate the completion of the surveys and therefore a response rate of 100% cannot be expected in all cases.



Section 2 Survey information feedback

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

Nil

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

Overall employers rated the training and assessment products and services of Ascent Training Solutions highly with the average mean score at 94.8%. Overall satisfaction rated highly at 96.8%, a pleasing result. No adverse comments were provided by employers. Based on these findings, Employers are more than satisfied with the training provided by Ascent Training Solutions.

Learner Engagement survey results indicate that, overall, students are satisfied with the training and assessment products and services offered by Ascent Training Solutions. Given that the majority of students enrolled with Ascent Training Solutions complete their training in the workplace, the students rely on a combination of trainer led training and development of on the job competency. Surveys have identified a mean score of 80.4% across all scales and an overall satisfaction rate of 82.6%. Ascent prides itself on the quality of its trainers and assessors. Receiving positive comments from learners on the knowledge of our trainers is confirmatory for the business.

Section 3 Improvement actions

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

Nil - no negative responses

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

Not applicable