

**EMAIL RESPONSE:** To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION QUALITY INDICATORS**

**FROM: First Knight Investments Pty. Ltd. (TOID: 5527)**

TELEPHONE: Steven Craig 0434 240 591

DATE: 4<sup>th</sup> June 2018

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	46	4
Total number of surveys received	43	4
Response rate (per cent)	93%	100%

### Summary of Continuous Improvement

**Please indicate the main ways that learner engagement data has been used for continuous improvement.**

The results continue to demonstrate that FKI performs well in providing quality training that is relevant to its students through its close consultation and tailoring delivery to its enterprise employers and students.

It also continues to recruit and retain trainers-assessors directly from the meat industry to ensure that the training is industry-relevant. These staff also consult and deliver training for other meat processing RTOs and are therefore exposed to current industry practices in the wider sector in addition to those at the enterprise employers.

Students predominantly described the best aspects of training as being the focus on jobs skills and achieving a qualification as a recognition of their skills. No students identified any significant aspects of the training which required improvements.

FKI has implemented an internal survey model using Survey Monkey to survey all students at approximately two-thirds of the way through their training programs. This is still in its early stages, but the results demonstrate that students are satisfied with their training and no significant issues have been identified so far.

**Please indicate the main ways that employer satisfaction data has been used for continuous improvement.**

The results demonstrate that the enterprise employers continue to be very satisfied with the training delivery and training-assessment staff provided by FKI. This is a result of the trainers-assessors being embedded in the enterprise workplaces with full access to all facilities and equipment, training students with real workplace tasks.

FKI uses only meat industry experts as trainers-assessors that have a broad industry background, consult and train within the wider meat industry.

Employers predominantly described the best aspects of training as being the one-on-one training, building the skills of the work teams and the level of knowledge of the trainer-assessor. No employers identified any aspects of training that required improvement.

**If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.**

Not applicable.

### **Declaration**

I confirm that (RTO Name):

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

**Name of Principal Executive Officer (PEO) Steven Craig**

**Signature of**  **PEO: Date: 4<sup>th</sup> June 2018**