Australian Government

Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
51895	Tracmin Pty Ltd

Section 1   Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	293	213	72.69%
Employer satisfaction	N/A	N/A	N/A

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

Tracmin have maintained a consistent response rate by continuing to allow time during their final classes to complete the survey.

Tracmin only delivers Civil Construction training, predominantly to Job Seeker students, so all surveys are from this cohort.

Tracmin does not deliver training to any Trainees, so has no Employer survey data.

Section 2   Survey information feedback

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

Average results for each question was consistent - ranging from 3.57-3.58 out of 4 indicating an overall satisfaction with the entire student experience.

The high portion of feedback received relates to the machinery used during Training.

The majority of this feedback was positive, saying the use of machinery was the best part of the course.

Some feedback was in relation to machines being older but this does not affect the learning experience.

There was also a lot of positive feedback for trainers.

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

Tracmin's trainers are continuing to deliver quality training and assessment.

The hands on practical training is considered most beneficial by students.

Section 3   Improvement actions

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

VTA machines are regularly serviced to ensure a high standard of maintenance

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

The machinery maintenance provides reports on issues.