

**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: 110087 Australian Human Resources Institute (AHRI)**

**TELEPHONE contact name and number:**

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Tel: 03-9918 9229

**DATE: 26 June 2013**

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### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	378	378
Total number of surveys received	109	11
Response rate (per cent)	29%	3%

### Summary of Continuous Improvement

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

As part of our continuous improvement processes, we continually review our training assessment strategy and learning and assessment materials. Feedback from learners focussed primarily on the assessment questions deemed ambiguous, confusing and unclear. We make regular updates to our assessments to ensure they are contemporary and topical (as well as compliant) and have expanded our student course handbook to clarify assessment expectations.

Feedback which highlighted the need for assessments to be clearer and consistent has seen us undertake moderation within our academic team. This is to ensure the assessments meet the competency requirements and that there is consistency in assessment marking, improving our assessments and marking guides where further clarity is required.

In addition to the one-to-one feedback and training provided to our academic team, we also continue to send a monthly newsletter to all our academic team members, highlighting key areas of interest aimed at ensuring improved reading and assessment and maintaining a shared understanding of our commitment to raising the standards of the HR profession through our training.

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

Whilst the response rate from employers was considerably low, the general sentiment referred to the assessments being focused on general case studies and the recommendation was rather than use a case study, have the assessment tasks in question refer to their own organisations. We ensure that in the interests of access and equity and catering to a diverse range of learner backgrounds, including those who are not currently employed, that our assessments meet the needs of this wide group. As such we encourage learners to work with their employers to identify the appropriate 'project' which may link to their workplace.

In addition, learners are issued with a training plan to share with their employers/supervisors to maximise involvement of both parties.

AHRI also continues to participate in industry network and advisory groups, such as IBSA, to ensure that our program content and curriculum is aligned with industry needs and accurately meets the requirements within the VET sector.

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

### Declaration

I confirm that (RTO Name): **Australian Human Resources Institute (AHRI)**

- 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): Lyn Goodear

Signature of PEO

A handwritten signature in black ink, appearing to read 'Lyn Goodear', written in a cursive style.

Date: ...26...../.....06../2013