



# Quality Indicator annual summary report

## Learner engagement and employer satisfaction surveys

BSB41013 Certificate IV in Human Resources

RTO No.	RTO legal name
110087	Australian Human Resources Institute (AHRI)

### 1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	470	65	14%
Employer satisfaction	470	3	0.005%

#### Trends of response statistics:

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

The response rate for this year compared to last year dropped significantly by 15% for the learner engagement and almost 3% for the employer satisfaction survey.

### 2. Survey information feedback

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

The expected findings of the survey indicated that students acknowledged the relevance of the Certificate IV in HR program and its practical application of the knowledge and skills learnt and applied in the workplace and job roles.

The workshop delivery mode was deemed particularly valuable whilst the distance learning mode of delivery provided flexibility the way people could undertake their study.

An unexpected finding was the repeated responses around timing of assignments in the 12 week program. Students have the option to complete the program over a 12 month period or undertake each unit topic by topic at their convenience, so AHRI does offer a range of study options to suit the needs of the learner.

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

As a relatively new RTO (since 2011) AHRI has demonstrated that it provides quality education and training programs and support services to ensure that students are guided through their study.

AHRI provides a sound education offering with fair assessments, good support for workplace training and assessment; and provides reasonable guidance on expectations of employees through their study.

This includes the provision of student services and flexibility in meeting their needs.

### 3. Improvement actions

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

Feedback which highlighted the need for assessments to be clearer and consistent has seen us undertake **moderation** and **validation** with our education team.

In addition to the one-to-one feedback and training provided to our academic team, we also continue to send a **bi-monthly newsletter** to all our academic team members and have recently introduced a **webinar** as part of the team's **professional development**. This webinar is run by AHRI's education and training manager and is aimed at updates, 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 education programs.

To further strengthen the outcomes between the learner and the employer, learners are issued with a training plan to share with their employers/supervisors to maximise involvement of both parties. This plan is being continually reviewed to ensure that the learner/employer engagement is supported. Given the low rate of employer responses from our survey this time, we are proposing to include a statement which will encourage employers to complete the survey as a valuable tool to encourage increased involvement.

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

Through ongoing evaluations and monitoring of learner results.