



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name |
|---------|----------------------------|
| 21369 | Berry Street Victoria Inc. |

Section 1 Survey response rates

| | Surveys issued (SI) | Surveys received (SR) | % response rates = $SR * 100 / SI$ |
|-----------------------|---------------------|-----------------------|---------------------------------------|
| Learner engagement | 43 | 34 | 79% |
| Employer satisfaction | 6 | 6 | 100% |

Trends of response statistics:

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

1.

Employer response rates, although only a small amount collected were 100%.

The Certificate II in Skills for Work and Vocational Pathways had no responses as this qualification was not delivered in 2019.

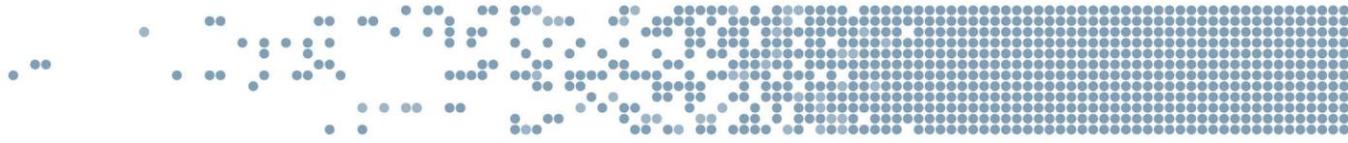
The Certificate IV in Child, Youth and Family Intervention had a fair response rate of 73.5%.

The Diploma of Community Services commenced delivery for the first time in October 2018 and we received 100% response rate for our Diploma cohort.

2.

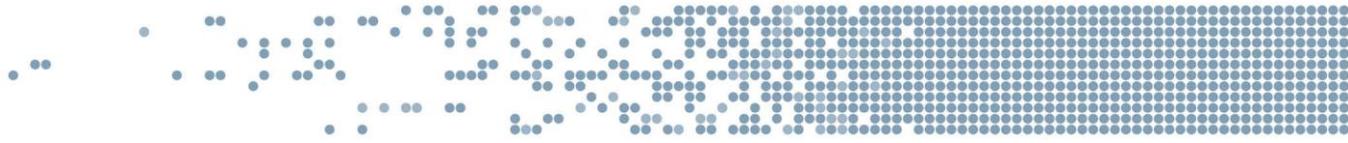
Employer satisfaction response rates have stayed the same since we began collecting responses in 2016.

Overall numbers of Learner Satisfaction responses has decreased as the Certificate II was not delivered in 2019, but the overall percentage of responses has increased from 71% to 79%.



The surveys issued and received in 2019 is on par with previous years. See the below for illustration of the data collected in the previous four delivery years:

| YR | SI | SR | % |
|------|----|----|------|
| 2016 | 53 | 53 | 100% |
| 2017 | 36 | 36 | 100% |
| 2018 | 69 | 49 | 71% |
| 2019 | 43 | 34 | 79% |



Section 2 Survey information feedback

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

Following on from past Quality Indicator Reporting, it was expected that Berry Street's reporting would continue to illustrate the delivery of high performing training. Berry Street's acceptable levels are 80%. It was expected that our results would be on level with previous years, but it was unexpected to be below last years overall scores.

All elements were below percentages set in the 2018 delivery year, but well within our acceptable range.

Our overall satisfaction scores from Employers across both qualifications were above average.

Our overall satisfaction scores from Learners across both qualifications were above average at 84.5%.

It was expected that the amount of responses would decrease due to the absence of Certificate II delivery.

It was not expected to receive some lower than optimal rating within the Employer Questionnaire, although overall our Employers are still reporting a high level of satisfaction. Any concerns raised through the Employer Questionnaire will be considered when reviewing delivery and/or materials and resources.

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

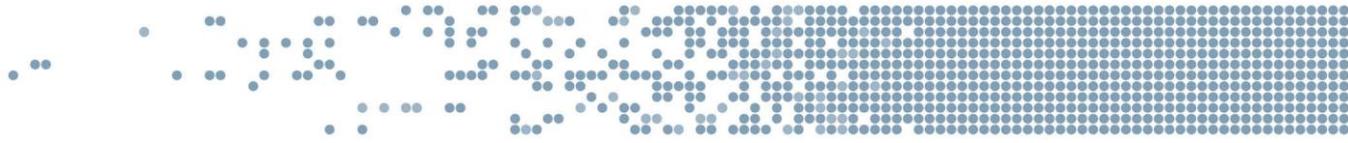
Overall Berry Street's learners are reporting moderate to high levels of satisfaction with our performance.

Below is an analysis of the Learner Questionnaire that clearly demonstrates an average to above-average level performance across all categories. Berry Street's acceptable average level is 80%, therefore, 10 out of 10 categories are above acceptable levels.

Three categories (Trainer Quality at 86.5%, Effective Support at 84.8% and Overall Satisfaction 84.8%) have the highest positive response rates and speaks to the quality of our Trainers and Assessors and our Learner Support Teams. These positive response rates were mirrored in the previous years collections.

Three categories show the lowest rates, they are: Learning Stimulation at 81.2%, Clear Expectations 81.1% and Effective Assessments at 80.3%. These low categories are relatively different from previous years responses and will be addressed in the next section.

| Categories | 2019 Average Score | 2019 % Average |
|------------------------|--------------------|----------------|
| Trainer Quality | 3.46 | 86.58% |
| Effective Assessment | 3.21 | 80.33% |
| Clear Expectations | 3.25 | 81.13% |
| Learning Stimulation | 3.25 | 81.25% |
| Training Relevance | 3.34 | 83.46% |
| Competency Development | 3.33 | 83.24% |
| Training Resources | 3.38 | 84.56% |



| | | |
|----------------------|------|--------|
| Effective Support | 3.39 | 84.80% |
| Active Learning | 3.27 | 81.80% |
| Overall Satisfaction | 3.38 | 84.56% |

Some common themes that came from the free text questions are:

BEST ASPECTS

Group discussions and activities

Trainer availability, support and knowledge

AREAS OF IMPROVEMENT

Amount and quality of assessments

More visual and practical/excursions learning

These common themes will be referenced when improving materials and resources as discussed below.

Section 3 Improvement actions

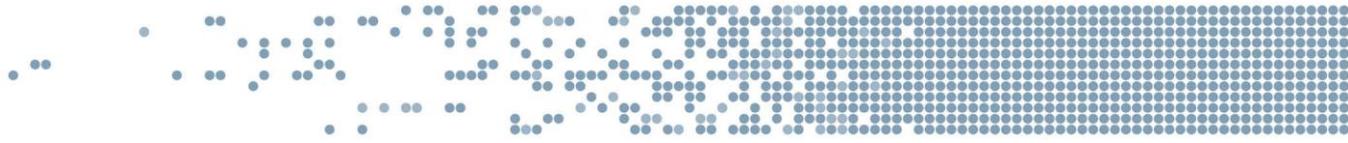
What preventive or corrective actions have you implemented in response to the feedback?

At the end of the 2018 delivery year it was determined that the Certificate II would not be delivered in Gippsland in 2019. This was due to poor uptake, the presence of other providers and the availability of quality trainers and training facilities.

Following on from the above, there are two main areas that Berry Street will be concentrating their improvement efforts in relation to this learner feedback. These two areas are Learning Stimulation and Effective Assessments in both the Cert IV and the Diploma delivery and materials/resources.

The survey responses collected for the Diploma cohort was Berry Street's first group of Diploma learners. Both the RTO management and the Trainers and Assessors have been continuously improving content, delivery and assessments through 2019 to ensure a more robust product to the next Diploma groups. Two additional Diploma groups commenced at the end of 2019 and their learner responses will be included in next years data. The Trainers and Assessors have received feedback and improved assessments throughout the delivery to the first Diploma group and then onto the subsequent groups. Clear expectations and effective assessments have been offered to the two new Diploma groups that commenced in late 2019 due to the continuous improvement efforts already in place.

Berry Street has begun a thorough re-development of the Certificate IV. This review and update will continue in 2020 to ensure all training materials are updated to a quality that supports our high expectations of a quality training product. A full action plan, detailing a new Cert IV model of delivery has begun with expectations to begin delivery of a completely new model at the beginning of 2021. Clear expectations, learner resources and effective assessments are the cornerstone of this re-development work. During this Cert IV review process, a Learning Consultant and subject matter experts from within Berry Street will be utilised to ensure a high level of Learning Stimulation, interactivity and interesting mediums. As part of this review, Berry Street will also investigate ways to increase learners capacity for and participation in Active Learning including in-class activities and the use of online platforms.



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

Berry Street will continue to source feedback from Employers, Trainer and Assessors and Learners to ensure the training products that we offer continue to meet our high standards.

This feedback will be sourced both formally and informally and will be discussed (and actioned - where required) at quarterly RTO meetings.