



# 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	22	18	82%
Employer satisfaction	0	0	0%

#### Trends of response statistics:

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

1.

Due to the COVID-19 pandemic, Employer Surveys were not collected.

The Certificate II in Skills for Work and Vocational Pathways had no responses as this qualification was not delivered in 2020.

Due to the COVID-19 pandemic there were less opportunities for the collection of AQTF survey responses. Where we were able to collect survey responses, we were 82% successful in getting a completed survey submitted.

As the Diploma of Community Services is a two-year qualification, no Diploma learners completed their qualification in the 2020 calendar year. Two Diploma groups are scheduled to complete in the 2021 calendar year, and one in 2022.

2.

Prior to 2020, employer satisfaction response rates have stayed the same since we began collecting responses in 2016.



Overall numbers of Learner Satisfaction responses has decreased due to the the COVID-19 pandemic and the Cert II not being delivered in 2020, but the overall percentage of responses has increased from 79% to 82%.

The surveys issued and received in 2020 is lower than previous years, which is to be expected considering the inability to deliver most face to face training during 2020. 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%
2020	22	18	81%



## Section 2 Survey information feedback

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

Considering the affects that the COVID-19 pandemic had on the ability to deliver face to face training, it was expected that some areas would drop below Berry Street's acceptable levels which are 80% satisfaction rates. As the results show, the overall percentage satisfaction is 81.25% with only 5 (from 10) categories dropping below our acceptable benchmarks.

Our overall satisfaction scores from Learners across the Cert IV qualification was above average at 81.25% which is only 2% below last years satisfaction result.

It was expected that the amount of responses would decrease due to the absence of Certificate II delivery and the impact of the COVID-19 pandemic.

It was not expected to receive a low rating for the Training Relevance as the Cert IV is a mandatory qualification for all Residential Care Workers in Victoria and heavily contextualised. The responses to this category will be scrutinised further to determine how to improve this area, although there is an expectation that this may relate to Covid specific process and procedure - as an enterprise based RTO, this information was provided to all learners through the organisation but the tangible link to the RTO may not have been clear.

### 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, 5 out of 10 categories are above acceptable levels.

The five categories that drop below the average benchmark only drop by an average of 2.2%. Which, considering the impace of the pandemic on training delivery, is considered an acceptable drop.

Three categories (Trainer Quality at 85.42%, Training Resources at 83.33% and Overall Satisfaction at 83.8%) have the highest positive response rates and speaks to the quality of our Trainers and Assessors and our ongoing Cert IV development work to upgrade the relevant materials and assessments. These positive response rates were similar in the previous years collections.

Effective Support has been a high rating category in previous years. Although all measures possible were put into place to support learners during the difficult pandemic, it is understandable that some learners felt detached from their support mechanisms as the classroom sessions are a large part of these assistance systems. As part of our ongoing Cert IV re-development project, support processes and systems are included within the new model of delivery.

Three categories show the lowest rates, they are: Effective Assessments at 78.82%, Training Relevance 78.47% and Active Learning at 78.13%. These low categories are relatively different from previous years responses and will be addressed in the next section.



Category	2020 Average Score	2020 Average %	Comparison to 2019 (%)
Trainer Quality	3.42	85.42	-1.16
Effective Assessment	3.15	78.82	-1.51
Clear Expectations	3.28	81.94	+0.81
Learning Stimulation	3.19	79.86	-1.39
Training Relevance	3.14	78.47	-4.9
Competency Development	3.19	79.86	-3.38
Training Resources	3.33	83.33	-1.23
Effective Support	3.31	82.87	-1.93
Active Learning	3.13	78.13	-3.67
Overall Satisfaction	3.35	83.80	-0.76

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

**BEST ASPECTS**

- Group discussions and activities
- Trainer availability, support and knowledge
- Easy of access to information and the self-paced model

**AREAS OF IMPROVEMENT**

- Depth of discussion and duration of training
- Timings of classroom sessions

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

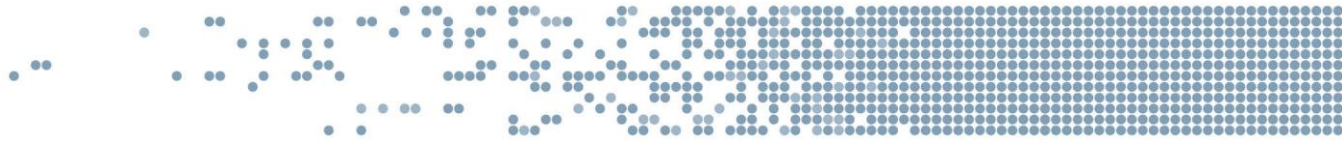
### Section 3 Improvement actions

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

As this data is specifically our Cert IV cohort, all actions will be in reference to that program.

During the pandemic, Berry Street was required to quickly switch to online and virtual delivery of our Cert IV program. Prior to the pandemic, it had been a classroom heavy and inflexible model of delivery. In order to maintain our learner's engagement, we developed online materials and resources and switched our training delivery to the Zoom platform.

Following on from this large piece of work, is the still ongoing complete re-development of the Cert IV program. The completion of the Cert IV re-development project will address those below-average results, especially Effective Assessments and Active Learning. Part of the project includes restructuring and streamlining the program so that the learner will be able to understand the training relevance to their role as the program follows their journey as a Residential Care Worker. The assessments and materials will all be overhauled to ensure they are robust and



directly correlate to the learners workbased learning and job role.

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 learner's capacity for and participation in Active Learning including in-class activities and the use of online platforms.

Whilst the 2020 data doesn't include any Diploma respondents, the RTO management and the Trainers and Assessors continue to adjust and improve content, delivery and assessments through 2020, especially to ensure continued engagement during the pandemic. The Diploma was delivered in real-time via the Zoom platform during the pandemic, so many materials and assessments needed to be adjusted to accommodate this shift.

#### **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.

As part of the Cert IV re-development project, evaluation and feedback will be more thoroughly collected and analysed to ensure we can continuously improve our program.

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