



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
1896	School of Hairdressing Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	85	68	80%
Employer satisfaction	241	3	1.24

Trends of response statistics:

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

Employers - Low response, last year 2.77% responded - Used Mail Chimp to send out Feedback Forms. The statistics show that 95.9% of surveys were successfully delivered and 42.9% of recipients opened their email, yet only 1.24% responded.

Students - Good response, last year 77.7% responded



Section 2 Survey information feedback

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

Expected Findings:

Employers expected our assessment of their apprentices to be harder than what the training package stipulates

Employers continue to expect apprentices to be "Trade Ready" by the end of their off the job training at the RTO

Employers liked the feedback they received from their apprentice's trainer

Basins continue to be an issue even though they have all been upgraded

Students liked the practical lessons best

Students enjoyed having a different trainer each semester

Models continue to be an issue both in sourcing models and price the model is charged

Students thought the small class size was one of the best aspects of their training as they got more time from their trainer

Trainers were thorough and helpful

Unexpected Findings:

Employers have stated that Taylorweir has not clearly explained what was expected of them

Some students stated that trainers did not explain things clearly

Students wanted more time on the mannequins before live model workshops

Even though we have increased the amount of practical demonstrations, students continue to request more demonstrations

Extra time requested to be added to the lesson plan for perming and for trainers to make the perming sessions more relevant to current styles

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

Largely the feedback received was very positive:

Taylorweir trainers continue to deliver course content in line with the Taylorweir ethos

Students enjoy changing trainers as they progress to the next level in their training

Students like coming to Taylorweir, both for their training and also for the social interaction with other apprentices

This survey has identified which trainers require professional development in particular areas

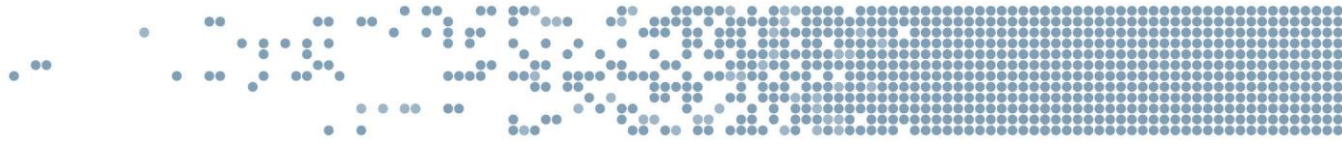
The lesson plan needs to be more creative when delivering the perming units

Trainers need to offer more demonstrations to their students

Students need more time on the mannequins before progressing to live model workshops

Taylorweir needs to review the way models are sourced and retained

Theory delivery needs to be reviewed



Section 3 Improvement actions

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

To ensure that employers are aware of what is expected of them and to understand the role of the RTO, Taylorweir will increase salon visits to talk to employers and provide them opportunities to attend the quarterly employer meetings that Taylorweir offers.

Extra mannequin time has been added to the lesson plan

Trainers are encouraged to organise more models for demonstrations in their classes

To ensure that students understand why their models must be charged, trainers will explain to their students that model pricing reflects the criteria of the assessment conditions of the training package that states that:

"Assessment must ensure use of paying clients within a simulated hairdressing or barbering workplace within a training organisation who have expectations that the services provided reflect those of a commercial business"

Extra time has been added to the lesson plan for perming and trainers are encouraged to make practical sessions more relevant to current styles

PD time has been allocated to trainers to re-work the theory lessons so that they are more engaging

Model sourcing will be reviewed.

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

Salon visits and calling employers for verbal feedback

Email AQTF Employer Questionnaire to all employers of current students

Taylorweir provides in-house surveys to all students at the end of each year

Taylorweir provides AQTF feedback forms to all students on completion of their apprenticeship

Student feedback forms are returned directly to the Director of Training who then analyses the responses and compiles a report for the next management meeting

Employer feedback is collated and analysed prior to presentation at the management meeting

Any follow-up actions required from the reports are then placed on the continuous improvement file and actioned as per Taylorweir's Continuous Improvement Policy and Procedures.