



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

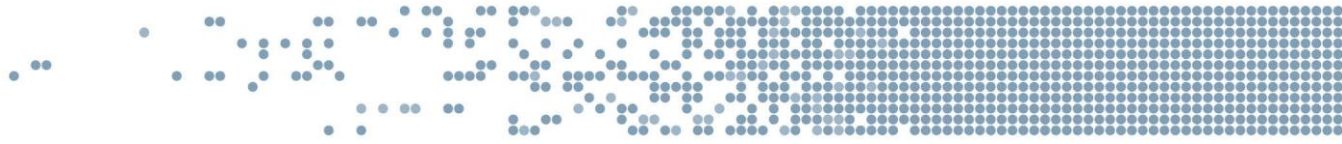
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	90	82	91.11
Employer satisfaction	128	5	3.90

Trends of response statistics:

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

Employer rate lower than last year. Sent out more surveys and personally phoned a number of salon owners to please complete and send back, all to no avail.

Learner response was excellent and better than last year.



Section 2 Survey information feedback

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

Employer Findings:

Positives:

The employers who responded cited that they appreciated the amount of hands on practical experience their apprentices were receiving, the quality of the trainers and that Taylorweir provides one on one training.

Employers commented on how industry current our trainers are and that communication with Taylorweir and the trainers is "great" .

The negatives being:

Employers would like to see more IT facilities offered to students

One employer suggested more time for models as the ratio of assessment models required have increased 3 fold yet the time has remained unchanged.

Another employer suggested that the training resources and equipment could do with an upgrade and that Taylorweir hasn't clearly explained what was expected from the employer

Student Findings: Expected:

Excellent trainers

Working with others

Amount of hand's on training

Gaining confidence

Unhappy at the volume of assessment models

Not enough time in the curriculum

Training facilities need to be upgraded

Unexpected findings:

Mix of theory and practical

Students felt that they weren't prepared for work

Students unsure on what was expected of them

Product selection

Students wanting to learn how to perm

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



Taylorweir trainers are delivering course content in line with the Taylorweir ethos.
Students like the social aspect of coming to Taylorweir and meeting like minded apprentices.
Students value their trainers
Resources and facilities needs upgrading
Trainers need holistically do multiple assessments on one client
The school needs refurbishment
Taylorweir needs to educate employers on their responsibilities in training apprentices and that an apprentice's training is a collaboration of the employer and the RTO

Section 3 Improvement actions

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

Lesson plan has been reviewed and adjusted
Studio 2 has had a makeover
Tripods fixed/replaced
Support trainer in place to assist in assessment workshops
Extra assessment classes added to the end of term
Log book introduced for in-salon clients
Catch up classes for students getting behind
Trainers have new products which are now allocated to each trainer so they can monitor their own stock

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

Customised feedback forms will continue to be given to each student at the end of each term
Feedback forms will be collected and given to the Director of Training and outcomes discussed with management.
Action Plan strategies will then be discussed prior to presenting outcomes to trainers.
Any follow-up action as a result of the feedback received will be actioned and then recorded in the Continuous Improvement Log
Taylorweir will continue to find ways to try and convince salon owners to attend the Employer Forums that we host on a regular basis.