



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3732	Indie Education

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	514	224	43.57
Employer satisfaction	NA	NA	NA

Trends of response statistics:

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

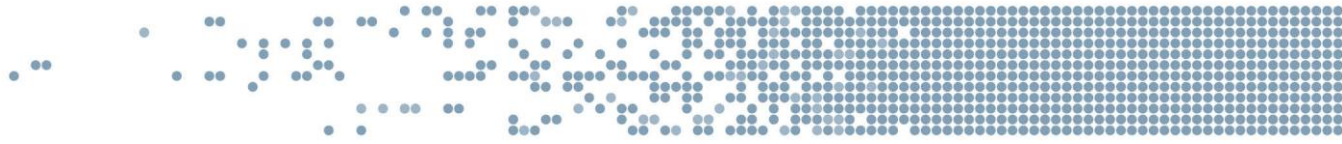
The percentage of student surveys completed by Indie Learners in 2023 was less than last year. However, results were consistent with 2022 Learner satisfaction, once again indicating that 80 to 90% of Learners either agreed or strongly agreed with each statement. This feedback suggests that, overall, Learners are satisfied with the qualifications, coursework, trainers, facilities, and support that Indie offers.

The results showed a significant increase in the number of Learners in the 15 to 19-year-old age bracket, rising from 69.5% in 2022 to 88% in 2023.

Certificate I in General Education for Adults (CGEA) remained the qualification with the highest level of enrolment, equating to 44%.

The results displayed a slight decline in the number of Learners identifying as Aboriginal, reducing from 20% to 15%, and less than 1% identifying as Torres Strait Islander or both Aboriginal and Torres Strait Islander.

Learners that identify as having a disability, impairment, or long-term condition increased to 41%, which is a 10% increase from last year.



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Section 2 Survey information feedback

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

Overall results indicate that what we are doing is working as up to 90% of Learners are satisfied with their experiences at Indie. It is great to hear that 98% of Learners would recommend Indie to others.

The increase in enrolment in the 15- to 19-year-old bracket comes as no surprise and aligns with Indies core values and focus. It was interesting to note a decline in Learners who identify as Aboriginal and Torres Strait Islander.

Although the negative feedback below relates to a small percentage of Learners may be impacted by the individual Learners' previous negative associations with education and lower self-esteem and confidence, it is crucial information to review and pass on to staff to support continual improvement.

Key points:

- 20% of Learners felt they did not set a high standard for themselves in the training
- 10% disagreed with pushing themselves to understand things they found confusing.
- 14% indicated that they did not learn how to work with people
- 10% didn't approach their trainer when they needed help
- 12% indicated they weren't given enough material to keep them interested

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

Once again, the results show that overall, Learners are extremely satisfied with Indie, with 80 to 90% of Learners agreeing or strongly agreeing with statements about their engagement and experiences with Indie. This does not come as a surprise as Indie strives to provide a supportive and engaging environment in which learners feel comfortable. It also employs trainers who can adapt to our learner cohort's learning needs and requirements.

Section 3 Improvement actions

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

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

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